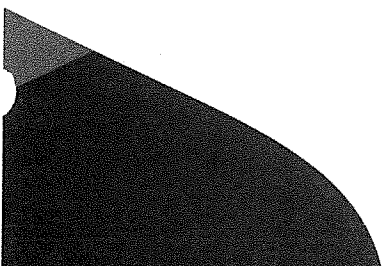


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NJSEA
ABM JANITORIAL START-UP PLAN



TASK	RESPONSIBLE	DUE DATE	STATUS
Coordination			
Execute Contract	ABM/NJSEA	9/21/2012	pending
Notify Incumbent	NJSEA	9/21/2012	complete
Submit Certificate of Insurance	ABM	9/21/2012	pending
Distribute copies/abstracts of executed agreement	ABM/NJSEA	9/21/2012	pending
Discuss existing management personnel	ABM	9/21/2012	pending
Exchange contact information	ABM/NJSEA	9/21/2012	complete
Establish meeting frequencies, participants and format	ABM/NJSEA	9/21/2012	complete
Review work order protocols	ABM	9/28/2012	
Discuss transition as it relates to security/access	ABM/NJSEA	10/5/2012	
Review detailed Day 1 Plans with NJSEA	ABM/NJSEA	10/12/2012	
Monitor and evaluate transition and start-up	ABM	10/19/2012	
Modify procedures based upon feedback	ABM	10/26/2012	
Continue transition meetings	ABM/NJSEA	11/2/2012	
Meet with NJSEA to report experience	ABM/NJSEA	11/9/2012	
Modify process and procedures based upon meeting	ABM	11/9/2012	



NJSEA
ABM JANITORIAL START-UP PLAN



TASK	RESPONSIBLE	DUE DATE	STATUS
Human Resources			
Advise Local 137 of start-up date	ABM	9/21/2012	pending
Identify Union Business Agent	ABM	9/21/2012	pending
Negotiate CBA with Local 137	ABM	9/21/2012	pending
Distribute employment packages	ABM	9/28/2012	
Establish grievances resolution protocols	ABM	9/28/2012	
Begin collection of new employee data	ABM	10/5/2012	
Conduct employee interviews	ABM	10/5/2012	
Conduct individual I-9 document review	ABM	10/5/2012	
Confirm social security data information	ABM	10/5/2012	
Review staffing assignments	ABM	10/12/2012	
Day one introduction and training of staff (video/verbal presentation)	ABM	10/19/2012	
Review company policies with janitorial staff	ABM	10/19/2012	
Conduct safety orientation meeting	ABM	10/19/2012	
Review procedures and claims handling	ABM	10/19/2012	
Review protocols with legal department	ABM	10/26/2012	
Complete dues reconciliation with Local 137	ABM	10/26/2012	
Complete analysis of janitorial routines	ABM/NJSEA	11/2/2012	
Finalize all labor reviews and allocations	ABM	11/9/2012	



NJSEA
ABM JANITORIAL START-UP PLAN



TASK	RESPONSIBLE	DUE DATE	STATUS
Operations			
Conduct property walk-through	ABM/NJSEA	9/21/2012	complete
Meet management, establish protocols	ABM/NJSEA	9/21/2012	complete
Develop supply inventory	ABM	9/21/2012	pending
Establish access controls with security	ABM/NJSEA	9/21/2012	pending
Survey uniforms	ABM/NJSEA	9/21/2012	pending
Identify on-site management team	ABM	9/28/2012	
Review section assignments	ABM	9/28/2012	
Order uniforms	ABM	9/28/2012	
Order supplies	ABM	9/28/2012	
Review specifications with selected on-site management team to develop periodic schedules	ABM	10/5/2012	
Review recycling program	ABM/NJSEA	10/12/2012	
Accept delivery of supplies	ABM	10/12/2012	
Conduct daily walk-throughs	ABM	10/19/2012	
Review inspection checklists with janitorial employees	ABM	10/19/2012	
Establish quality control procedures	ABM	10/19/2012	
Coordinate/schedule training activities	ABM	10/19/2012	
Coordinate Day 1 activities with on-site staff	ABM	10/19/2012	
Continue specification and section assignment analysis	ABM	11/2/2012	
Adjust routines for efficiencies	ABM	11/2/2012	
Conduct supply review and equipment analysis	ABM	11/2/2012	
Adjust periodic schedules for efficiencies	ABM	11/9/2012	
Continue walk-throughs to evaluate results of daily and periodic adjustments	ABM/NJSEA	11/9/2012	
Meet with all on-site personnel to evaluate quality control	ABM	11/9/2012	



NJSEA
ABM JANITORIAL START-UP PLAN



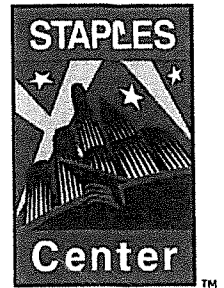
TASK	RESPONSIBLE	DUE DATE	STATUS
Financial			
Select/train accounting team	ABM	9/21/2012	complete
Meet with NJSEA accounting group	ABM/NJSEA	9/28/2012	
Establish branch district	ABM	9/28/2012	
Input financial data	ABM	9/28/2012	
Create check route protocol	ABM	9/28/2012	
Input payroll information	ABM	10/5/2012	
Design invoice and reporting formats	ABM	10/5/2012	
Input project budget	ABM	10/5/2012	
Continue refining internal controls	ABM	10/12/2012	
Meet with NJSEA financial team to implement procedures	ABM/NJSEA	10/12/2012	
Input payroll information	ABM	10/19/2012	
Monitor work order process	ABM	10/19/2012	
Prepare invoice	ABM	10/19/2012	
General accounting procedure refinement	ABM	11/2/2012	
Evaluate payment process	ABM/NJSEA	11/9/2012	
Input actual revenues and expenses into budget	ABM	11/9/2012	



NJSEA
ABM JANITORIAL START-UP PLAN



TASK	RESPONSIBLE	DUE DATE	STATUS
Technology			
Survey on-site technologies	ABM/NJSEA	9/21/2012	pending
Identify technology equipment to order	ABM	9/21/2012	pending
Order technology equipment and services	ABM	9/28/2012	
Program WALTER and QMS 24/7 systems	ABM	10/5/2012	
Integrate technology and environments	ABM	10/12/2012	
Set up end user accounts	ABM	10/12/2012	
Final system testing	ABM	10/19/2012	
Final installation of technology equipment	ABM	10/19/2012	
On-site system review	ABM	10/26/2012	
Monitor system operation	ABM	11/2/2012	
Audit technology	ABM	11/9/2012	



August 22, 2012

Lee Zeidman
Senior Vice President/General Manager

To Whom It May Concern:

It is with confidence that I write this letter of recommendation on behalf of ABM. STAPLES Center is home to four professional sports franchises and over 250 events per year in downtown Los Angeles at L.A. LIVE, and it is critical to partner with a service provider who understands our needs and will exceed our expectations. ABM does this and much more.

ABM has provided janitorial services to STAPLES Center and Nokia Theatre L.A. LIVE since 2009. Through our Global Partnership with ABM, I clearly see their commitment to excellence and focus on exceeding operational goals.

This was never more evident than this past May, when STAPLES Center hosted an unprecedented weekend. The Los Angeles Kings, Lakers and Clippers were playing six playoff games in four days—something no other arena in the country has ever had the opportunity to do. The ABM staff truly stepped up and, because they are so familiar with our facility, anticipated our needs and provided our guests and our facility with first rate service. Their professional staff was able to seamlessly respond to our extremely fast turn around and massive volume of fans with ease.

ABM is an extension of our AEG team and serves as a valuable information resource in the janitorial and facility management industry. Their ABM Green Care program supports all of our AEG 1EARTH global sustainability initiatives. Their management is always thorough, courteous and professional, and their equipment is state of the art. Overall, the ABM team takes pride in the services they offer and they spend a lot of time ensuring our facilities look impeccable.

The high quality of work, professionalism and open communication that they provide has made working with ABM a pleasure. I can say without reservation that, if you are considering ABM for your janitorial services, I have no doubt they will deliver the level of service you expect and deserve.

Sincerely,

Lee Zeidman
Senior Vice President & General Manager
STAPLES Center/Nokia Theatre/L.A. LIVE

ABM Response

New Jersey Sports and Exposition Authority

Cleaning Bid 2012



Presented to:

George Zahn

Vice President of Purchasing and Risk Management
New Jersey Sports and Exposition Authority

Presented by:

ABM

Paul Savage

Regional Vice President

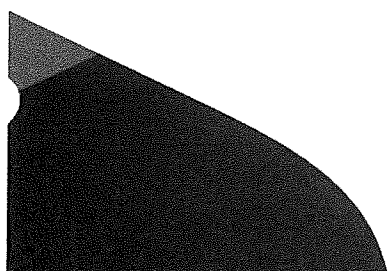
psavage@abm.com

212.497.0600

August 23, 2012

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Executive Overview

Building Value for Izod Center

To make a lasting impression that keeps crowds coming back year after year, NJSEA needs a customized janitorial services program delivered by an experienced partner that knows how to create a memorable environment while keeping costs low. To meet those needs, we'll apply our industry expertise backed by 30 years of experience serving venues like yours.

Expertise to optimize your venue

Facilities like Izod Center have specific needs that we understand. Your venue will be serviced with specialized equipment to maximize the efficiency of large, high traffic areas. We'll make your venue more sustainable, comfortable and inviting for your visitors, just as we do for the 4,000 events we service every year.

Adapting to your needs

To accommodate NJSEA's high volumes of guests, back-to-back events and seasonal venues, we'll deploy our large labor pools and network of employees. With a wide range of facility service offerings, we are the one-stop-shop for all of your facility needs, and when you're ready to add a service line, we'll be able to put it in place quickly. As you grow, our unmatched financial stability, operational bench strength and buying power will make it easy for us to adapt with you.

Local experts in your community

Izod Center will be staffed by a team of local experts led by a dedicated and proactive Project Manager (PM). Your PM will provide personalized service and be fully accountable to you for our services. Alongside your PM, our local support team will understand the specific needs of each of your sites and continually tailor solutions to your needs as they evolve. Our strong local presence also means we'll be able to accommodate any emergency requests for extra resources.

Creating a memorable environment

NJSEA's guests expect to have a memorable experience, so we've made it our business to help you make a lasting impression at your venue. Our staff will remain behind the scenes and integrate seamlessly with your personnel so your patrons can relax and have a good time.

We encourage you to call our references listed in this proposal — other venues that are currently benefitting from our solutions.

Experience in Sports and Entertainment

Similar Clients

ABM keeps your property — and your reputation — impeccable. We've been doing the same for other sports and entertainment venues across the country for over 30 years. Below is a sampling of ABM's Sports and Entertainment clients:

- AT&T Park, San Francisco Giants- San Francisco, CA
- BBVA Compass Stadium – Houston, TX
- Citizens Business Bank Arena – Ontario, CA
- Cleveland Browns Stadium – Cleveland, OH
- FedEx Field, Washington Redskins – Landover, MD
- LA Live Campus – Los Angeles, CA
- Mall of America Field, Minnesota Vikings – Minneapolis, MN
- Massachusetts Convention Center- Boston, MA
- NOKIA Theater – Los Angeles, CA
- San Francisco Museum of Modern Art -- San Francisco, CA
- Salvador Dali Museum- St. Petersburg, FL
- Sprint Center – Kansas City, MO
- STAPLES Center – Los Angeles, CA
- The Grammy Museum – Los Angeles, CA
- The Home Depot Center – Carson, CA
- Tyson Event Center / Gateway Arena – Sioux City, IA
- Valley View Casino Center – San Diego, CA
- World Of Coca-Cola Museum – Atlanta, GA

Associations

ABM is an active member and participant in the following professional and trade organizations:

- Association of Luxury Suite Directors
- Green Sports Alliance
- International Association of Venue Managers (IAVM)
- Stadium Managers Association (SMA)
- US Green Building Council (USGBC)

Proven Partnerships

Cleveland Browns Stadium

- Capacity: 73,200
- Footprint: 31-acre site
- Facility area: 1.64 million square feet
- Janitorial and Parking bundled solution
- Service since 2006
- ABM Green Care™ program

**CLEVELAND
BROWNS**

AEG

Staples Center & Nokia Theater

- Combined Capacity: 28,100
- Over 450 events each year
- Pre-, during and post-event clean-up
- Single point of contact for all services
- Dedicated local team
- ABM Green Care™ program



FedEx Field Washington Redskins

- Capacity: 91,704
- Post-event cleaning for each home game
- Local, hands-on Project Manager dedicated year-round
- Short, two-week transition period
- Positive press and fan feedback for the changes we implemented.

FedExField.

World of Coca-Cola Museum

- 62,000 square feet of guest area
- Over 1 million guests each year
- 1,000 Coca-Cola artifacts
- Providing cleaning services since the re-opening of the NEW World of Coca-Cola in 2007
- ABM Green Care™ program



Sports and Entertainment Expertise

In order to provide the highest levels of service possible, we leverage the expertise of our subject matter expert, **Charlotte Jensen-Murphy, Vice President and Director of National Sales.**



Charlotte Jensen-Murphy brings 19 years of experience in operations and management to her role as Vice President and Director of National Sales. In her role, Charlotte has extensive experience in leading and operating janitorial service organizations and fostering strategic relationships locally, regionally and nationally. Charlotte is ABM's sports and entertainment subject matter expert, and understands the unique needs and expectations of the market segment. Her diverse sales and marketing background combined with operations experience leads to building trust within the industry amongst clients and prospects. Charlotte has a significant background in integrating janitorial services, engineering services and security guard services on regional and national platforms. Ms. Jensen-Murphy received a Bachelor of Science in Business Administration from Susquehanna University in Selinsgrove, Pennsylvania with a minor in Spanish. Ms. Jensen-Murphy is currently a Trustee on the San Diego County Employers Security Trust Fund.

Facilities We Service

Our Sports and Entertainment offerings extend beyond stadiums and arenas; we also service the following types of facilities:

Exhibit Halls	Theaters
Auditoriums	Convention Centers
Meeting Rooms	Performing Arts Centers
Amphitheaters	Ice Rinks
Complexes	Convention and Visitor's Bureaus
Conference Centers	Fairgrounds
Rodeos	Museums
Casinos	Horse Tracks

Hear first-hand how we build value for our clients. Below is a reference list of clients similar to you for whom we currently provide services.

Just Ask Our Clients



Reference 1	
Client Name	Cleveland Browns Stadium
Location(s)	Berea, OH
Square Footage	1.64 million sf
Contact Name	Todd Argust
Title	Director of Stadium Operations
Phone Number	440.824.3656
Contract Start Date	1999
Services Provided	Janitorial and Parking



Reference 2	
Client Name	STAPLES Center
Location(s)	Los Angeles, CA
Square Footage	2 million sf
Contact Name	Sam Kropp
Title	Vice President – Operations
Phone Number	213.742.7262
Contract Start Date	2009
Services Provided	Post Event Cleaning



Reference 3	
Client Name	Mall of America Field - Metrodome
Location(s)	Minneapolis, MN
Square Footage	2 million sf
Contact Name	Steve Maki
Title	Director of Facilities and Engineering
Phone Number	612.332.0386
Contract Start Date	June 2010
Services Provided	Post Event Cleaning



Reference 4	
Client Name	FedEx Field, Washington Redskins
Location(s)	Hyattsville, MD
Square Footage	2 million sf
Contact Name	Lon Rosenberg
Title	Vice President – Operations
Phone Number	301.276.6062
Email	RosenbergL@redskins.com
Services Provided	Janitorial



Reference 5	
Client Name	Carrier Dome
Location(s)	Syracuse, NY
Contact Name	Pat Campbell
Title	Senior Associate Athletic Director
Phone Number	315.443.4634
Services Provided	Janitorial Services

Your Service Quote

We'll help you create new efficiencies to improve your bottom line

To reduce your costs and build value for your facilities, we focus on new, efficient methods and management of labor and technology to eliminate unnecessary costs and maintain quality. Based on NJSEA's walk-throughs and specifications, discussions with you, and our Sports and Entertainment expertise, we determined the best practices for you and infused them into a program designed to meet your service needs.

Prepared for:	NJSEA
Location(s):	IZOD Center East Rutherford, NJ 07073
Service(s):	Janitorial Services
Price	Please see attached bid sheets
Primary Transition Contact:	Frank DiBartolo, District Manager
Primary Operations Contact:	Jeff Wasserman, Project Manager

Organized to Respond to Your Needs

NJSEA will receive personalized service that emphasizes client satisfaction. Through our organizational structure, leadership and consistent management, we've developed an approach that allows us to manage your venue's service needs and exceed your expectations.

NJSEA will benefit from our *industry experts and local specialists in recruitment, operations, account management, quality assurance, safety, risk management, training and technical support*. All are focused on delivering quality, reliable service with the latest technology to continually meet your unique needs.

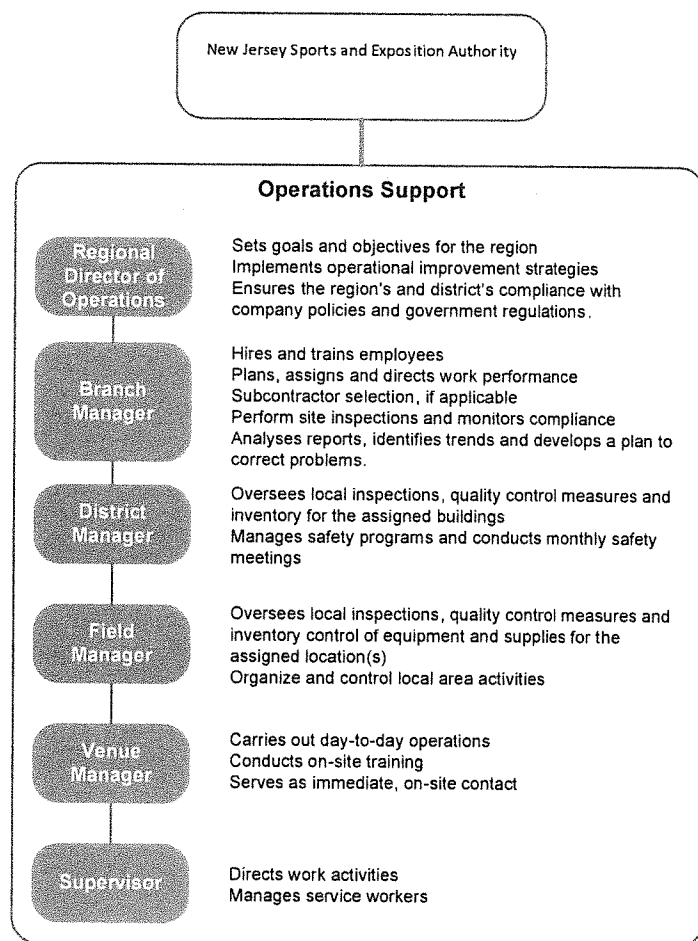
Descriptions of service personnel's roles and responsibilities that will directly support your account are listed here to provide you clarification of what should be expected from each.

A Venue Manager Who Fits Your Needs

We'll provide NJSEA with a Venue Manager who will be dedicated to your venue year-round. The Venue Manager will be an extension of your onsite team, working to coordinate ABM's service to meet your operational needs. You'll benefit from the Venue Manager's flexibility, availability, and strong organizational, team-building and communication skills, all of which will be crucial to managing our service delivery.

Responsibilities

- Assists and directs implementation of service.
- Attends production meetings.
- Performs site walks and inspections.
- Organizes and plans ABM's operations.
- Ensures staffing levels are appropriate.
- Trains, when necessary, from management through service worker.
- Works closely with other vendors and departments to coordinate our services.
- Reports property management issues and responds if necessary.
- Manages contractual compliance.



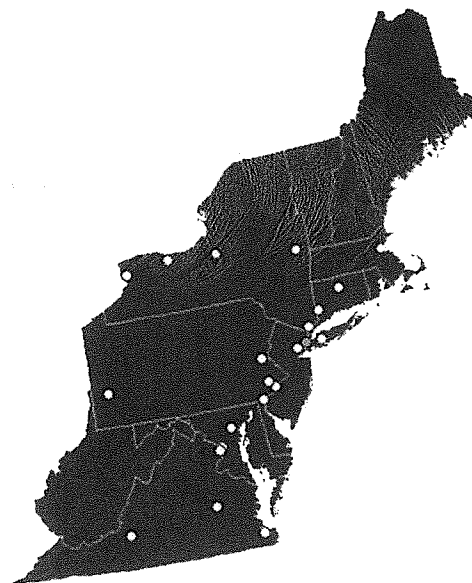
Northeast Region Profile

We have local resources to serve you, and to respond to your on-demand needs. ABM will provide you with the knowledge and manpower when, and where you need it.

Regional Office Information:

321 W 44th St
New York, NY 10036
Telephone: 212.497.0600
Fax: 212.497.0690

Square Footage Cleaned: 824 million sf
Number of Employees: 18,369
Number of Customers: 3,611
Annual Sales: \$824.7 million



Branch Offices (City / State)

Danbury, CT	Hartford, CT	Wilmington, DE
Somerville, MA	Baltimore, MD	Kenilworth, NJ
East Syracuse, NY	Hicksville, NY	New York, NY
Tonawanda, NY	Waterford, NY	Bethlehem, PA
King of Prussia, PA	Philadelphia, PA	Pittsburgh, PA
Alexandria, VA	Charlottesville, VA	Norfolk, VA
Richmond, VA		

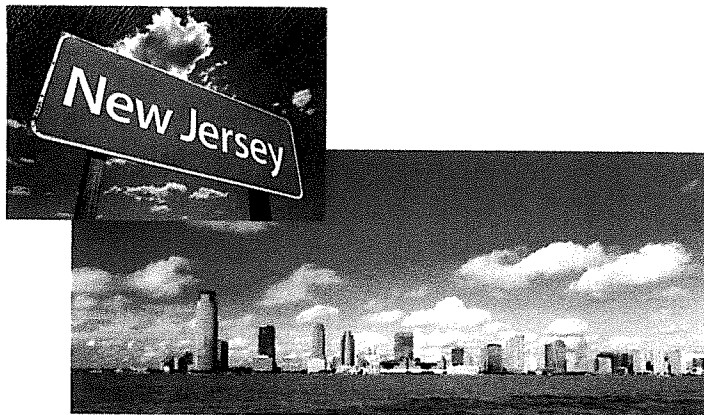
New Jersey Branch Profile

We have local resources to serve you, and to respond to your on-demand needs. Our New Jersey regional office is staffed by a team of professionals dedicated to supporting our on-site staff and ensuring the delivery of a first class janitorial program.

Branch Office Information:

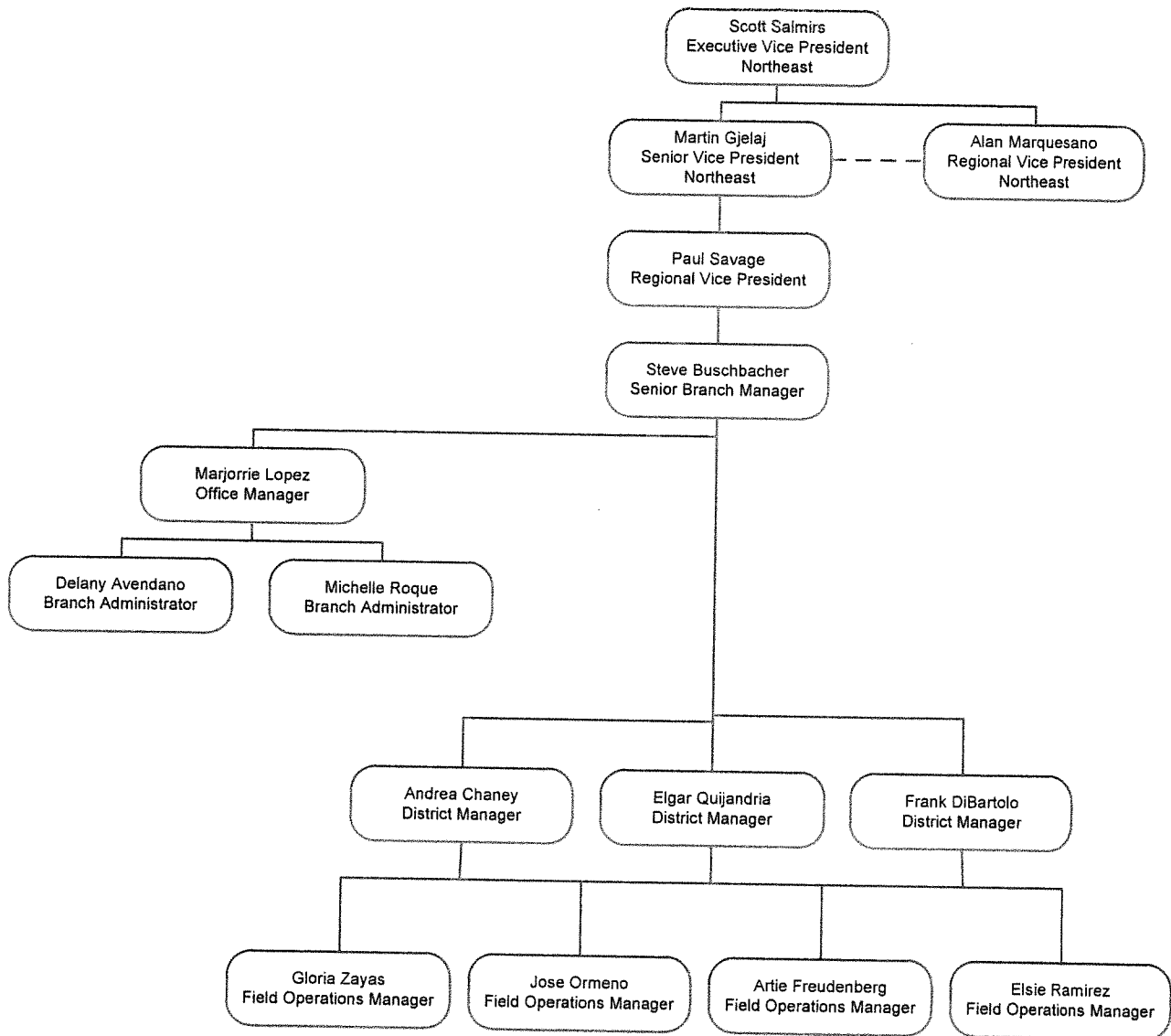
708 West Colfax Avenue, Suite B
Kenilworth, NJ 07033
Telephone: 908.259.3444
Fax: 908.259.3440

Square footage cleaned:	30 million sf
Number of employees:	2,590
Number of clients:	205
Annual sales:	\$70 million



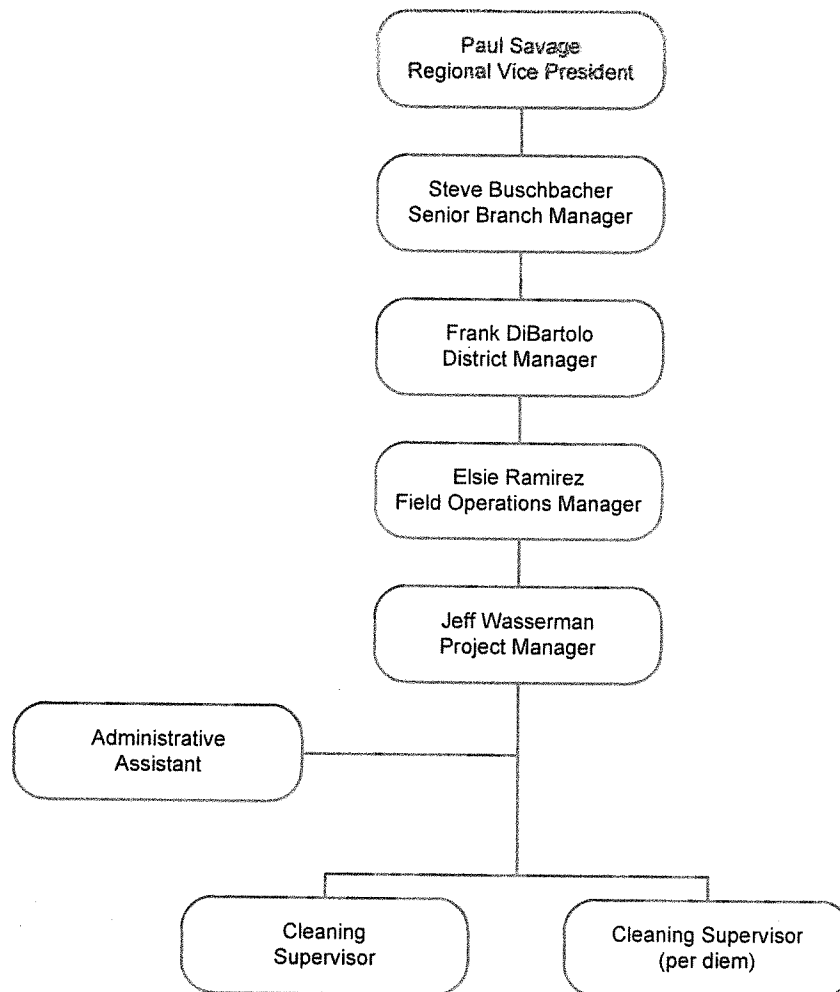
Support Structure Tailored For You

Your services will be supported by a team of experts knowledgeable in janitorial services and your local area. They are empowered with specialized training and innovative technology to deliver value, improve efficiency and take ownership of the services we provide you with.



On-Site Support Structure

The Izod Center and Meadowlands Site will be supported by a team of experts knowledgeable in janitorial services and window cleaning.



Service Personnel Resumes

Below are resumes for the key personnel proposed to support the project outlined in this request for proposal. If you need further information, please contact your ABM representative.

Steve Buschbacher

Regional Manager

Skills Summary

Steve Buschbacher is the Regional Manager for all ABM service locations throughout the New Jersey region. He has been in the janitorial industry with for 14 years. Steve manages over 2,500 employees performing services that cover over 30 million square feet throughout New Jersey

Mr. Buschbacher's responsibilities include maintaining customer relations, quality control, capturing new business and all aspects of P&L reporting for New Jersey. Mr. Buschbacher obtained his Bachelor's of Science Degree in Accounting from Manhattan College.

Frank DiBartolo

District Manager

Skills Summary

Frank DiBartolo is a District Manager for ABM in the Northern New Jersey area and has been in the janitorial industry for 16 years. In this role, he is responsible for managing the daily janitorial operations for over 20 locations.

As a District Manager, Frank manages approximately 25 project management professionals and works directly with clients to ensure their total satisfaction. He responsible for ensuring the delivery of a first class janitorial program. Frank is also responsible for the training and development of the janitorial staff as well as ensuring that the facilities are safety compliant.

Service Delivery for Your Venue

Cleaning Program

Our cleaning staff will be a flexible team that can adapt its procedures and processes for different kinds of events and make considerations for the unexpected, like last-minute changes and weather. Our cleaning services include the following:

- Pre-, During and Post-Event Cleaning
- Pressure Washing
- Concrete Sealing
- Carpet and Floor Care
- Seat Cleaning
- Changeover Crews
- Parking Lot Cleaning

Off-Season Services

If you require deep cleaning or detailing during the off-season, we provide a range of services to accommodate those needs:

- Seat detailing
- Carpet shampooing
- Luxury/Executive Suites detailing
- Concourse stripping and resealing
- Duct cleaning
- Vent vacuuming

Cleaning Methodologies

Improving Service Levels through New Approaches to Cleaning

To meet NJSEA's need for cost-saving, high-quality service, we employ new approaches to cleaning. Because of these approaches, we're able to deliver superior results and increased productivity, while promoting a safer and healthier environment for your venue. We clean more than 2 billion square feet of floor space every day, so our methods are based on proven results.

Our cleaning approaches combine daily, variable and extensive periodic services to perform to your expectations. We offer a full spectrum of care and as your business operations evolve, we also provide a progressive collection of additional methods and equipment to continually meet your needs. You'll find our extensive selection of services to be rare in the facility services industry.



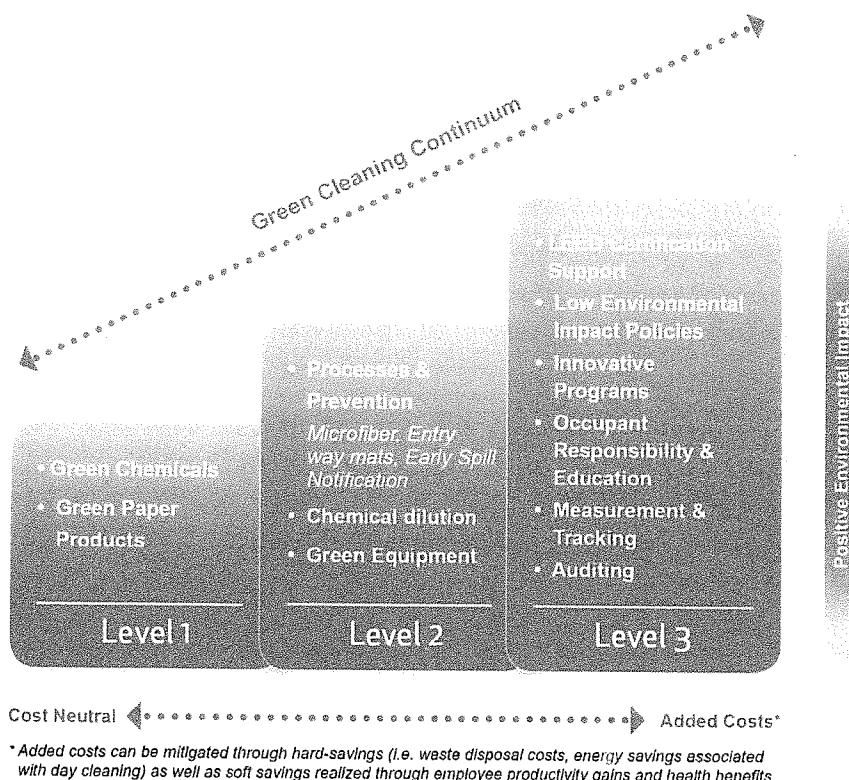
Green Cleaning Overview

The ABM Green Care™ program focuses on products, tools, equipment, processes and policies. Our program promotes a healthier environment for your building's occupants while significantly reducing the harm done to the environment. Green cleaning also preserves your capital investments (floors, furniture, etc.) because green products are less harsh than traditional products. We use environmentally preferable products and sustainable procedures following the requirements of the U.S. Green Building Council, Green Seal, Environmental Protection Agency, Environmental Choice, and the Carpet and Rug Institute, who provide nationally recognized standards for green products and procedures. Our program is overseen by Alan France, our dedicated Sustainability Director. He is supported by LEED APs and Green Associates located throughout the country.

Over 348 million sf at more than 780 client sites have implemented ABM Green Care™

A Flexible Program to Meet Your Sustainability Goals

We've made the program flexible by offering three distinct levels. We'll help you take a more holistic approach to green cleaning, whether it's switching to green cleaning products, implementing sustainable equipment and processes or assisting with LEED certification. We'll use our Assessment and Transition Plan Tool to assess your existing sustainability efforts and develop pricing and a transition plan to implement green cleaning.



Planning for a Seamless Transition

It's an easy shift

Your transition process will be painless because we identify your service needs, select the appropriate personnel, create a detailed implementation plan, and communicate it to everyone involved. Our teams will work to create a smooth start-up, free from time-consuming disruptions.

Estimated Timeframe

Our service start-up plan customarily takes place during a four- to six-week period and typically starts within thirty days of an award.

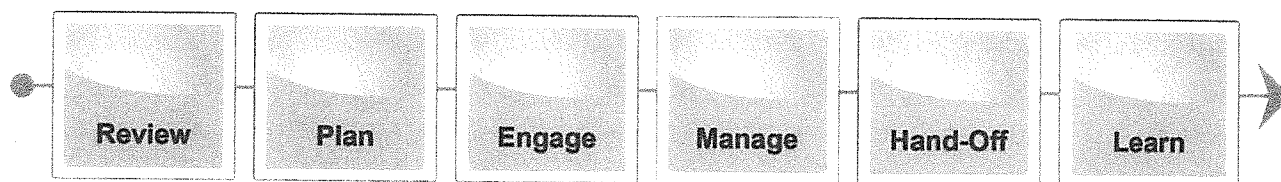
Importance of ongoing communication

In our years of experience, we've learned that the key to a successful transition is clear, ongoing communication of expectations, objectives and outcomes with all parties involved, particularly with management at all levels on both sides.

From the beginning, ABM will hold regular meetings with you to discuss all phases of the transition, identify best practices and implement them, as needed. We will survey everyone on your staff who will be affected by the transition in order to address key concerns.

Support and coordination

A start-up team will work with NJSEA's designated Project Manager to implement the transition plan. The team will remain dedicated until your planned level of service is achieved and your objectives are being met.



Start-Up Plan

Below is an example of a start-up plan, showing how ABM becomes an integrated part of your workflow. As we move forward, we will provide a more detailed and customized plan. Once the plan is finalized, we complete your transition timetable, identifying each task, who owns it and its expected completion date.

Task	Week 4	Week 3	Week 2	Week 1	Post Start Up
Initial Activities					
<ul style="list-style-type: none"> Kick-off meeting - transition team Assign roles & responsibilities Finalize and review contract and specifications Review current situation with incumbent Create stakeholder register 					
Key Start Up Activities & Discussion Topics					
<ul style="list-style-type: none"> Transition plan and timeline Client involvement in transition process Reporting requirements Special facility needs and considerations Waste management and recycling procedures Uniform requirements Develop and document schedules 					
Human Resources Process					
<ul style="list-style-type: none"> Assign management team and review current personnel Conduct interviews, background checks & drug testing (as applicable) Setup time recording and payroll procedures Complete training Distribute uniforms and badges to employees 					
Site Setup					
<ul style="list-style-type: none"> Site location verification Identify and document janitor closets Location access - receipt of keys and/ or alarm codes 					
Equipment and Supplies					
<ul style="list-style-type: none"> Determine equipment/supply needs & procurement process Order equipment, supplies and communication devices Set up equipment, supplies, communication devices, and inventory control processes 					
Billing and Accounting					
<ul style="list-style-type: none"> Review billing and accounting requirements & set up procedures Test procedures 					
Quality Control Program					
<ul style="list-style-type: none"> Communicate customer requirements to Quality Control Implementation team Problem resolution and escalation procedures Develop Quality Control program (inspections, surveys & KPIs) Train field/customer on communication devices, work order system & QMS inspection systems 					
Work Order/Call Center Management Program					
<ul style="list-style-type: none"> Define overall process & call center interaction Upload periodic task schedule into QMS WO Management System 					
Risk Management					
<ul style="list-style-type: none"> Order and distribute customer & landlord COIs 					
Service Partner Management (if applicable)					
<ul style="list-style-type: none"> Review sites and areas to self perform and where to subcontract Review selection of subcontractors and hire as necessary 					
Finalize Transition					
<ul style="list-style-type: none"> Identify outstanding tasks & verify completion of all transition tasks 					
Post Start Up					
<ul style="list-style-type: none"> Confirm start ups and review transition issues & successes 					

Billing Flexibility and Custom Reports

Billing

You'll be presented with a variety of flexible billing options. Depending on your needs and contractual requirements, your billing will be administered either out of a local branch or our national office. We have established an internal goal of 100% accuracy the first time, however, if a problem should occur, ABM will resolve all invoice issues as quickly as possible.

Your invoices can be delivered electronically or in hard copy format. Should you desire consolidated billing for all your ABM services, we can easily handle this, giving you:

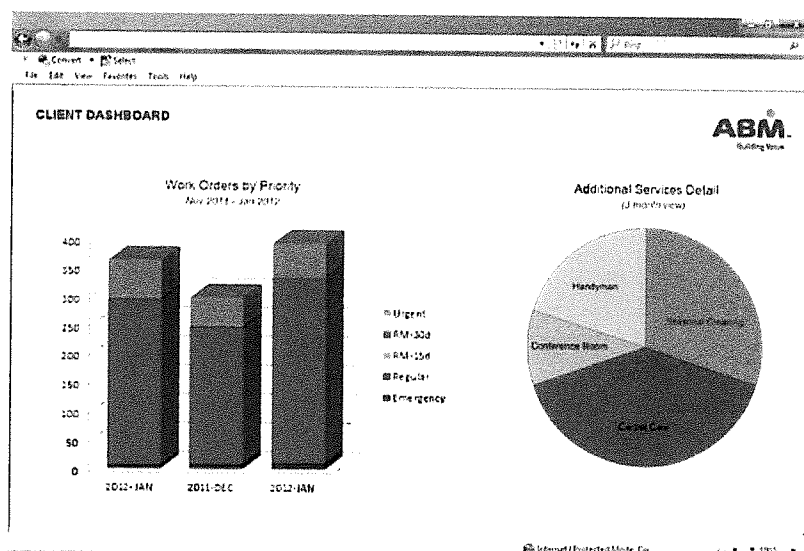
- Fewer invoices and less paperwork, saving time and money
- Better money management because work is billed routinely and accurately
- Better review and control of budgets
- No additional cost for the customization of your billing

Reporting

Moreover, our goal is to provide you with timely, relevant information. We will customize reports to meet your requirements and fit your format. You can view these reports online or receive them in hard copy. We will provide reports weekly, monthly, quarterly and annually with a roll-up of the information to illustrate year-to-date performance. We can provide report recommendations, however, the format of the report and the frequency are up to you.

Examples of standard reports we can provide include:

- Total Spend
- Additional Service Detail
- Work Order Status
- Work Order Priority
- Response Time
- Inspection Results
- Timekeeping
- Training and Safety



Supplies and Chemicals

Quality and efficiency at lower costs

The quality of the service that you'll receive is enhanced by our commitment to providing the best delivery, service and employee training on the equipment, supplies and chemicals we use. You save money because we use superior products and methods, requiring fewer man hours.

NJSEA will enjoy the cost and quality advantages of ABM's purchasing power because of the large volume of business we do and our strong, established relationships with industry-leading supply, chemical and raw material manufacturers that share our commitment to excellence. This affords us cost-control advantages over our competitors and provides you with several distinct advantages:

- Best quality products available at the best possible prices
- Cost control due to our ability to negotiate long-term, fixed-price contracts with our suppliers
- Access to new products and concepts that save time while increasing productivity
- Personal attention when it comes to problem solving for you and managers
- Prompt deliveries and comprehensive training



Supplies

ABM selects supplies based on our quality standards, and the product's overall ability to meet the rigorous requirements established for your venue. We have a range of products to suit your environment that will maintain maximum efficiency, safety and hygiene. We can tailor product selection as needed to best suit your requirements and offer you a complete solution.

Chemicals

By aligning environmental issues with key business goals, our chemical cleaning program is not only good for the environment—it's good for your venue. We consider environmental impact, worker safety and product performance when selecting cleaning products. The chemicals we use are premixed by the manufacturer which eliminates the possibility of improper dilution of cleaning. Also, having fewer types of chemicals on-site reduces the risk of property damage, and the packaging of our various types of chemicals helps you and the service workers easily identify improper chemical usage.

Our chemical cleaning program benefits you in several ways:

- Cleaner, healthier environment for occupants and visitors to your facility.
- Improved indoor air quality
- Reduced possibility of property damage due to improper use of chemicals
- Possibility of reduced liability insurance premiums for your facility

ABM advocates consistency at all of our clients' locations by establishing:

- Standardized packaging and dilution ratios
- Optimal choices of products for each cleaning application
- Uniform training on product use
- Simplified HazCom programs

Uniforms — Yours or Ours

People in your venue will always be able to recognize the janitorial services staff because they'll proudly be wearing either the ABM uniform or a special uniform chosen to reflect the character of your venue. The professional image of our service employees is just one more way ABM works to enhance the overall image of your venue. We understand that establishing an identity and presence at your sites is imperative as security has become heightened in recent years.

The power of a uniform doesn't stop there. It also gives our service employees a greater sense of responsibility and accountability. They are required to keep their uniforms looking clean and presentable.

Our agreement with vendors enables us to provide you with an array of well-made, high-quality apparel to choose from.



Our People

Our promise to you is fulfilled by our people. Your expectations need to be met by employees who are willing and able to give their best, every day—which ABM's employees have demonstrated consistently.

We attract, select and retain employees who will exemplify our core values—respect, integrity, collaboration, innovation and excellence—at every job site. We hire superior employees from diverse backgrounds, give them thorough training, encourage them to be accountable for their work and reward them for exceptional performance.

With well-managed people in the right jobs, NJSEA benefits in many ways:

- Higher quality service
- Increased productivity and reliability
- Professional interaction with guests
- Reduced turnover, resulting in more familiar faces and more consistent service
- Lower costs as a result of a safer workplace

Attract and Recruit

Recruiting the best

Your facilities will be staffed by highly qualified professionals who were attracted to ABM because of our strong reputation for employee development and retention.

Your venue requires personnel who are able to adapt to your culture and present themselves in a friendly, professional manner. That is why we make great efforts to recruit employees who don't just match the job profile, but also will adapt to meet your facility's needs and ABM's culture of learning, teamwork and providing high-quality service.

Screen and Select

Careful selection to ensure safety and quality

Through professional interviewing and selection processes, we select quality candidates who meet your needs. To ensure the safety of your customers, employees and business assets, we provide a range of employee screening packages. We will conduct tiered screening based on your industry's best practices and your business' requirements.



Our screening packages can include any of the following:

- Standard background checks
- Criminal/sex offender background checks (CORI/SORI)
- Credit checks
- Drug screening (upon contract requirement)
- Professional certification checks
- Additional reference checks

Train and Develop

An emphasis on safety and training

To deliver you the reliable, high-quality service that you expect, we develop training programs at the national and regional level, and emphasize best practices and safety. For more detailed information, see the section titled "Training Program" in this proposal.

Retain

Employee benefits and incentives attract and keep good people

Maintaining a broad, competitive benefits program enables us to keep well-trained, experienced employees who are committed to your venue and ABM. We provide you with the flexibility to personalize a benefit package that meets your cost objectives while still achieving a work/life balance for the employees.

Grow

Encouraging professional growth

Another component of our retention program is the support we provide to employees as they grow in their careers. Your venue will be serviced by employees who are allowed to grow, which typically results in higher productivity and better service quality. Our culture encourages each employee to openly communicate with his or her manager to develop a career path that builds on individual strengths. The quality of each individual employee's service continually improves because of the ongoing coaching facilitated by regular performance reviews.

Training Program

We provide you with employees that have the training they need to successfully perform janitorial services in your venue, improve efficiency, and develop new skills. Every ABM employee meets the following criteria:

- Technically proficient with chemicals, equipment and methods
- Familiar with the rules and regulations of your site(s)
- Understands the stadium and venue environment
- Thoroughly trained in job safety
- Committed to providing outstanding client service

New Hire Orientation and Training

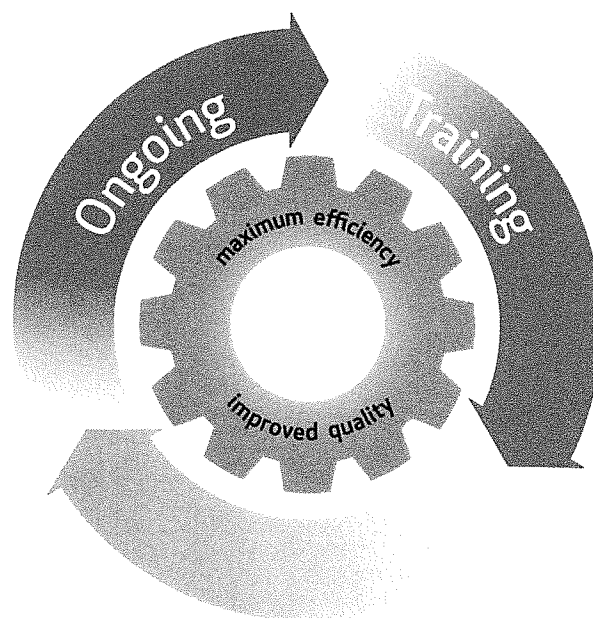
During the start-up phase, our Venue Managers and Supervisors conduct employee training sessions at one of your locations in a classroom setting. These sessions include site-specific rules and regulations, ABM policies and procedures and basic job training.

Training for service workers concentrates on specific work tasks. Our Supervisors demonstrate each task step-by-step, detailing the importance of each step along the way, and train them to perform visual inspections before completing work. The Supervisors also provide guidance to the service workers as they work.

Once initial training is complete, Supervisors perform recurring reviews to make sure that they are maintaining NJSEA and ABM's standards. By empowering our employees with comprehensive training, we are able to minimize deficiencies and quickly identify opportunities for improvement.

Recurrent Training Sessions

Our managers conduct recurrent training sessions for current and replacement employees at your site(s). These sessions are more technical in nature and concentrate on specific job tasks and duties, such as specialized certifications and interdisciplinary training. Employees are trained in groups specific to their function. Compliance is measured and tracked by attendance, job performance, tests, etc. to ensure all employees are receiving the proper level of training.



Training Schedule

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Safety	●	●	●	●	●	●	●	●	●	●	●	●
Social Sensitivity	●			●			●			●		
Cleaning Methods	●			●			●			●		
Hospitality	●	●	●	●	●	●	●	●	●	●	●	●
Operating Procedures	●			●			●			●		
Operating Procedures	●			●			●			●		
Equipment	●	●	●	●	●	●	●	●	●	●	●	●

- Initial Training
- Ongoing Training
- Refresher Training

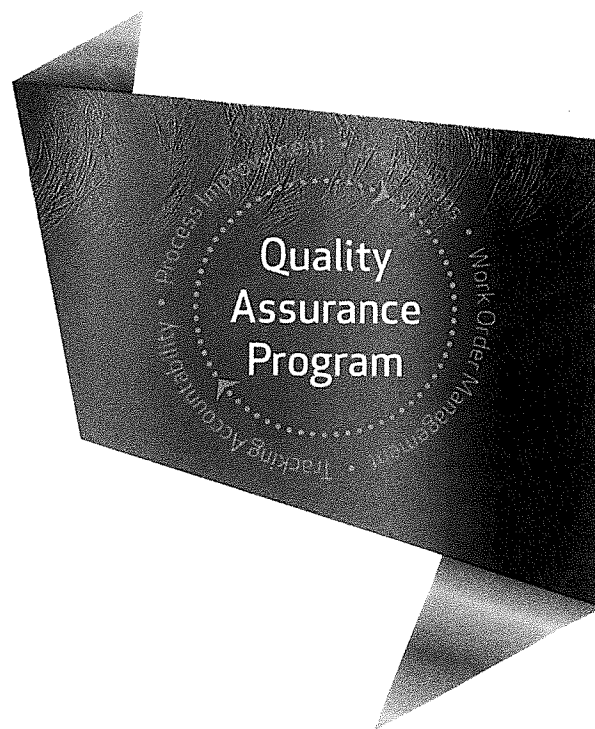
We Represent You

Every member of our staff understands that, when guests are at the IZOD Center, they don't distinguish between NJSEA's staff and ours. Our service workers will fully comply with your standards for personal appearance and guest relations, and will attend any training sessions you hold that emphasize customer service and etiquette. Every ABM employee in your venue will understand that, as long as they are at your venue, they represent both you and ABM, and will treat your guests with the same courtesy that you expect from your employees.

Quality Assurance Program

We've established a quality culture that focuses on client satisfaction, involves employees, measures performance, and is continuously improving. To support your quality goals and requirements, we use a unifying quality management system that places a variety of processes into a single framework. This framework acts as a starting point from which NJSEA and ABM will customize a quality program for your venue. The program will improve efficiencies and allow for greater transparency into your account activity.

Your account will be managed with innovative technology tools that improve communication, increase worker productivity and integrate processes to measure results. Your ABM Project Manager and service workers will be utilizing laptops, tablets or other wireless devices for data entry and communication. The staff servicing your venue will be more dependable because of the efficiency and transparency of our systems.



Benefits You'll Receive:

- Automated communication, resulting in reduced response time
- Complete, up-to-date work order status
- Round-the-clock access, communication and tracking
- Periodic scheduling and tracking
- Customized inspection and work order reports providing data for process improvement
- Improved client satisfaction
- Less time spent managing issues

Quality Management System

ABM's quality management tool is our proprietary, web-based control system that supports your quality goals and requirements. The system allows both NJSEA and ABM to view inspection results, work order statuses, periodic maintenance schedules, and reports through a central online portal. ABM focuses on:

- Analyzing inspection results
- Automating work order management
- Establishing and tracking accountability
- Continually improving processes

Tracking Accountability

In order to provide you with transparent accountability, all work requests will clearly define who is responsible for the work and the time involved for completion. The requests will be time stamped, and automatic escalations are triggered by that time, notifying management. You will have the opportunity to measure, quantify and analyze service delivery, alongside ABM management. This process makes it easy to identify and disseminate best practices.

As work is accomplished and work orders are closed, the reporting system is updated. Supervisory personnel will follow up with service workers on issues and requests to make certain all work is completed to our high standards. Any problems that emerge from this follow-up are immediately corrected and the communication loop is then closed—but only when our clients are absolutely satisfied.

Your facilities will be inspected on a regular schedule, and the data is entered into the system via a wireless device, allowing for real-time access to inspection results. During inspection, tasks are rated on a scale from one to five, producing a percentage of the maximum possible. The total for all tasks during that inspection becomes the quality score for the site(s). Customized quality control inspection reports, showing results and trends will be accessible online or via an Excel spreadsheet. This information allows our managers to determine what actions are necessary to maintain compliance, continuous improvement, and ultimately, your satisfaction.

Process Improvement

We optimize our processes to achieve more efficient results for you through planning, standardization, employee engagement and other means. We continuously look to identify areas of opportunity and target any problem areas, formulate a detailed strategy, and promptly execute the solution. When we engage in a proactive process improvement strategy, we are able to build upon our foundation of best practices, procedures and processes so you receive the best service. Our quality management system helps us identify where to focus our efforts.

ABM At A Glance

We provide commercial cleaning and maintenance, facility engineering, energy efficiency, parking and security services for sites of all sizes in the United States and abroad. With fiscal 2011 revenues of \$4.2 billion, nearly 100,000 employees and 350 office locations, we build value for our clients with our stand-alone and integrated service solutions.

Highlights

\$4.2 billion in annual sales

350 branch offices in the United States, Puerto Rico and British Columbia, Canada

Nearly 100,000 service employees

ABM Green CareTM Program

D&B rating of 5A2

Expansive technology platform

Founded in 1909

ISO 9000 compliant for quality and reliability

Over 25,000 clients

Public Corporation (NYSE: ABM)

Sarbanes Oxley Compliant (SOX)

Solutions

Electrical

Energy

HVAC and Mechanical

Janitorial

Landscape and Grounds

Maintenance and Repair

Parking and Transportation

Security

Industries We Serve

Aviation and Transportation

Banking and Financial Services

BioPharma

Commercial Buildings

Education

Golf Courses

Government

Healthcare

High-Tech

Hospitality

Improvement Districts

Industrial and Manufacturing

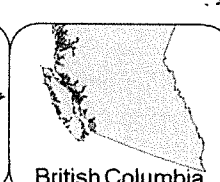
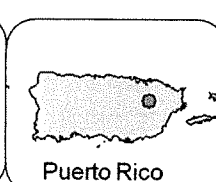
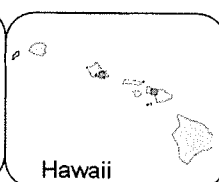
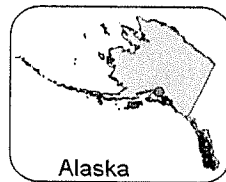
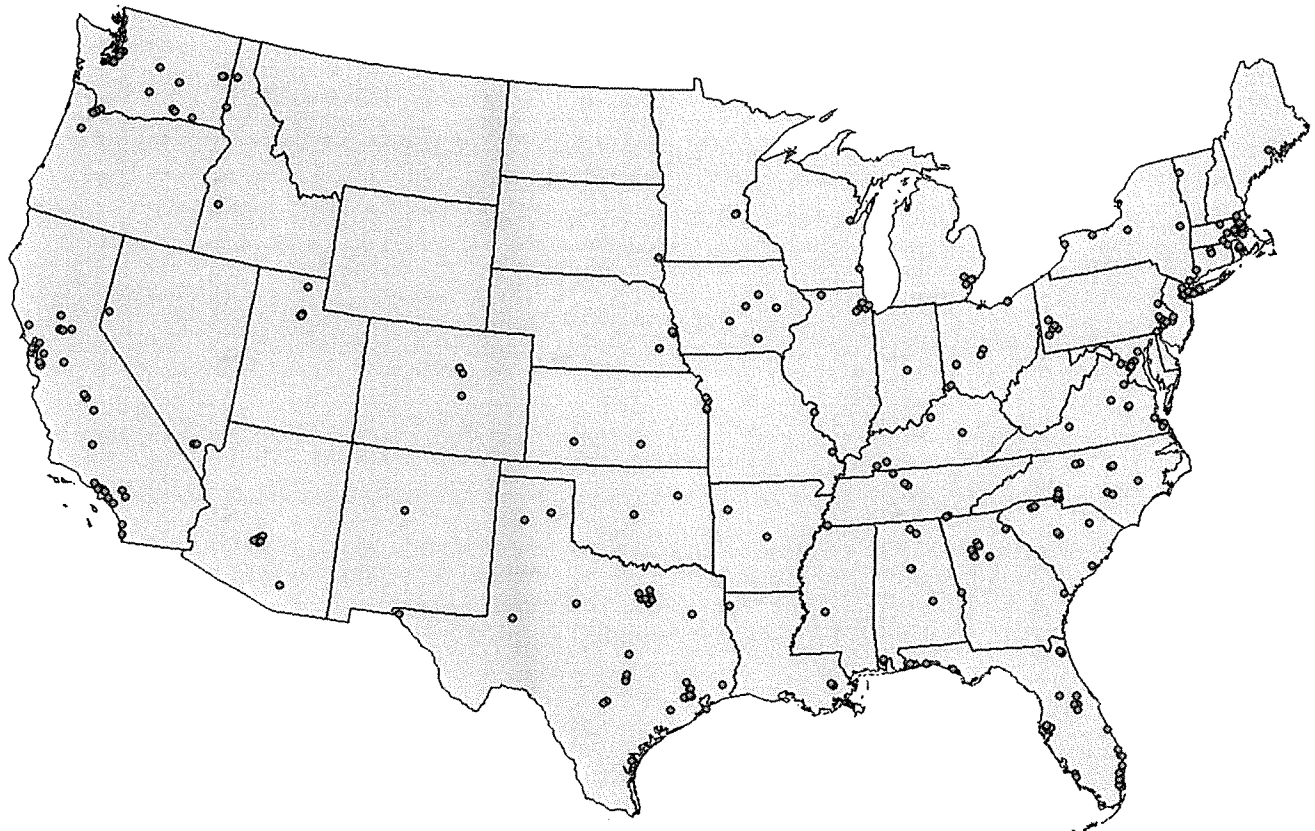
Residential

Retail

Sports and Entertainment

Strategically Located to Serve You

ABM's branch offices are strategically placed to provide experienced local management, reliable supervision and a sustainable, highly skilled service team that will deliver personalized service.



Should Your Facility Needs Expand

Should your facility needs expand, we have a wide range of services to meet your needs.



Security

- Event and on-site, 24-7 security
- Uniformed, armed and unarmed security personnel
- Access / crowd control
- Ushers and ticket takers



Energy

- Energy reduction specialist
- Energy retrofits
- Equipment preventative maintenance plans
- Feasibility analysis and rebate application



Parking

- Parking services and management
- Shuttle transportation services
- Event parking management
- Valet parking and fee collection



HVAC

- HVAC technicians
- Electrical and plumbing service
- Carpentry, locksmith service
- Stationary and route engineers



Landscaping and Grounds

- Grounds maintenance
- Athletic field maintenance
- Grounds keeping personnel
- Irrigation systems

Janitorial At A Glance

ABM Janitorial At A Glance

\$2.3 billion in revenues (FY2011)

113 offices nationwide

67,000 employees

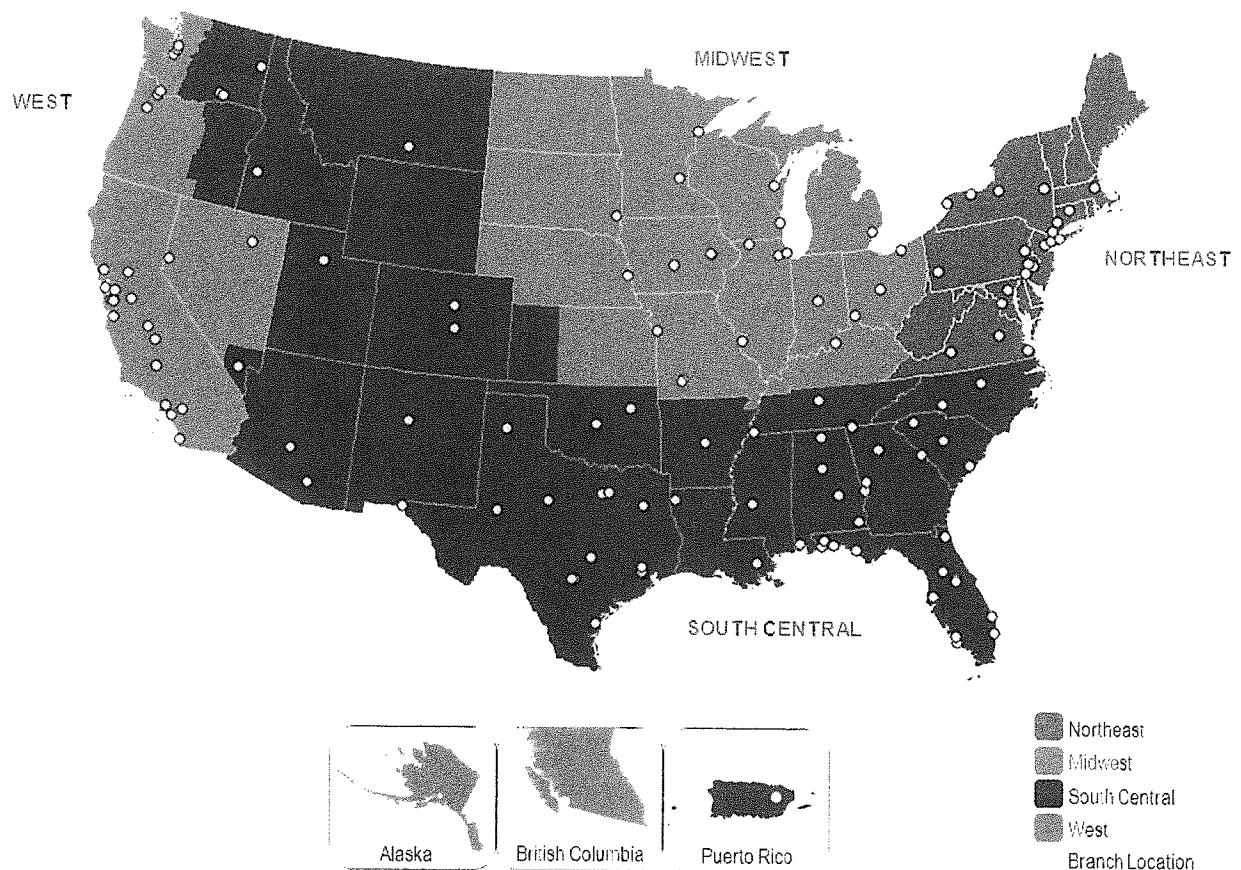
1111 Fannin Street

Suite 1500

Houston, TX, 77072

Started in 1909

Parent Corporation ABM Industries (NYSE:ABM)



What to Expect From ABM

ABM provides solutions that lower your operating costs, preserve your assets and maximize their value. We focus on these core areas in order to deliver the best service possible:

Service Excellence

With our highly-trained, in-house workforce, you can trust that we'll provide you with services that increase efficiencies and lower your operating expenses—all while maintaining a uniform standard of service excellence.

Breadth of Services

We'll provide you with an unrivaled range of facilities solutions that will keep your properties safe, clean, comfortable and energy efficient.

Deep Industry Expertise

From our national office to our local branches, we've made sure our workforce understands your industry. After all, in over 100 years' of service, we've developed the expertise to make our solutions work best for you.

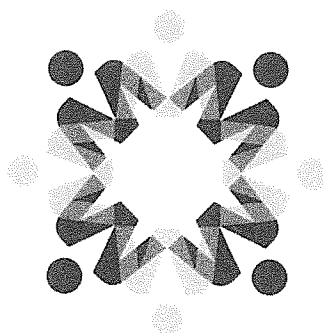
Technology-Enabled Workforce

Your facilities will be serviced with the support of innovative technology solutions that will simplify service delivery and allow for greater transparency.

Guaranteed Sustainability Solutions

We've got expertise to support all of your sustainability goals, including green cleaning, LEED support, bundled energy solutions, and more.

We Are Ready to Build Value For NJSEA.



Jeffrey S. Wasserman

55 Auryansen Court, Closter, New Jersey 07624

Email: jeffrey.wasserman@abm.com Phone: 201-694-8518

EXPERIENCE

ABM Janitorial Services, Inc.

September 2009 – Present

Project Manager – East Hanover, New Jersey

- Work with building management and numerous employees
 - Manage cleaning staff at Novartis Pharmaceuticals Corporation
 - Perform daily inspections of building to ensure completion of service level agreements
 - Maintain client cleaning budget consisting of monthly and additional services
 - Compile and analyze annual PMON Custodial Benchmarking Metrics
 - Prepare spreadsheets for analysis of Novartis projects as per client request

ABM Janitorial Services, Inc.

June 2009 – September 2009

Supervisor – New York, New York

- Worked with building management and numerous employees
 - Managed over 25 employees in Merrill Lynch Building at 4 WFC
 - Worked with building management to resolve tenant issues
 - Created daily budgets and managed payroll for over 50 employees
 - Performed nightly inspections of building to ensure client satisfaction

Allied Irish Banks

May 2008 – August 2008

Corporate Banking Analyst - New York, New York

Corporate Banking North America – Energy and Infrastructure Team

- Worked directly with EVP Energy and Infrastructure as well as various team members
 - Computed price floor for oil using data from various companies
 - Assisted in working with financial models in various deals
 - Performed analyses of power companies that were operating while unprofitable
 - Created spreadsheets to compare original metrics to current metrics of deals in portfolio

EDUCATION

Pennsylvania State University

Graduated May 2009

B.S. Finance from the Smeal College of Business

- Dean's List—Spring Semester 2006

GPA through Spring Semester 2009: 3.23 out of a possible 4.00

Related Courses: Management and Organization, Intermediate Accounting, Intermediate Economics, Financial Management of Business Enterprise, Advanced Financial Management, Real Estate Financial Analysis, Business Law, Business Ethics

SKILLS

Proficient in the following computer applications

Microsoft Office (Excel, Word, PowerPoint, Outlook, Access), Blueforce, SAP, Lotus Notes

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ITEM 8. FINANCIAL STATEMENTS AND SUPPLEMENTARY DATA

Report of Independent Registered Public Accounting Firm

The Board of Directors and Stockholders
ABM Industries Incorporated:

We have audited the accompanying consolidated balance sheets of ABM Industries Incorporated and subsidiaries ("the Company") as of October 31, 2011 and 2010, and the related consolidated statements of income, stockholders' equity and comprehensive income, and cash flows for each of the years in the three-year period ended October 31, 2011. In connection with our audits of the consolidated financial statements, we have also audited the related financial statement Schedule II. We have also audited the Company's internal control over financial reporting as of October 31, 2011, based on criteria established in *Internal Control – Integrated Framework* issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO). The Company's management is responsible for these consolidated financial statements, the related financial statement Schedule II, for maintaining effective internal control over financial reporting, and for its assessment of the effectiveness of internal control over financial reporting, included in the accompanying Management's Report on Internal Control Over Financial Reporting. Our responsibility is to express an opinion on these consolidated financial statements and the related financial statement Schedule II and an opinion on the Company's internal control over financial reporting based on our audits.

We conducted our audits in accordance with the auditing standards of the Public Company Accounting Oversight Board (United States). Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement and whether effective internal control over financial reporting was maintained in all material respects. Our audits of the consolidated financial statements included examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements, assessing the accounting principles used and significant estimates made by management, and evaluating the overall financial statement presentation. Our audit of internal control over financial reporting included obtaining an understanding of internal control over financial reporting, assessing the risk that a material weakness exists, and testing and evaluating the design and operating effectiveness of internal control based on the assessed risk. Our audits also included performing such other procedures as we considered necessary in the circumstances. We believe that our audits provide a reasonable basis for our opinion.

A company's internal control over financial reporting is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A company's internal control over financial reporting includes those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the company; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of financial statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the company are being made only in accordance with authorizations of management and directors of the company; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorized acquisition, use, or disposition of the company's assets that could have a material effect on the financial statements.

Because of its inherent limitations, internal control over financial reporting may not prevent or detect misstatements. Also, projections of any evaluation of effectiveness to future periods are subject to the risk that controls may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of ABM Industries Incorporated and subsidiaries as of October 31, 2011 and 2010, and the results of their operations and their cash flows for each of the years in the three-year period ended October 31, 2011 in conformity with U.S. generally accepted accounting principles. Also in

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Our opinion, the related financial statement Schedule II, when considered in relation to the basic consolidated financial statements taken as a whole, presents fairly, in all material respects, the information set forth therein. Also in our opinion, ABM Industries Incorporated and subsidiaries maintained, in all material respects, effective internal control over financial reporting as of October 31, 2011, based on criteria established in *Internal Control – Integrated Framework* issued by the COSO.

/s/ KPMG LLP

New York, New York
December 23, 2011

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ABM Industries Incorporated and Subsidiaries CONSOLIDATED BALANCE SHEETS

October 31,
(in thousands, except share amounts)

	2011	2010
ASSETS		
Current assets		
Cash and cash equivalents	\$ 26,467	\$ 39,446
Trade accounts receivable, net of allowances of \$13,485 and \$10,672 at October 31, 2011 and 2010, respectively	552,098	450,513
Prepaid income taxes	7,205	1,498
Current assets of discontinued operations	1,992	4,260
Prepaid expenses	41,823	41,306
Notes receivable and other	52,756	20,402
Deferred income taxes, net	40,565	46,193
Insurance recoverables	10,851	5,138
Total current assets	<u>733,757</u>	<u>608,756</u>
Non-current assets of discontinued operations	216	1,392
Insurance deposits	35,974	36,164
Other investments and long-term receivables	5,798	4,445
Deferred income taxes, net	30,948	51,068
Insurance recoverables	59,759	70,960
Other assets	43,178	37,869
Investments in auction rate securities	15,670	20,171
Investments in unconsolidated affiliates, net	14,423	—
Property, plant and equipment, net of accumulated depreciation of \$97,819 and \$98,884 at October 31, 2011 and 2010, respectively	60,009	58,088
Other intangible assets, net of accumulated amortization of \$78,669 and \$54,889 at October 31, 2011 and 2010, respectively	128,994	65,774
Goodwill	750,872	593,983
Total assets	<u>\$ 1,879,598</u>	<u>\$ 1,548,670</u>

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BM Industries Incorporated and Subsidiaries CONSOLIDATED BALANCE SHEETS (continued)

LIABILITIES AND STOCKHOLDERS' EQUITY

Current liabilities

Trade accounts payable	\$ 130,464	\$ 78,928
Accrued liabilities		
Compensation	112,233	89,063
Taxes - other than income	19,144	17,663
Insurance claims	78,828	77,101
Other	102,220	70,119
Income taxes payable	307	977
Total current liabilities	<u>443,196</u>	<u>333,851</u>
Income taxes payable	38,236	29,455
Line of credit	300,000	140,500
Retirement plans and other	39,707	34,626
Insurance claims	262,573	271,213
Total liabilities	<u>1,083,712</u>	<u>809,645</u>

Commitments and Contingencies

STOCKHOLDERS' EQUITY

Preferred stock, \$0.01 par value; 500,000 shares authorized; none issued	—	—
Common stock, \$0.01 par value; 100,000,000 shares authorized; 53,333,071 and 52,635,343 shares issued and outstanding at October 31, 2011 and 2010, respectively	533	526
Additional paid-in capital	211,389	192,418
Accumulated other comprehensive loss, net of taxes	(2,661)	(1,863)
Retained earnings	586,625	547,944
Total stockholders' equity	<u>795,886</u>	<u>739,025</u>
Total liabilities and stockholders' equity	<u>\$ 1,879,598</u>	<u>\$ 1,548,670</u>

See accompanying notes to the consolidated financial statements.

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IBM Industries Incorporated and Subsidiaries CONSOLIDATED STATEMENTS OF INCOME

Years ended October 31,
(in thousands, except per share data)

	2011	2010	2009
Revenues	\$ 4,246,842	\$ 3,495,747	\$ 3,481,823
Expenses			
Operating	3,781,264	3,134,018	3,114,699
Selling, general and administrative	324,762	241,526	263,633
Amortization of intangible assets	23,248	11,364	11,384
Total expenses	4,129,274	3,386,908	3,389,716
Operating profit	117,568	108,839	92,107
Other-than-temporary impairment losses on auction rate security:			
Gross impairment losses	—	—	(3,695)
Impairments recognized in other comprehensive income	—	(127)	2,129
Income from unconsolidated affiliates, net	3,915	—	—
Interest expense	(15,805)	(4,639)	(5,881)
Income from continuing operations before income taxes	105,678	104,073	84,660
Provision for income taxes	(36,980)	(40,203)	(29,170)
Income from continuing operations	68,698	63,870	55,490
Discontinued Operations			
(Loss) income from discontinued operations, net of taxes	(194)	251	(1,197)
Net income	<u>\$ 68,504</u>	<u>\$ 64,121</u>	<u>\$ 54,293</u>
Net income per common share—Basic			
Income from continuing operations	\$ 1.29	\$ 1.23	\$ 1.08
Loss from discontinued operations	—	—	(0.02)
Net Income	<u>\$ 1.29</u>	<u>\$ 1.23</u>	<u>\$ 1.06</u>
Net income per common share—Diluted			
Income from continuing operations	\$ 1.27	\$ 1.21	\$ 1.07
Loss from discontinued operations	—	—	(0.02)
Net Income	<u>\$ 1.27</u>	<u>\$ 1.21</u>	<u>\$ 1.05</u>
Weighted-average common and common equivalent shares outstanding			
Basic	53,121	52,117	51,373
Diluted	54,103	52,908	51,845
Dividends declared per common share	\$ 0.56	\$ 0.54	\$ 0.52

See accompanying notes to the consolidated financial statements.

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ABM Industries Incorporated and Subsidiaries

CONSOLIDATED STATEMENTS OF STOCKHOLDERS' EQUITY AND COMPREHENSIVE INCOME

(in thousands)	Common Stock		Treasury Stock		Additional Paid-in Capital	Accumulated Other Comprehensive Income (Loss)	Retained Earnings	Total
	Shares	Amount	Shares	Amount				
Balance October 31, 2008	57,992	\$ 581	(7,028)	\$ (122,338)	\$ 284,094	\$ (3,422)	\$ 485,136	\$ 644,051
Comprehensive income:								
Net income	—	—	—	—	—	—	54,293	54,293
Unrealized gain on auction rate securities, net of taxes of \$203	—	—	—	—	—	297	—	297
Reclass adjustment for credit losses recognized in earnings, net of taxes of \$636	—	—	—	—	—	930	—	930
Foreign currency translation, net of taxes of \$241	—	—	—	—	—	577	—	577
Actuarial loss—Adjustments to pension and other post-retirement benefit plans, net of taxes of \$139	—	—	—	—	—	(203)	—	(203)
Unrealized loss on interest rate swaps, net of taxes of \$412	—	—	—	—	—	(602)	—	(602)
Comprehensive income	—	—	—	—	—	—	—	55,292
Dividends:								
Common stock	—	—	—	—	—	—	(26,727)	(26,727)
Tax effect from exercise of stock options	—	—	—	—	(1,314)	—	—	(1,314)
Stock issued under employees' stock purchase and option plans	724	6	—	—	8,557	—	(226)	8,337
Share-based compensation expense	—	—	—	—	7,411	—	—	7,411
Treasury stock retirement	(7,028)	(70)	7,028	122,338	(122,268)	—	—	—
Balance October 31, 2009	51,688	\$ 517	—	\$ —	\$ 176,480	\$ (2,423)	\$ 512,476	\$ 687,050
Comprehensive income:								
Net income	—	—	—	—	—	—	64,121	64,121
Unrealized gain on auction rate securities, net of taxes of \$179	—	—	—	—	—	461	—	461
Reclass adjustment for credit losses recognized in earnings, net of taxes of \$53	—	—	—	—	—	74	—	74
Foreign currency translation	—	—	—	—	—	68	—	68
Actuarial loss—Adjustments to pension and other post-retirement benefit plans, net of taxes of \$108	—	—	—	—	—	(381)	—	(381)
Unrealized gain on interest rate swaps, net of taxes of \$230	—	—	—	—	—	338	—	338
Comprehensive income	—	—	—	—	—	—	—	64,681
Dividends:								
Common stock	—	—	—	—	—	—	(28,152)	(28,152)
Tax effect from exercise of stock options	—	—	—	—	383	—	—	383
Stock issued under employees' stock purchase and option plans	947	9	—	—	11,484	—	(501)	10,992
Share-based compensation expense	—	—	—	—	4,071	—	—	4,071
Balance October 31, 2010	52,635	\$ 526	—	\$ —	\$ 192,418	\$ (1,863)	\$ 547,944	\$ 739,025

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IBM Industries Incorporated and Subsidiaries

CONSOLIDATED STATEMENTS OF STOCKHOLDERS' EQUITY AND COMPREHENSIVE INCOME (continued)

Comprehensive income:									
Net income	—	—	—	—	—	—	68,504	68,504	
Foreign currency translation						214	—	214	
Unrealized gain on auction rate securities, net of taxes of \$193	—	—	—	—	—	306	—	306	
Net unrealized gain on interest rate swaps, net of taxes of \$76	—	—	—	—	—	115	—	115	
Actuarial loss - Adjustments to pension and other post-retirement benefit plans, net of taxes of \$996	—	—	—	—	—	(1,433)	—	(1,433)	
Comprehensive income								67,706	
Dividends:									
Common stock	—	—	—	—	—	—	(29,744)	(29,744)	
Tax effect from exercise of stock options	—	—	—	—	(467)	—	—	(467)	
Stock issued under employees' stock purchase and option plans	698	7	—	—	10,247	—	(79)	10,175	
Share-based compensation expense	—	—	—	—	9,191	—	—	9,191	
Balance October 31, 2011	53,333	\$ 533	\$ —	\$ —	\$ 211,389	\$ (2,661)	\$ 586,625	\$795,886	

See accompanying notes to the consolidated financial statements.

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IBM Industries Incorporated and Subsidiaries CONSOLIDATED STATEMENTS OF CASH FLOWS

Years ended October 31,
(in thousands)

	2011	2010	2009
Cash flows from operating activities:			
Net income	\$ 68,504	\$ 64,121	\$ 54,293
(Loss) income from discontinued operations, net of taxes	(194)	251	(1,197)
Income from continuing operations	68,698	63,870	55,490
Adjustments to reconcile income from continuing operations to net cash provided by continuing operating activities:			
Depreciation and amortization of intangible assets	52,658	36,315	33,325
Deferred income taxes	24,227	17,654	16,191
Share-based compensation expense	9,191	4,071	7,411
Provision for bad debt	3,142	2,636	3,960
Discount accretion on insurance claims	874	912	1,248
Auction rate security credit loss impairment	—	127	1,566
Gain on sale of assets	(150)	(1,059)	(941)
Income from unconsolidated affiliates, net	(3,915)	—	—
Distributions from unconsolidated affiliates	2,539	—	—
Changes in assets and liabilities, net of effects of acquisitions:			
Trade accounts receivable	(18,432)	1,976	19,931
Prepaid expenses and other current assets	(7,786)	(297)	(1,431)
Insurance recoverables	5,488	(3,981)	(500)
Other assets and long-term receivables	5,962	3,856	(8,764)
Income taxes payable	4,396	22,629	12,623
Retirement plans and other non-current liabilities	(4,085)	(317)	(5,144)
Insurance claims	(11,950)	(247)	(1,497)
Trade accounts payable and other accrued liabilities	25,943	(7,399)	(12,213)
Total adjustments	88,102	76,876	65,765
Net cash provided by continuing operating activities	156,800	140,746	121,255
Net cash provided by discontinued operating activities	3,190	9,118	19,616
Net cash provided by operating activities	159,990	149,864	140,871
Cash flows from investing activities:			
Additions to property, plant and equipment	(22,124)	(23,942)	(18,582)
Proceeds from sale of assets and other	912	1,512	2,165
Purchase of businesses, net of cash acquired	(290,985)	(65,430)	(21,050)
Investments in unconsolidated affiliates	(215)	—	—
Proceeds from sale of auction rate securities	5,000	—	—
Net cash used in investing activities	(307,412)	(87,860)	(37,467)
Cash flows from financing activities:			
Proceeds from exercises of stock options (including income tax benefit)	9,708	11,376	6,331
Dividends paid	(29,744)	(28,152)	(26,727)
Deferred financing costs paid	(5,021)	—	—
Borrowings from line of credit	885,500	448,000	638,000
Repayment of borrowings from line of credit	(726,000)	(480,000)	(695,500)
Changes in book cash overdraft	—	(7,935)	(18,096)
Net cash provided by (used in) financing activities	134,443	(56,711)	(95,992)
Net (decrease) increase in cash and cash equivalents	(12,979)	5,293	7,412
Cash and cash equivalents at beginning of year	39,446	34,153	26,741
Cash and cash equivalents at end of year	\$ 26,467	\$ 39,446	\$ 34,153

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IBM Industries Incorporated and Subsidiaries

CONSOLIDATED STATEMENTS OF CASH FLOWS (continued)

Supplemental Data:

Cash paid for income taxes, net of refunds received	\$ 9,651	\$ (108)	\$ 1,426
Tax effect from exercise of options	(467)	383	57
Cash received from exercise of options	10,175	10,993	7,145
Interest paid on line of credit	10,055	3,398	4,740
Non-cash investing activities:			
Common stock issued for business acquired	<u>\$ —</u>	<u>\$ —</u>	<u>\$ 1,198</u>

See accompanying notes to the consolidated financial statements.

ITEM 8. FINANCIAL STATEMENTS AND SUPPLEMENTARY DATA

Report of Independent Registered Public Accounting Firm

The Board of Directors and Stockholders
ABM Industries Incorporated:

We have audited the accompanying consolidated balance sheets of ABM Industries Incorporated and subsidiaries as of October 31, 2010 and 2009, and the related consolidated statements of income, stockholders' equity and comprehensive income, and cash flows for each of the years in the three-year period ended October 31, 2010. In connection with our audits of the consolidated financial statements, we have also audited the related financial statement Schedule II. We have also audited ABM Industries Incorporated's internal control over financial reporting as of October 31, 2010, based on criteria established in *Internal Control — Integrated Framework* issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO). ABM Industries Incorporated's management is responsible for these consolidated financial statements, the related financial statement Schedule II, for maintaining effective internal control over financial reporting, and for its assessment of the effectiveness of internal control over financial reporting, included in the accompanying Management's Report on Internal Control Over Financial Reporting (Item 9A(b)). Our responsibility is to express an opinion on these consolidated financial statements and an opinion on the Company's internal control over financial reporting based on our audits.

We conducted our audits in accordance with the standards of the Public Company Accounting Oversight Board (United States). Those standards require that we plan and perform the audits to obtain reasonable assurance about whether the financial statements are free of material misstatement and whether effective internal control over financial reporting was maintained in all material respects. Our audits of the consolidated financial statements included examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements, assessing the accounting principles used and significant estimates made by management, and evaluating the overall financial statement presentation. Our audit of internal control over financial reporting included obtaining an understanding of internal control over financial reporting, assessing the risk that a material weakness exists, and testing and evaluating the design and operating effectiveness of internal control based on the assessed risk. Our audits also included performing such other procedures as we considered necessary in the circumstances. We believe that our audits provide a reasonable basis for our opinions.

A company's internal control over financial reporting is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A company's internal control over financial reporting includes those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the company; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of financial statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the company are being made only in accordance with authorizations of management and directors of the company; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorized acquisition, use, or disposition of the company's assets that could have a material effect on the financial statements.

Because of its inherent limitations, internal control over financial reporting may not prevent or detect misstatements. Also, projections of any evaluation of effectiveness to future periods are subject to the risk that controls may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of ABM Industries Incorporated and subsidiaries as of October 31, 2010 and 2009, and the results of their operations and their cash flows for each of the years in the three-year period ended October 31, 2010, in conformity with U.S. generally accepted accounting principles. Also in our opinion, the related financial statement Schedule II, when considered in relation to the basic consolidated financial statements taken as a whole, presents fairly, in all material respects, the information set forth therein. Also in our opinion, ABM Industries Incorporated maintained, in all material respects, effective internal control over financial reporting as of October 31, 2010, based on criteria established in *Internal Control — Integrated Framework* issued by the Committee of Sponsoring Organizations of the Treadway Commission.

/s/ KPMG LLP

New York, New York
December 23, 2010

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ABM Industries Incorporated and Subsidiaries

CONSOLIDATED BALANCE SHEETS

October 31,

(In thousands, except share amounts)

2010 2009

Assets

Current assets

Cash and cash equivalents	\$ 39,446	\$ 34,153
Trade accounts receivable, net of allowances of \$10,672 and \$10,772 at October 31, 2010 and 2009, respectively	450,513	445,241
Prepaid income taxes	1,498	13,473
Current assets of discontinued operations	4,260	10,787
Prepaid expenses	41,306	38,781
Notes receivable and other	20,402	21,374
Deferred income taxes, net	46,193	52,171
Insurance recoverables	5,138	5,017
Total current assets	608,756	620,997

Non-current assets of discontinued operations

Insurance deposits	1,392	4,567
Other investments and long-term receivables	36,164	42,500
Deferred income taxes, net	4,445	6,240
Insurance recoverables	51,068	63,444
Other assets	70,960	67,100
Investments in auction rate securities	37,869	32,446
Property, plant and equipment, net of accumulated depreciation of \$98,884 and \$92,563 at October 31, 2010 and 2009, respectively	20,171	19,531
Other intangible assets, net of accumulated amortization of \$54,889 and \$43,464 at October 31, 2010 and 2009, respectively	58,088	56,892
Goodwill	65,774	60,199
	593,983	547,237
Total assets	\$1,548,670	\$1,521,153

Liabilities and Stockholders' Equity

Current liabilities

Trade accounts payable	\$ 78,928	\$ 84,701
Accrued liabilities		
Compensation	89,063	93,095
Taxes — other than income	17,663	17,539
Insurance claims	77,101	78,144
Other	70,048	66,279
Income taxes payable	977	1,871
Current liabilities of discontinued operations	71	1,065
Total current liabilities	333,851	342,694

Income taxes payable	29,455	17,763
Line of credit	140,500	172,500
Retirement plans and other	34,626	32,963
Insurance claims	271,213	268,183
Total liabilities	809,645	834,103

Stockholders' Equity

Commitment and Contingencies		
Preferred stock, \$0.01 par value; 500,000 shares authorized; none issued	—	—
Common stock, \$0.01 par value; 100,000,000 shares authorized; 52,635,343 and 51,688,218 shares issued and outstanding at October 31, 2010 and 2009, respectively	526	517
Additional paid-in capital	192,418	176,480
Accumulated other comprehensive loss, net of taxes	(1,863)	(2,423)
Retained earnings	547,944	512,476
Total stockholders' equity	739,025	687,050
Total liabilities and stockholders' equity	\$1,548,670	\$1,521,153

See accompanying notes to the consolidated financial statements.

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ABM Industries Incorporated and Subsidiaries

CONSOLIDATED STATEMENTS OF INCOME

Years ended October 31,

(In thousands, except per share data)

	2010	2009	2008
Revenues	\$3,495,747	\$3,481,823	\$3,623,590
Expenses			
Operating	3,134,018	3,114,699	3,224,696
Selling, general and administrative	241,526	263,633	287,650
Amortization of intangible assets	11,364	11,384	11,735
Total expenses	3,386,908	3,389,716	3,524,081
Operating profit	108,839	92,107	99,509
Credit losses on auction rate security:			
Gross other-than-temporary impairment losses ("OTTI")	—	3,695	—
OTTI recognized in earnings (other comprehensive income)	127	(2,129)	—
Interest expense	4,639	5,881	15,193
Income from continuing operations before income taxes	104,073	84,660	84,316
Provision for income taxes	40,203	29,170	31,585
Income from continuing operations	63,870	55,490	52,731
Discontinued Operations			
Income (loss) from discontinued operations, net of taxes	251	(1,197)	(3,776)
Loss on sale of discontinued operations, net of taxes of \$1,008	—	—	(3,521)
Income (loss) from discontinued operations, net of taxes	251	(1,197)	(7,297)
Net income	\$ 64,121	\$ 54,293	\$ 45,434
Net income per common share — Basic			
Income from continuing operations	\$ 1.23	\$ 1.08	\$ 1.04
Loss from discontinued operations	—	(0.02)	(0.14)
Net Income	\$ 1.23	\$ 1.06	\$ 0.90
Net income per common share — Diluted			
Income from continuing operations	\$ 1.21	\$ 1.07	\$ 1.03
Loss from discontinued operations	—	(0.02)	(0.15)
Net Income	\$ 1.21	\$ 1.05	\$ 0.88
Weighted-average common and common equivalent shares outstanding			
Basic	52,117	51,373	50,519
Diluted	52,908	51,845	51,386
Dividends declared per common share	\$ 0.54	\$ 0.52	\$ 0.50

See accompanying notes to the consolidated financial statements.

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ABM Industries Incorporated and Subsidiaries

CONSOLIDATED STATEMENTS OF STOCKHOLDERS' EQUITY AND COMPREHENSIVE INCOME

(In thousands)	Common Stock		Treasury Stock		Additional Paid-in Capital	Accumulated Other Comprehensive Income (Loss)	Retained Earnings	Total
	Shares	Amount	Shares	Amount				
Balance October 31, 2007	57,048	\$ 571	(7,028)	\$(122,338)	\$ 261,182	\$ 880	\$ 465,463	\$605,758
Comprehensive income:								
Net income	—	—	—	—	—	—	45,434	45,434
Unrealized loss on auction rate securities, net of taxes of \$2,348	—	—	—	—	—	(3,621)	—	(3,621)
Foreign currency translation, net of taxes of \$590	—	—	—	—	—	(909)	—	(909)
Actuarial gain — Adjustments to pension and other post-retirement benefit plans, net of taxes of \$148	—	—	—	—	—	228	—	228
Comprehensive income	—	—	—	—	—	—	—	41,132
Dividends:								
Common stock	—	—	—	—	—	—	(25,271)	(25,271)
Excess tax benefit from exercise of stock options	—	—	—	—	899	—	—	899
Stock issued under employees' stock purchase and option plans	944	10	—	—	14,818	—	(490)	14,338
Share-based compensation expense	—	—	—	—	7,195	—	—	7,195
Balance October 31, 2008	57,992	\$ 581	(7,028)	\$(122,338)	\$ 284,094	\$ (3,422)	\$ 485,136	\$644,051
Comprehensive income:								
Net income	—	—	—	—	—	—	54,293	54,293
Unrealized gain on auction rate securities, net of taxes of \$203	—	—	—	—	—	297	—	297
Reclass adjustment for credit losses recognized in earnings, net of taxes of \$636	—	—	—	—	—	930	—	930
Foreign currency translation, net of taxes of \$241	—	—	—	—	—	577	—	577
Actuarial loss — Adjustments to pension and other post-retirement benefit plans, net of taxes of \$139	—	—	—	—	—	(203)	—	(203)
Unrealized loss on interest rate swaps, net of taxes of \$412	—	—	—	—	—	(602)	—	(602)
Comprehensive income	—	—	—	—	—	—	—	55,292
Dividends:								
Common stock	—	—	—	—	—	—	(26,727)	(26,727)
Tax benefit from exercise of stock options	—	—	—	—	(1,314)	—	—	(1,314)
Stock issued under employees' stock purchase and option plans	724	6	—	—	8,557	—	(226)	8,337
Share-based compensation expense	—	—	—	—	7,411	—	—	7,411
Treasury stock retirement	(7,028)	(70)	7,028	122,338	(122,268)	—	—	—
Balance October 31, 2009	51,688	\$ 517	—	\$ —	\$ 176,480	\$ (2,423)	\$ 512,476	\$687,050
Comprehensive income:								
Net income	—	—	—	—	—	—	64,121	64,121
Foreign currency translation	—	—	—	—	—	68	—	68
Unrealized gain on auction rate securities, net of taxes of \$179	—	—	—	—	—	461	—	461
Reclass adjustment for credit losses recognized in earnings, net of taxes of \$53	—	—	—	—	—	74	—	74
Unrealized loss on interest rate swaps, net of taxes of \$230	—	—	—	—	—	338	—	338
Actuarial loss — Adjustments to pension and other post-retirement benefit plans, net of taxes of \$108	—	—	—	—	—	(381)	—	(381)
Comprehensive income	—	—	—	—	—	—	—	64,681
Dividends:								
Common stock	—	—	—	—	—	—	(28,152)	(28,152)
Excess tax benefit from exercise of stock options	—	—	—	—	383	—	—	383
Stock issued under employees' stock purchase and option plans	947	9	—	—	11,484	—	(501)	10,992
Share-based compensation expense	—	—	—	—	4,071	—	—	4,071
Balance October 31, 2010	52,635	\$ 526	\$ —	\$ —	\$ 192,418	\$ (1,863)	\$ 547,944	\$739,025

See accompanying notes to the consolidated financial statements.

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ABM Industries Incorporated and Subsidiaries CONSOLIDATED STATEMENTS OF CASH FLOWS

Years ended October 31, (In thousands)	2010	2009	2008
Cash flows from operating activities:			
Net income	\$ 64,121	\$ 54,293	\$ 45,434
Income (loss) from discontinued operations, net of taxes	251	(1,197)	(7,297)
Income from continuing operations	63,870	55,490	52,731
Adjustments to reconcile income from continuing operations to net cash provided by continuing operating activities:			
Depreciation and amortization of intangible assets	36,315	33,325	28,075
Deferred income taxes	17,654	16,191	28,156
Share-based compensation expense	4,071	7,411	7,135
Provision for bad debt	2,636	3,960	4,354
Discount accretion on insurance claims	912	1,248	1,766
Auction rate security credit loss impairment	127	1,566	—
Gain on sale of assets	(1,059)	(941)	(23)
Changes in assets and liabilities, net of effects of acquisitions:			
Trade accounts receivable	1,976	19,931	(34,333)
Prepaid expenses and other current assets	(297)	(1,431)	6,942
Insurance recoverables	(3,981)	(500)	3,401
Other assets and long-term receivables	3,856	(8,764)	1,424
Income taxes payable	22,629	12,623	(1,053)
Retirement plans and other non-current liabilities	(317)	(5,144)	(6,659)
Insurance claims	(247)	(1,497)	(17,900)
Trade accounts payable and other accrued liabilities	(7,399)	(12,213)	(12,401)
Total adjustments	76,876	65,765	9,544
Net cash provided by continuing operating activities	140,746	121,255	62,275
Net cash provided by discontinued operating activities	9,118	19,616	6,032
Net cash provided by operating activities	149,864	140,871	68,307
Cash flows from investing activities:			
Additions to property, plant and equipment	(23,942)	(18,582)	(34,063)
Proceeds from sale of assets and other	1,512	2,165	1,784
Purchase of businesses, net of cash acquired	(65,430)	(21,050)	(422,883)
Net cash used in continuing investing activities	(87,860)	(37,467)	(455,162)
Net cash provided by discontinued investing activities	—	—	33,640
Net cash used in investing activities	(87,860)	(37,467)	(421,522)
Cash flows from financing activities:			
Proceeds from exercises of stock options (including income tax benefit)	11,376	6,331	14,620
Dividends paid	(28,152)	(26,727)	(25,271)
Deferred financing costs paid	—	—	(1,616)
Borrowings from line of credit	448,000	638,000	810,500
Repayment of borrowings from line of credit	(480,000)	(695,500)	(580,500)
Net (decrease) increase in book cash overdraft	(7,935)	(18,096)	14,506
Net cash (used in) provided by financing activities	(56,711)	(95,992)	232,239
Net increase (decrease) in cash and cash equivalents	5,293	7,412	(120,976)
Cash and cash equivalents at beginning of year	34,153	26,741	147,717
Cash and cash equivalents at end of year	\$ 39,446	\$ 34,153	\$ 26,741
Supplemental Data:			
Cash (refunded) paid for income taxes, net of refunds received	\$ (108)	\$ 1,426	\$ 3,529
Excess tax benefit from exercise of options	383	57	28
Cash received from exercise of options	10,993	7,145	13,721
Cash interest paid	3,398	4,740	12,626
Non-cash investing activities:			
Common stock issued for business acquired	\$ —	\$ 1,198	\$ 621

See accompanying notes to the consolidated financial statements.

Equal Employment Opportunity (“EEO”): EEO/Affirmative Action Policy

ABM is an Equal Employment Opportunity (EEO) and Affirmative Action (AA) employer. The Company makes employment decisions on the basis of merit in order to ensure the full utilization of people of all backgrounds who possess the best available skills in every job. Company policy prohibits discrimination based on race, color, creed, gender, religion, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, amnesty, status as a covered veteran or any other consideration made unlawful by federal, state, or local laws. ABM policy also prohibits discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. All such discrimination is unlawful. This policy applies to all terms and conditions of employment, including, but not limited to recruitment, selection, assignment, promotion, termination, reduction in force, transfers, benefits, leaves of absence, compensation, social and recreational programs, training, and education.

The Company is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in Company operations and prohibits unlawful discrimination by any employee of the Company, including supervisors and coworkers. All employees are encouraged to assist the Company’s affirmative efforts in support of its EEO/AA policy, including the recruitment and referral of qualified individuals for employment. All members of management must be familiar with this policy and must fully support it. They are responsible to apply these principles in good faith, and their performance under these policies is reviewed.

The Company will work cooperatively with public and private entities, government agencies, educational institutions, civic organizations, community groups, and other appropriate organizations concerned with employment opportunities, as well as with its suppliers and subcontractors, in support of its EEO/AA policy.

Disability Accommodation

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the Company will make reasonable accommodations for the known physical or mental limitations or an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact ABM’s Human Resources Department and request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job. The Company then will conduct an investigation to identify the barriers that interfere with the equal opportunity of the applicant or employee to perform his or her job. The Company will identify possible accommodations, if any, that will help eliminate the limitation. If the accommodation is reasonable and will not impose an undue hardship, the Company will make the accommodation.

Reporting and Investigation

If an employee believes that he or she has been subjected to any discrimination, the employee should report the discrimination to his or her supervisor or Human Resources. The complaint should be specific and should include the names of the individuals involved and the names of any witnesses. If the employee needs assistance with the complaint, or if the employee prefers to make the complaint in person, the employee can

contact Human Resources or call the Compliance Hotline at **1-877-253-7804**. The Company will immediately undertake a confidential, thorough, and impartial investigation in an attempt to resolve the situation.

If the Company determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination. The Company will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management employees or coworkers.

Affirmative Action

ABM maintains an Affirmative Action Program as required by law because its business units hold federal contracts and subcontracts. Executive Order 11246, as amended, not only prohibits discrimination in employment, it also requires federal government contractors and subcontractors to identify classifications with under representation of minorities, females, covered veterans and persons with qualified disabilities; to set goals and timetables for increasing the employment of underrepresented groups, to develop an Affirmative Action Program, and take extra steps for implementing those reasonable goals through outreach, recruitment, training, and other special activities and commitments.

Any goals that are established are not intended as rigid, inflexible quotas that must be met, but rather as targets reasonably attainable by applying every good faith effort in implementing these plans. The use of goals in the Company's plans is not intended to discriminate against any individual or group of individuals with respect to any employment opportunity for which they are qualified on the grounds that they are not the beneficiaries of Affirmative Action themselves. Nothing in the Company's Affirmative Action Plans is intended to sanction the discriminatory treatment of any person. Thus, the Company's plans have been developed in strict reliance upon the guidelines on Affirmative Action issued by the U.S. Dept. of Labor.



Injury and Illness Prevention Program

ABM is committed to the safety and health of our employees, and knows that our strength as a company is only as good as the strength of each individual. We will strive to place safety and health above all else, and will involve all workers at every level in establishing, implementing, and evaluating our efforts. This written Injury and Illness Prevention Program is intended to reduce the severity of job-related illnesses and injuries at our company. It is our intent to comply with the requirements of each State and/or Federal OSHA General Industry Safety Orders.

REVISED 2012

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ABM Janitorial Employee Safety Training Program

Section 29: **ABM Janitorial Employee Safety Training Program**

Part 1. Safety Training Conducted by ABM JANITORIAL SERVICES

INTRO TO SAFETY	Cleaning Professionalism – the ABM Way Hazard Notification – Incident Reporting Baseline Safety Procedures
EMERGENCIES	ABM – Emergency Action Plan Evacuation Procedures (posted at work site) First Aid and Medical Emergencies
PPE	Task Hazard Assessment for PPE (janitorial work) Personal Protection Equipment Respiratory Protection Hearing Conservation
MATERIAL HANDLING	Ergonomics Safety Lifting Properly Trashing – the ABM Way
SLIPS/TRIPS/FALLS	Slip, Trip, and Fall Hazards Effective Barricading Powered Elevated Work Platform Safety Using Ladders in the Workplace
WORKPLACE SAFETY	Hazard Communication, Chemical Safety Bloodborne Pathogens Awareness Energy Control Power Lockout (ECPL) Awareness Lab Safety Cage Washing Safety Glass Prep Safety Power of Electricity Confined Space Awareness Asbestos Awareness Preventing Carbon Monoxide Exposure

Section 30: **Job Safety Analysis / Work Task Procedures** (separate binder)

Section 1. Responsibility for Safety

Safety Policy Statement

It is the Policy of ABM Janitorial Services to establish a safe work environment for all of its employees and to promote safety awareness at all levels of the ABM organization.

ABM Janitorial Services recognizes its responsibility to maintain a safe workplace for its employees; to provide safety devices and mechanical safeguards; to use methods and processes to protect the life, health, safety and welfare of its employees and the general public and to maintain and enforce a program to fulfill this responsibility.

To achieve this goal, an Injury and Illness Prevention Program (IIPP) has been adopted in compliance with applicable local, state and federal laws. This program includes training and instruction concerning safety and health matters, along with identifying and minimizing workplace hazards and correcting unsafe work conditions.

To be successful, this program requires cooperation not only between supervisors and employees, but also between each employee and his or her co-worker. It is the obligation of each employee to comply with the requirements of this Injury and Illness Prevention Program at all times.

Signed: *Jim McClure*

Date: *January 23, 2012*

Jim McClure, President
ABM Janitorial Services

Management Approval and Management Responsibility

ABM Janitorial Services has established the following lines of authority for the implementation and maintenance of the Injury and Illness Prevention Program in its branches. Each of these managers has the authority to shut down the operation immediately, if safety and health conditions so warrant.

Persons responsible for implementing this Injury and Illness Prevention Program:

REGION – Area of Responsibility:

Name:

Title: Executive Vice President

Address:

Responsibility: Overall responsibility for all company operations in the Region. Reviews and supports implementation of safety programs and activities.

Name:

Title: Regional Safety Director

Address:

Responsibility: Overall responsibility for all safety programs and activities in the Region. Provides assistance and support for the region's branches with all safety related matters. Monitors the region's opportunities for improvement in safety and training. Works with those departments in items of interest to governmental regulatory agencies.

BRANCH – Area of Responsibility:

Name:

Title: Branch Manager

Address:

Responsibility: Oversee, support and advise on all Branch functions. Reviews and supports implementation of branch personnel in training and safety related issues.

Name:

Title: Operations Manager

Address:

Responsibility: Oversee, support and advise on all Branch operations. Provides immediate support to the Branch in all phases including operations, administration and safety.

This Injury and Illness Prevention Program is hereby approved and supersedes any previous program previously established in this location.

Print Branch Manager Name: _____

Branch Manager Signature: _____ Date: _____

Operations Managers and Supervisors Responsibility

Every operations manager and supervisor is responsible for implementing and maintaining the IIPP in their work areas and for answering employee questions about the IIPP. A copy of this IIPP is available for each operations manager and supervisor. Directly or indirectly, each is responsible for:

1. Ensuring safety orientation training for all new employees.
2. Training all employees in their scope of work and company safety programs.
3. Delivering regularly scheduled safety training.
4. Conducting site safety inspections on an ongoing basis.
5. Developing hazard assessments for any new hazards introduced or identified through inspections or accident investigations and taking proper action to eliminate those hazards or training employees on how to work safely with those known hazards.
6. Providing necessary documents to employees in the event of an accident; following and maintaining company policies and procedures in reporting and investigating all accidents; arranging for injured employees to receive immediate and timely medical assistance and expediting the injured employees back to work.

Employees Responsibility for Workplace Safety

All employees are expected to comply with the provisions of this program and its intent, which is to minimize injuries to people and damage to property. We expect all employees to join in the spirit and intent of this program by making every attempt to work in a safe and efficient manner.

ABM's code of safe work practices (although not named as such) is detailed in a variety of sources, including, but not limited to, the Corporate Occupational Safety & Environmental Management Policy, particularly Part 4 with its seven chapters dealing with a wide variety of restricted employee conduct including health hazards, substance abuse, workplace violence, horseplay and potential hazard activities.

These subjects are also referenced and taught on a monthly basis through the safety talks which serve as a reinforcement training to the safe work principles taught in the employees' safety orientation when they begin working for ABM Janitorial.

The code of safe work practices is supplemented by the document found in the "New Hire Packet" – *Employee Instructions, Information, and Work Rules* and in the document *Safety Rules for Your Protection*. Please refer to these rules listed on the following page as to a reminder of our partnership with safety.

Signing the compliance statement on these forms testifies to the employee's intent to comply with the safety rules of ABM Janitorial. You will be held accountable for your actions if you fail to comply with company safety and health policies and procedures.

ABM employees are expected to perform work tasks in a safe manner. Under no circumstance shall an employee be permitted to create a hazard that could result in injury to themselves, their coworkers, the client, or the public. This also applies to the potential for damage to property.

Employees shall not attempt to perform any task for which they have not been trained. Employees shall attend all safety training, and are expected to demonstrate comprehension and understanding of the topic(s) covered prior to commencing work.

Employees shall follow all safety instructions provided to them by the Supervisor, Management, the client, or safety personnel. ABM employees shall generally be responsible for reporting:

- A. Any work-related safety concerns;
- B. Work-related injuries or illnesses;
- C. Threatening situations that could affect the safety or security of the work environment;
- D. Situations or conditions that could be reasonably expected to result in injury or property damage, and
- E. The presence of unauthorized individuals in the workplace.

Employees are encouraged to express their safety and health concerns without any fear of retaliation or reprimand.

Employees may report unsafe work practices to their immediate supervisor or to a hotline telephone number which will direct their call to Region, Division or Corporate safety directors for immediate attention. This can be done anonymously if the employee desires. The safety alert hotline is 1-877-ALERT-04 or 1-877-253-7804.

Section 2. Compliance with Safety Policies and Procedures

Management is responsible for ensuring that all safety and health policies and procedures are clearly communicated and understood by all workers. Managers and supervisors are expected to enforce the rules fairly and uniformly.

All workers are responsible for using safe work practices, for following all directions, policies and procedures, and for assisting in maintaining a safe work environment.

Our system of ensuring that all workers comply with the rules and maintain a safe work environment include, but are not limited to:

- A. Informing employees of the provisions of the Injury and Illness Program (IIPP).
- B. Evaluating the safety performance of all employees.
- C. Recognition of employees who follow safe work practices.
- D. Providing information, training and retraining to employees.
- E. Disciplining workers for failure to comply with safe and healthful work practices.
- F. Providing an Emergency Contact List and/or an Organization Chart.

Employees are required to comply with safe work practices. If noncompliance is observed, the following disciplinary measures will be used as appropriate to assure future compliance. These will depend on the gravity of the violation and the frequency of such violation and be administered according to progressive discipline guidelines. See the **Baseline Safety Procedures** for more specific guidelines. These methods can include:

- A. Private counseling from the person responsible for implementing the IIPP or the employee's supervisor.
- B. A written warning.
- C. Suspension and/or termination.

Documentation of safety communications and enforcement

It is the responsibility of each account to document each instance of communication with the employee. Actions taken to enforce compliance with safe work practices in any case which exceeds verbal counseling will be documented by the account and filed in the employee's personnel record.

Shut down of operations to ensure safety

Management has given every manager, supervisor and safety representative the authority to immediately shut down or cease service operations in the event of non-compliance to safety policies and procedures deemed necessary to ensure the safety and health of all employees.

When taking such action, the manager, supervisor or safety representative shall immediately make necessary corrections to put services back in place to prevent as little disruption as possible to our service goals. If it is not possible to take immediate action to eliminate or properly reduce the safety hazard, you must contact a company or customer representative who can do what is necessary to ensure our employees safety and health is not put at risk.

As a follow up to this action, write a hazard assessment of the situation so that we can implement changes to prevent reoccurrence.

Baseline Safety Procedures Corrective Action Policy

It is essential that ABM Janitorial Services appropriately address decisions and behaviors that result in unsafe work practices or uncontrolled/uninformed exposure to hazards. Undesired and unsafe behaviors make corrective action necessary. The purpose of this corrective action guideline is to provide a consistent approach for addressing unsafe work behaviors and conditions that may result in serious injury to employees. **This guideline applies to all ABM employees.** This policy is not intended nor should be used to punish an employee who has an injury and files a worker's compensation claim.

1. Responsibilities to Establish Policy

1.1 Division Leadership, Regional Safety and Regional Human Resource Directors shall:

- a. Communicate this guideline to employees, supervisors and managers and enforce appropriate corrective action activities throughout the region.

1.2 Supervisors / Managers shall:

- a. Communicate, comply with, and enforce the Baseline Safety Procedures, Accident Prevention Rules, Division Safety and Health Policies, as well as regulatory requirements.
- b. Take responsibility for assuring adherence to safe work practices and shall have the authority to take corrective measures to ensure safe working practices and conditions in all work areas.

1.3 Employees shall:

- a. Read, understand and comply with the Baseline Safety Procedures, Accident Prevention Rules, Safety and Health Policies, and regulatory requirements. Direct any questions regarding these guidelines to the immediate supervisor or manager.
- b. Each employee has the ultimate responsibility for his or her own work behavior. However, the person charged with the direction of work (supervisor or project manager) is responsible for informing subordinates on safety matters and initiating corrective action when non-conformance with safety rules, procedures, guidelines, etc., occurs.

2. General Policy Information

Use the guidelines established in this document to determine corrective action when an employee is determined to be in violation of safety rules, procedures, policies, etc. Document any corrective action taken in accordance with company policy. Local management, with the support of the appropriate Human Resources representative, will determine what appropriate corrective action to initiate.

Safety violations have been divided into two categories. Category 1 violations consist of behaviors or violations of common practices safety rules. Category 2 violations consist of safety violations which could cause hazardous conditions that may result in serious injury or death.

3. Corrective Action for Baseline Safety Violations

Violations of this policy will result in progressive disciplinary measures based upon the circumstances of the event and any active disciplinary documentation on file for employees involved.

Any employee permitting a known hazard to remain unresolved which could potentially cause serious injury to another person, or who intentionally "covers up" a hazardous condition or incident will receive a formal written warning and may be subject to disciplinary action up to and including discharge depending on the facts of the incident.

Baseline Safety Procedures

To All Employees:

All ABM employees are required, at minimum, to abide by these Baseline Safety Procedures to ensure compliance with our safety program. Although there are many things that require safety precautions and attention, the following practices and conditions are being singled out as items for which strict compliance and full conformity are required in order to create a safe working environment for all employees. Every employee is accountable for compliance with the following Baseline Safety Procedures and failure to do so will result in the disciplinary action as outlined.

CATEGORY 1 – Common Practices Baseline Safety Procedures

- ❑ **Proper Footwear** – must be worn at all times. You need to wear specially designed work shoes or gym shoes with good slip-resistant rubber soles. No bare feet, open toed shoes, slippers, sandals, flip-flops, high-heeled shoes, etc. are allowed. Some job tasks require selected footwear to be worn.
- ❑ **Personal Protective Equipment (PPE)** – is mandatory when required by ABM and/or account policy. Eye goggles (or safety glasses) must be used when using any cleaning chemical.
- ❑ **Trashing with Brute Barrels** – requires tipping the barrel on its side and sliding the trash bag out when emptying. You are not allowed to lift the trash bag straight up and out of the barrel.
- ❑ **Barricades** – must be utilized when performing any floor work that results in a slippery and hazardous floor condition. Also, you must always post caution signs at all building entrances during wet weather conditions.
- ❑ **No Standing Allowed** – on bathroom fixtures, countertops, furniture, chairs, tables, boxes, equipment, etc. to reach and clean or dust areas.

FAILURE TO COMPLY

Category 1 Infractions – will result in progressive disciplinary action.

CATEGORY 2 – Hazardous Conditions Baseline Safety Procedures

- ❑ **Modifying or Bypassing Safety Equipment** – is not acceptable. This would include removing or altering a safety guard device on a trash compactor, or unauthorized removal of a lockout – tagout device. Also, never use a piece of equipment that has a mechanical problem or is broken.
- ❑ **Working with Live Electricity** – is strictly prohibited without first completing appropriate training and receiving written permission from both the ABM Branch Manager and the Regional Safety Director.
- ❑ **Working on Aerial Lifts** – is not allowed without first receiving ABM Platform Lift Safety Training along with hands on equipment training from a qualified individual.
- ❑ **Mixing Two or More Chemicals** – together (other than diluting with water) is unacceptable as it could create a dangerous and poisonous gas that may be extremely toxic or even lethal.
- ❑ **No Horse Play or Fighting** – or improper use of any motorized vehicle/equipment will be tolerated.

FAILURE TO COMPLY

Category 2 Infractions – will result in suspension with possible termination pending an investigation.

Section 3. Hazard Assessment

Periodic inspections will be conducted to identify and evaluate workplace hazards, including unsafe conditions and/or work practices. Formal job observations and inspections are recommended at the following intervals:

Branch Managers – Quarterly

District Managers – Quarterly

Area Managers – Monthly

Project Managers – Monthly

The ABM Job Observation Procedure should be used.

Periodic inspections are performed according to the following schedule:

- A. When the IIPP is initially established.
- B. When new, previously unidentified hazards are introduced to the workplace.
- C. When new, previously unidentified hazards are recognized.
- D. When occupational injuries and illnesses occur.
- E. When we hire and/or reassign permanent or intermittent workers to processes, applications, or tasks for which a hazard evaluation has not been previously conducted.
- F. Whenever workplace conditions warrant an inspection.
- G. At least annually.

Unsafe or unhealthy work conditions, practices or procedures shall be corrected in a timely manner based on the severity of the hazards. Hazards shall be corrected according to the following procedures:

- A. When observed or discovered.
- B. When an imminent hazard exists which cannot be immediately abated without endangering employee(s) and/or property, we will remove all exposed workers from the area except those necessary to correct the existing condition. Workers who are required to correct the hazardous condition shall be provided with the necessary PPE.
- C. Corrections must be made in a timely manner and action taken must be documented.
- D. Once improvements have been implemented, they need to be inspected again by a competent observer.

Prevention and Identification of Hazards

This IIPP system to identify safety and health hazards includes using information from OSHA standards and other relevant material in this program to discover any potential hazards in the workplace. In addition, potential hazards may be identified by reviewing causes of injury and illnesses (OSHA 300 Log and the "Supervisor's First Report of Employee Injury, periodic scheduled inspections, investigating injuries, illnesses and accidents, and considering information provided by employees.

Compliance with any applicable OSHA standard is to be assured to address hazards covered by such standards. In addition, any unsafe or unhealthy condition or work practice that is discovered will be corrected in a timely manner based on the following:

- A. If the hazard discovered may cause injury or illness, it shall be corrected immediately or employees removed from the area, source of exposure or unsafe condition.
- B. If the hazard is one that is easily abated, it shall be corrected immediately.
- C. Other hazards shall be corrected in a timely manner.

The Pre-Bid Hazard Assessments should be performed. The Regional Safety Director and/or his/her designated representative shall be consulted in the Pre-Bid Hazard Assessment. (Use Pre-Bid Hazard Assessment Form)

Employee Report of Hazardous Conditions

Employees and supervisory personnel have the responsibility to inform their managers of potential hazards, or when something is not right at their accounts. This includes notification when tenants, customers or visitors have a slip and fall accident. We also need to know when you identify any hazardous conditions that may at some time cause injury or property damage. The following describes what is required of our personnel. Thank you for your help.

Notice of Slip and Fall Accidents

- ☐ Any time that you witness or are told of a slip and fall accident that occurred in your account, immediately notify your supervisor and fill out a report.
- ☐ The slip and fall occurrence does not have to be as a result of your negligence or any work task that you performed, we just need to be notified so we can investigate the accident.
- ☐ It does not matter if there was a significant injury as a result of the slip and fall, we still need to be notified no matter how minor the accident may seem.

Notice of Account Hazards or Unsafe Work Conditions

- ☐ Any time that you see or are informed of a hazardous condition in your account, immediately notify your supervisor to fill out a report.
- ☐ We need to know about these hazards even if they are not in your immediate work area.
- ☐ Although there are many things that create hazardous conditions, here are some of the most common:
 - Water leaking or dripping from plumbing, pipes, ceilings, walls, windows, or bathrooms fixtures.
 - Continuous overflowing toilets or urinals.
 - Standing water or a flooded area from pipe bursts or severe storms.
 - Floor or lobby mats that roll up on the ends or are torn.
 - Torn or ripped carpeting in common areas or tenant spaces.
 - Loose floor tiles or tiles stuck in an uneven position.
 - Non-slip adhesive strips on stairs rolling up or torn.
 - Cement floors or stairs cracking, coming loose, or missing sections.
- ☐ Do not attempt to fix any of these hazardous conditions on your own. Any action you take that does not hold up or work properly will result in us being responsible for damages.

For Your Information

- ☐ All employees and supervisors may face disciplinary action if they fail to follow these procedures.
- ☐ If for some reason you cannot contact your supervisor, notify your branch office.
- ☐ Prior to discussing any events with someone who is not an employee of ABM, please contact your branch office for authorization. If you are not certain whether or not to talk to any particular

individual, get their contact information and let them know that either you or someone else from ABM will get back to them, then advise your branch office.

Section 4. Workplace Injuries and Illnesses

Reporting Workers Compensation Claims

ABM's policy is to provide fair and equitable treatment to employees with legitimate on-the-job injuries. This training is designed to help you process workers' compensation claims more efficiently and effectively. Proper claim handling is in the best interest of injured employees.

All work related incidents, including Workers' Compensation, General Liability, Property Damage, or Automobile Liability, shall be reported accurately and in a timely manner according to procedures provided by ABM Risk Management Services. Serious incidents and fatalities shall be reported immediately to ABM Safety Services, ABM Risk Management Services, the Division/Region Safety Director, and Federal OSHA (safety director will contact).

Employees are required to report a workplace injury immediately to their supervisor so that proper care assistance can be given. When an employee informs the employer representative that they have an industrial related injury or illness, **you must first determine if the employee is in need of immediate medical attention.**

If YES -Call 9-1-1 if an employee has a medical emergency that requires immediate attention such as a serious head injury, loss of consciousness, severe bleeding, broken bones, seizure, or an apparent heart attack or stroke. If in doubt, call 9-1-1.

If NO -and the employee wants to seek medical attention they should be directed to the ABM partnered designated health clinic. Use the proper Medical Treatment Authorization form for each health clinic. Advise the employee that we have temporary light duty available and provide the employee with your contact information, directing them to contact you once they are seen by the physician. It is acceptable to have the employee be treated the next day for minor injuries at our clinic during normal operating hours.

1. Complete the State "First Report of Injury or Illness" (FROI).
2. Request the employee to sign the medical release form "HIPAA".
3. Have the employee complete the Employee Detail Report in the language they feel most comfortable with writing in.
4. Conduct a thorough investigation of the incident (time, conditions, witnesses, specifics of the injury, etc). Ask the employee how the injury or illness occurred. If possible, have the employee show you where the incident took place and report to us your observations.
5. Complete your notes and fax notes, FROI, Employee Detail Report, and HIPAA within 12 hours to ABM Risk office. Include any medical notes from the employee.
6. If the employee has reported a work related injury at night, follow up with them the next day to gather information on their status:

- a) How they are doing (ask specifically what part of their body is hurting)?
 - b) Did they see their physician (request name, address, and telephone number of physician)?
 - c) When was their appointment and what did the doctor say (what were they diagnosed with, was the employee prescribed medication or physical therapy)?
 - d) Does the employee have any follow-up appointments?
 - e) Work status-is the employee released to full duty, modified duty or off work?
 - i) If the employee has been given restrictions, advise them that work is available and what he or she will be doing.
 - ii) Assure the employee that the work will fall within the restrictions as outlined by the physician.
 - iii) Advise the employee when and at what time they are expected to return to work.
 - f) Document your discussion with the employee (handwritten notes are fine).
7. Call the ABM Risk Management office between 8:30 a.m. and 5:00 p.m. either the same day (if the injury happens during the day) or the next day (if it happens during the evening).
 8. Risk Management will coordinate with the supervisor on return to work and claims management of the employee.
 9. If the employee submits any medical notes, fax these notes to Risk Management.

If NO - and the employee does NOT want to seek medical attention, you need to conduct the same type of investigation and complete all of the necessary forms just as you would when an employee seeks medical attention. In this case a refusal of medical treatment form should be completed.

1. Follow up with the employee the next day to make sure that they are fine and will not be seeking any medical attention. Document any conversation with the employee.
2. Advise the employee that if they later need to seek medical attention, that they are to inform you immediately. At which time you have them use the Medical Treatment Authorization from for our designated health clinics. Advise the employee that we have temporary light duty available and provide the employee with your contact information, directing them to contact you once they are seen by the physician.
3. Follow up with the employee throughout the week. Should the employee later mention that they sought medical treatment, we must be advised of this promptly. Gather all pertinent information to send along to Risk Management.

Accident Investigations

All accidents, exposures and incidents will be investigated by management. Use the ACCIDENT INVESTIGATION forms provided by the Risk Management Department.

Procedures for investigating workplace accidents and hazardous substance exposures include:

- A. Visiting the accident scene as soon as possible.
- B. Interviewing injured workers and witnesses.
- C. Examining the workplace for factors associated with accident/exposure.
- D. Determining the cause of the accident/exposure.
- E. Taking corrective action to prevent the accident/exposure from recurring.
- F. Recording the findings and corrective actions taken.
- G. Forwarding any additional information as it may develop.

Experience may be the best and toughest instructor an employee or manager can have. If ABM Janitorial Services employees do not take advantage of documenting their experiences and learning from them, they are apt to repeat the bad habits or unproductive activities. This applies especially to accidents in the workplace. ABM Janitorial Services takes seriously its responsibility to provide a safe working condition for all its employees. Unfortunately our working conditions often change and ABM employees may face new hazards.

It is important that ABM managers take appropriate action to deal with accidents in the workplace and constantly strive to eliminate unsafe working conditions from the workplace. An important activity in ABM's effort to effectively address the hazards and eliminate them is the conducting of an immediate and thorough investigation of the accident. This process enables the manager and employee to learn from their experiences and eliminate the hazard in the workplace as much as possible.

Conducting an Accident Investigation

Before beginning any investigation, make sure the injured individual receives the appropriate medical care.

STEP 1: Collect Information – This includes immediate actions, interviewing witnesses, assessing accident history and reviewing other significant records.

Immediate Actions

1. Secure the scene, when needed
2. Protect against further loss (barricade the area)
3. Investigate the physical conditions at the scene (lighting, floor conditions, air)
4. Document all key information

Interviewing Witnesses

1. Put the person at ease and explain the purpose of the interview
2. Ask open-ended questions to get to the facts – do not assign blame
3. You are trying to obtain the facts of the accident and not disciplining or building a case against the employee

Assessing Accident History

1. Evaluate trends using available information such as:
 - a. OSHA Logs
 - b. First Aid Reports
 - c. Accident Files – Supervisor's First Report of Injury
 - d. Documented Interviews with workers and managers.

Reviewing Other Significant Records

1. This steps includes looking for helpful information in such records as:
 - a. Standard Work Practices
 - b. Job Safety Analysis
 - c. Material Safety Data Sheets

- d. Employee Training Records
- e. Maintenance Logs
- f. Inspection Records

STEP 2: List All Possible Causes – This includes determining immediate causes and contributing causes

1. An *immediate cause* could be the unsafe act itself, condition or systems that directly led to the accident
2. A *contributing cause* could be the actions, conditions or systems that aided in the development of an accident, but did not directly cause it.

Accident investigations are not totally effective unless all causes are determined and appropriately corrected.

STEP 3: Analyze the Possible Causes – Do not over analyze the possible causes – Keep it Simple!

1. The causes may fall into four broad categories: (Equipment, Environment, People, and Management).
2. Feel comfortable that you know the “Who”, “What”, “Where”, “When”, and “How” for the *immediate causes* and for the most significant *contributing causes*.
3. With the probable causes to the accidents in mind, ask yourself “Why is that so?” until it no longer makes sense to go any further.
4. With these causes understood, it is time to develop corrective actions.

STEP 4: Developing Corrective Actions – This may include one or more of the following activities:

1. Eliminate the Hazard
2. Substitute a Less Hazardous Material
3. Substitute a Less Hazardous Process
4. Use Engineering Controls
5. Use Administrative Controls
6. Assess Appropriateness of Personal Protective Equipment
7. Institute or Reinforce Employee Training

STEP 5: Formalize the Investigation Information and Corrective Actions

1. Document the Summary of the Investigation
2. Determine if the corrective actions apply to more than one employee, to more than one job function, to more than one shift, etc.
3. Prioritize corrective actions based on future accident potential
4. Submit both interim and permanent corrective actions to the Branch Manager and Regional Safety Director.

STEP 6: Implement the Corrective Action and Monitor the Results

1. Ensure that permanent corrective actions do not get lost in the shuffle.
2. Evaluate the effectiveness of implemented corrective actions.
 - a. Interview Employees
 - b. Conduct Job Safety Analysis
 - c. Run reports to detect accident experience rate

ABM Fatality Protocol

In the unfortunate event of an employee fatality at one of our work sites, the shift supervisor must immediately contact their manager or any senior manager (regardless of the time of

day). Under no circumstances should anyone contact OSHA directly. Only ABM Division Counsel, along with Corporate Safety Services, can directly inform OSHA of the fatality within the required eight (8) hour notification period.

Hospitalization of three or more employees seriously injured also requires this same protocol action. Serious refers to life threatening or crippling injuries.

Do not discuss the incident with any member of the press or media; instead, direct them to contact our local branch office.

ABM Incident Discussion Policy

There may be times when someone outside the company contacts you or another employee at your account to get information and knowledge that you or they may have on an incident that occurred that becomes a legal matter. If you are contacted in such a manner, you must be aware of our strict policy regarding sharing information with someone other than a known ABM manager or representative. Keep all employees informed of this policy:

At no time should an ABM employee give information to any attorney, investigator or other unknown person who attempts to discuss an incident with them by telephone or by conducting an onsite interview, unless they receive the expressed permission from ABM Risk Management. There are no exceptions to this policy, even if requested by a customer.

If any employee is contacted by any attorney or investigator (even if the employee thinks they work for ABM), they are to direct that individual to the ABM Janitorial Services branch office. They may contact by phone an ABM Risk Management employee. Only these ABM individuals may give you or any other employee permission to discuss the incident with others.

Section 5. Training and Instruction

Policy and Responsibility

All workers, including Managers and Supervisors, shall have training and instruction on general and job-specific safety and health practices. Training and instruction shall be provided as follows:

- A. When the IIPP is first established.
- B. To all new workers.
- C. To all workers given new job assignments for which training has not been previously provided.
- D. Whenever new substances, processes, procedures, or equipment are introduced to the workplace and represent a new hazard.
- E. Whenever the employer is made aware of a new or previously unrecognized hazard.
- F. To supervisors to familiarize them with the safety and health hazards to which workers under their immediate direction and control may be exposed.
- G. To all workers with respect to hazards specific to each worker's job assignment.

The person responsible for implementing the IIPP is responsible for assuring the employee training is provided and documented. Supervisors and other designated employees may be designated to assist in providing training.

Some of the training topics covered include, but are not limited to, the following:

- A. Explanation of the employer's IIPP, measures for reporting any unsafe conditions, work practices, and injuries.
- B. The Hazard Communication Program, including the use of personal protective equipment.
- C. Information about chemical hazards to which workers could be exposed and other hazard communication program information.
- D. Emergency action and fire prevention plan.
- E. Provision for medical services and first aid, including emergency procedures.
- F. Prevention of musculoskeletal disorders, including proper lifting techniques.
- G. Proper housekeeping.
- H. Proper storage to prevent stacking goods in an unstable manner and storing goods against doors, exits, fire extinguishing equipment and electrical panels.
- I. Prohibiting horseplay, scuffling, or any violence, or other acts that tend to inhibit safety.

Documentation of Training

Training is documented in the following manner:

- A. Training sessions will be documented with a sign-up sheet that indicates the date, subject of training, trainer and attendees.
- B. Records will be kept with the branch office for all employees participating in the training sessions.

Safety Training Requirements

Employees are required to receive safety training:

- A. When the IIPP is first established.
- B. To all new workers.
- C. To all workers given new job assignments for which training has not been previously provided.
- D. Whenever new substances, processes, procedures, or equipment are introduced to the workplace and represent a new hazard.
- E. Whenever the employer is made aware of a new or previously unrecognized hazard.
- F. To supervisors to familiarize them with the safety and health hazards to which workers under their immediate direction and control may be exposed.
- G. To all workers with respect to hazards specific to each worker's job assignment.

Employee training will be conducted based on the site specific hazards of each location or job task. All hazards at each location and for each job task will be assessed and proper training will then be planned and conducted before employees encounter any such known hazards that put their safety and health at risk.

No new job task can be assigned to an employee unless the proper job task safety assessment has been performed, hazards eliminated or the necessary safety training was conducted prior to

doing the assignment. It is ABM's commitment to safety that also dictates continuous improvement to safety including regular safety discussions, safety talk meetings, job task safety checks, safety audits, job hazard assessments, site hazard assessments.

At minimum, monthly safety talks will be conducted for all employees on various safety related subjects. These will be distributed and should be conducted within a week of receipt. **Copies of the sign-in rosters should be sent back to the safety director with the next payroll (or directly to your manager if so instructed).** Training success rate is calculated each month, so it is important to return the rosters on a timely basis.

All training should be verbally communicated to all employees in their dominant language. Translators should be utilized when necessary.

Written safety compliance programs and training material will be distributed to each account on an "as needed" basis. Once provided, site managers and supervisors must maintain the written programs in binders or files and be made available for review to any employees when requested or for ABM managers conducting a safety assessment.

The required safety training for compliance with these programs must be conducted before employees perform tasks which contain hazards for which the training was made necessary. **All safety training must be documented on training rosters and maintained in the same binders or files containing the written safety programs.** When requested, copies of these training records shall be sent to the branch office for review by the safety director (or other company representative).

Section 6. Employee Program Participation

Employees are encouraged to be active participants in the ABM safety program. Site projects that are logistically capable of hosting a safety committee will do so. Volunteers will be invited to attend organized safety committee meetings hosted either by the project manager or designated safety representative. When possible, members will rotate routinely participating in job observations and/or site audits. Results of observations and/or audits will be reviewed by the safety committee on site or with the respective branch committee. Recommendations will be made to the committee and corrective actions documented and communicated back to the project employees by the respective committee member, designated safety representative or supervisor.

Employees will be consulted when hazards are identified and advised when a corrective action plan is in place. Employees are encouraged to report any hazard(s) to their supervisor or manager.

(Separate Program Employee Observation Program)

Section 7. Program Evaluation

In order to ensure the effectiveness of the ABM Safety Program, the program will be evaluated on an annual basis. Based off employee input and management's program evaluations, the program will be revised if necessary. Any changes or revisions will be communicated to all employees. Site postings, electronic postings, and team meetings can serve as information vehicles. Regional Safety Directors will ensure that all employees have access to this Injury & Illness Prevention Program upon request.

Employees may report unsafe work practices to their immediate supervisor or to a Hotline telephone number which will direct their call to Region, Division or Corporate safety directors for immediate attention. This can be done anonymously if the employee desires and without retaliation. The safety alert Hotline is 1-877-ALERT-04 or 1-877-253-7804.

DRUG-FREE WORKPLACE POLICY AND PROCEDURES SUMMARY

STATEMENT OF PURPOSE

As a Company, we are concerned about the negative effects that drugs and alcohol can have upon our employees' safety and health. We believe efficiency, security, safety, and our reputation can all be threatened by substance abuse. The illegal use of drugs and the abuse of alcohol lead to increased absenteeism, accidents and medical claims.

SUMMARY

The Company desires to ensure a safe, healthful and productive work environment. To do so, we have a Drug-Free Workplace Policy to assure, to the greatest extent possible, that we have a working environment free of the effects of drug use and alcohol abuse. The Drug-Free Workplace Policy applies to all employees and sets forth the Company's policies and plans regarding:

EMPLOYEE ASSISTANCE

For those employees who seek help voluntarily, they are encouraged to do so. The Company believes early recognition and treatment of alcohol and drug abuse are critical to successful rehabilitation and to the minimization of business, personal, family and social disruption. Therefore, the Company encourages early diagnosis and treatment for substance abuse and supports sound rehabilitation efforts. Should an employee wish to seek assistance, insurance coverage is as described in the Company's Medical Benefits Plan and the Company's Family/ Medical Leave Policy.

For those employees who follow a manager referral for treatment, they will be required to sign a rehabilitation agreement. Employees must comply with all of the established treatment conditions or the result may be termination.

Employees are always required to meet the established standards of conduct and job performance, even during the course of substance abuse treatment. Neither voluntary nor management referrals for assistance prevent the employee from being subject to discipline.

PROHIBITED CONDUCT

The Policy lists a number of examples of prohibited conduct, with obvious examples being using, possessing, manufacturing, distributing, selling or being under the influence of illicit drugs on Company property, on Company business, or during working hours.

Unauthorized use or possession of alcohol or being "under the influence" of alcohol (defined as a blood alcohol content of .08% or higher) on Company premises or while on Company business, are also prohibited. In addition, refusing to sign when required by the Company's Policy the Drug-Free Workplace Policy Agreement, the Substance Abuse Testing Consent Form, the Laboratory Chain of Custody Form or the Rehabilitation Agreement will be considered a violation of the Policy.

CONSEQUENCES

Any violation of the Drug-Free Workplace Policy, even a first offense, is basis for disciplinary action up to and including termination. Particularly serious violations, such as selling drugs at the Company, will normally result in immediate termination. In addition to any disciplinary action for a violation of the Policy, or while such actions are held in abeyance, the Company may, in its sole discretion, refer the employee for assessment, counseling and/or to a treatment program.

TESTING

Testing is the only way to know with certainty whether an individual has drugs or alcohol in his/her system. For the safety of all our employees, the Company may test for drugs and/or alcohol in the following circumstances:

- **Post-Employment:** When a person is offered a position.
- **Post-Accident and Unsafe Practice:** When an employee causes, contributes to, is substantially involved in or, through action or inaction, aggravates an accident or incident.
- **Reasonable Suspicion of Drug/Alcohol Use:** When the Company has reasonable suspicion that inappropriate behavior may be due to drug or alcohol use.
- **Follow-up:** When an employee has been referred by the Company to counseling or rehabilitation under this Policy.

The Company has contracted with a drug testing laboratory which utilizes only the most accurate and reliable testing method available. Failure or refusal by an employee to cooperate with the Company's Drug-Free Workplace Policy or to submit to such a test when required under this Policy will result in disciplinary action.

CONFIDENTIALITY

All information concerning medical examinations, drug and/or alcohol testing results, and rehabilitation and treatment of an employee will be treated as confidential information. However, the Company reserves the right to use testing results to decide upon any action to be taken towards an employee, or to the extent necessary, to defend its actions in subsequent legal or other proceedings.

IMPORTANT: This document is only a summary of the Company's official Drug-Free Workplace Policy. The official copy is available to all employees for their review and should be consulted with respect to any specific questions. Employees may review the entire Policy by contacting their managers or the Employee Relations Manager.

DRUG-FREE WORKPLACE POLICY AGREEMENT

I have received and read the summary of the Drug-Free Workplace Policy of the Company. In addition, I have been provided the opportunity to read the Drug-Free Workplace Policy in its entirety. I understand I may be required to submit to an alcohol and/or drug test. I also understand that failure to comply with this Policy will result in discipline, up to and including termination.

DATE

EMPLOYEE'S SIGNATURE

EMPLOYEE'S NAME (printed)

Explain your employee payroll process.

ABM utilizes Oracle's JD Edwards 8.12 ERP system to manage and process all ABM employee's payroll related information. Additionally, ABM uses an enterprise class time management system complete with clock devices with biometric scanning for fingerprint recognition. Also available is IVR, a system that allows employees to clock in over the phone, as well as a web based time entry system which allows authorized users access to the ABM Timekeeping system from any computer with an internet connection.

Employee paychecks are mailed overnight from our corporate office to the local ABM district office nearest to the customer location according to employee payroll cycles. Additionally, paychecks can be mailed from the local district office directly to the employee. All ABM employees are eligible for direct deposit of payroll checks. Additionally, ABM employees have now been given the option of receiving electronic paystubs, rather than paper, for direct deposit payment methods.

DETAILED COST SHEET FIRST YEAR

MANAGEMENT COSTS	Hours	Billing Rate	Total Bid Cost
Management staffing is to be bid on the basis of the following staffing:			
One part time General Manager			
Bidder is to provide hours, if considered necessary	N/A	N/A	N/A
Payroll Administrative Support			
Bidder is to provide hours, if considered necessary	2080	\$28.32	\$58,905.60
One Cleaning Manager	2,080	\$34.39	\$71,531.20
		The cost is to provide for 6 paid holidays and 2 weeks vacation	
One Supervisor	2,080	\$27.64	\$57,491.20
		The cost is to provide for 6 paid holidays and 2 weeks vacation	
One Per Diem Cleaning Supervisor	1,000	\$27.64	\$27,640.00
TOTAL MANAGEMENT LABOR			\$215,568.00
			TO COST PROPOSAL SUMMARY

DETAILED COST SHEET FIRST YEAR**DIRECT LABOR**

	Hours	Billing Rate	Total Bid Cost
--	-------	-----------------	----------------

Meadowlands Sports Complex Site

Full Time Cleaner	8,320	\$21.84	\$181,768.80
Part Time Cleaner	5,000	\$21.84	\$109,200.00
TOTAL DIRECT LABOR COST			\$ 290,968.80

DIRECT LABOR

**TO COST
PROPOSAL
SUMMARY**

IZOD Center

Machine Operator	7,594	\$21.84	\$165,852.96
Full Time Cleaner	8,437	\$21.84	\$184,264.08
Part Time Cleaner	19,504	\$21.84	\$425,967.36

TOTAL DIRECT LABOR COST			\$ 776,084.40
			TO COST PROPOSAL SUMMARY

NOTE:

Cleaners will only get paid when they work. No vacation time will be paid

All overtime needs to be approved in advance



State of New Jersey
Division of Purchase and Property
Two-Year Chapter 51 / Executive Order 117 Vendor Certification and
Disclosure of Political Contributions

For AGENCY USE ONLY

General Information

Solicitation, RFP or Contract No. N/A Award Amount \$1,478,073
Description of Services Janitorial Services / Lavatory Maintenance & Window cleaning

Agency Contact Information

Agency New Jersey State & Exposition Authority Contact Person Gordana Medich
Phone Number (201) 460-4272 Agency Email glubina-medich@njsea.com

Part 1: Vendor Information

Full Legal Business Name ABM Janitorial Services Northeast, Inc.
(Including trade name if applicable)

Business Type

☒ Corporation ☐ Limited Partnership ☐ Professional Corporation ☐ General Partnership
☐ Limited Liability Company ☐ Sole Proprietorship ☐ Limited Liability Partnership

Address 1 708 W. Colfax Avenue, Suite B Address 2 _____
City Kenilworth State NJ Zip 07033 Phone 908-259-3444
Vendor Email sbuschbacher@abm.com Vendor FEIN 20-0928900

Part 2: Public Law 2005, Chapter 51/ Executive Order 117 (2008) Certification

I hereby certify as follows:

1. On or after October 15, 2004, neither the below-named entity nor any individual whose contributions are attributable to the entity pursuant to Executive Order 117 (2008) has solicited or made any contribution of money, pledge of contribution, including in-kind contributions, company or organization contributions, as set forth below that would bar the award of a contract to the vendor, pursuant to the terms of Executive Order 117 (2008).
 - a) Within the preceding 18 months, the below-named person or organization has not made a contribution to:
 - (i) Any candidate committee and/or election fund of any candidate for or holder of the public office of Governor or Lieutenant Governor;
 - (ii) Any State, county, *municipal* political party committee; OR
 - (iii) Any *legislative leadership committee*.
 - b) During the term of office of the current Governor(s), the below-named person or organization has not made a contribution to:
 - (i) Any candidate, committee and/or election fund of the Governor or Lieutenant Governor, OR
 - (ii) Any State, county or *municipal* political party committee nominating such Governor in the election preceding the commencement of said Governor's term.
 - c) Within the 18 months immediately prior to the first day of the term of office of the Governor(s), the below-named person or organization has not made a contribution to:
 - (i) Any candidate, committee and/or election fund of the Governor or Lieutenant Governor, OR
Any State, county, *municipal* political party committee of the political party nominating the successful gubernatorial candidate(s) in the last gubernatorial election.

PLEASE NOTE: Prior to November 15, 2008, the only disqualifying contributions include those made by the vendor or a principal owning or controlling more than 10 percent of the profits or assets of a business entity (or 10 percent of the stock in the case of a business entity that is a corporation for profit) to any candidate committee and/or election fund of the Governor or to any state or county political party within the preceding 18 months, during the term of office of the current Governor or within the 18 months immediately prior to the first day of the term of Office of Governor.

Part 3: Disclosure of Contributions Made

☒ Check this box if no reportable contributions have been made by the above-named business entity or individual.

Name of Recipient _____	Address of Recipient _____
Date of Contribution _____	Amount of Contribution _____
Type of Contribution (i.e. currency, check, loan, in-kind) _____	
Contributor Name _____	
Relationship of Contributor to the Vendor _____	
Contributor Address _____	
City _____	State _____ Zip _____

If this form is not being completed electronically, please attach pages for additional contributions as necessary. Otherwise click "Add a Contribution" to enter additional contributions.

☒ Check this box if no reportable contributions have been made by the above-named business entity or individual.

Name of Recipient _____	Address of Recipient _____
Date of Contribution _____	Amount of Contribution _____
Type of Contribution (i.e. currency, check, loan, in-kind) _____	
Contributor Name _____	
Relationship of Contributor to the Vendor _____	
Contributor Address _____	
City _____	State _____ Zip _____

If this form is not being completed electronically, please attach pages for additional contributions as necessary. Otherwise click "Add a Contribution" to enter additional contributions.

☒ Check this box if no reportable contributions have been made by the above-named business entity or individual.

Name of Recipient _____	Address of Recipient _____
Date of Contribution _____	Amount of Contribution _____
Type of Contribution (i.e. currency, check, loan, in-kind) _____	
Contributor Name _____	
Relationship of Contributor to the Vendor _____	
Contributor Address _____	
City _____	State _____ Zip _____

If this form is not being completed electronically, please attach pages for additional contributions as necessary. Otherwise click "Add a Contribution" to enter additional contributions.

Part 4: Certification

I have read the instructions accompanying this form prior to completing this certification on behalf of the above-named business entity. I certify that, to the best of my knowledge and belief, the foregoing statements by me are true. I am aware that if any of the statements are willfully false, I am subject to punishment.

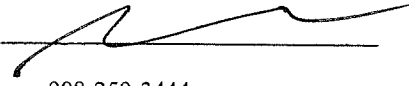
I understand that this certification will be in effect for two (2) years from the date of approval, provided the ownership status does not change and/or additional contributions are not made. If there are any changes in the ownership of the entity or additional contributions are made, a new full set of documents are required to be completed and submitted. By submitting this Certification and Disclosure, the person or entity named herein acknowledges this continuing reporting responsibility and certifies that it will adhere to it.

(CHECK ONE BOX A, B or C)

(A) ☒ I am certifying on behalf of the above-named business entity and all individuals and/or entities whose contributions are attributable to the entity pursuant to Executive Order 117 (2008).

(B) ☐ I am certifying on behalf of the above-named business entity only.

(C) ☐ I am certifying on behalf of an individual and/or entity whose contributions are attributable to the vendor.

Signed Name		Print Name	Paul Savage
Phone Number	908-259-3444	Date	August 23, 2012
Title/Position	Regional Vice President		

Agency Submission of Forms

The agency should submit the completed and signed Two-Year Vendor Certification and Disclosure forms, together with a completed Ownership Disclosure form, either electronically to cd134@treas.state.nj.us, or regular mail at Chapter 51 Review Unit, P.O. Box 039, 33 West State Street, 9th Floor, Trenton, NJ 08625. The agency should save the forms locally and keep the original forms on file, and submit copies to the Chapter 51 Review Unit.

**State of New Jersey
Division of Purchase and Property
Standard Forms Certification**

This certification will serve as your official signature for the following forms presented within this document packet.

1. Ownership Disclosure Form
2. Disclosure of Investigations and Actions Involving Bidder Form

Certification: I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the State to notify the State in writing of any changes to the answers of information contained herein. I acknowledge that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will also constitute a material breach of my agreement(s) with the State of New Jersey and that the State at its option may declare any contract(s) resulting from this certification void and unenforceable.

I certify that the signature on this page has the effect of and constitutes a signature on every page.

Company Name: ABM Janitorial Services Northeast

Address: 708 W. Colfax Avenue, Suite B

Kenilworth, NJ 07033

FEIN/SSN: 20-0928900

 (Signature)

Paul Savage (Name)

Regional Vice President (Title)

August 23, 2012 (Date)

**State of New Jersey
Division of Purchase and Property
Ownership Disclosure Form**

Bid Number: Cleaning Bid 2012 **Bidder/Offeror:** ABM Janitorial Services Northeast, Inc.

Complete All Questions Below

- | | YES | NO |
|---|--------------------------|-------------------------------------|
| 1. Within the past five years has another company or corporation had a 10% or greater interest in the firm identified above? (If yes, complete and attach a separate disclosure form reflecting previous ownership interests.) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2. Has any person or entity listed in this form or its attachments ever been arrested, charged, indicted or convicted in a criminal or disorderly persons matter by the State of New Jersey, any other State or the U.S. Government? (If yes, attach a detailed explanation for each instance.) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 3. Has any person or entity listed in this form or its attachments ever been suspended, debarred or otherwise declared ineligible by any agency of government from bidding or contracting to provide services, labor, material, or supplies? (If yes, attach a detailed explanation for each instance.) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 4. Are there now any criminal matters or debarment proceedings pending in which the firm and/or its officers and/or managers are involved? (If yes, attach a detailed explanation for each instance.) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 5. Has any Federal, State or Local license, permit or other similar authorization, necessary to perform the work applied for herein and held or applied for by any person or entity listed in this form, been suspended or revoked, or been subject or any pending proceedings specifically seeking or litigating the issue of suspension or revocation? (If yes, attach a detailed explanation for each instance.) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

INSTRUCTIONS: Provide below the names, home addresses, dates of birth, and ownership interest of all individuals, and any partnerships, corporations and any other owner having a 10% or greater interest in the firm named above. If a listed owner is a corporation or partnership, provide below the same information for the holders of 10% or more interest in the corporation or partnership. If this form has previously been submitted to the Purchase Bureau in connection with another bid, indicate changes, if any, where appropriate, and complete the certification below.

Include the name, home address, and date of birth, of all officers of the bidder/offeror named above. If an officer has no ownership interest, so indicate with a zero.

Name	N/A	Date of Birth	
Office Held	Ownership Interest (Shares Owned or % of Partnership)		
Officer	<input type="checkbox"/> yes	<input checked="" type="checkbox"/> No	
Home Address			

Add Ownership Info

State of New Jersey
Division of Purchase and Property
Disclosure of Investigations and Actions Involving Bidder

The bidder shall provide a detailed description of any investigation, litigation, including administrative complaints or other administrative proceedings, involving any public sector clients during the past five years including the nature and status of the investigation, and, for any litigation, the caption of the action, a brief description of the action, the date of inception, current status, and, if applicable, disposition.

Investigation:

Indicate "NONE" in the "Person or Entity" field if no investigations were undertaken.

Person or Entity <u>NONE</u>	Date of Inception _____
Disposition Status (If applicable) _____	
Brief Description _____	
Bidder Contact _____	Bidder Phone _____
Additional Information _____	

Add Investigation Info

Person or Entity <u>NONE</u>	Date of Inception _____
Disposition Status (If applicable) _____	
Brief Description _____	
Bidder Contact _____	Bidder Phone _____
Additional Information _____	

Delete

Add Investigation Info

Person or Entity <u>NONE</u>	Date of Inception _____
Disposition Status (If applicable) _____	
Brief Description _____	
Bidder Contact _____	Bidder Phone _____
Additional Information _____	

Delete

Add Investigation Info

Litigation/Administrative Complaints:

Indicate "NONE" in the "Person or Entity" field if no Litigation/Administrative Complaints.

Person or Entity	NONE	Date of Inception	
Disposition Status (If applicable)		Caption of Action	
Brief Description			
Bidder Contact		Bidder Phone	
Additional Information			

Add Litigation Info

- **New Jersey Sports & Exposition Authority**

REQUIRED FORMS

BIDDER QUALIFICATION DATA

Bidder Must Submit The Following Information With His bid for Evaluation

1. The number of years the bidding firm has been performing the service as it relates to the contract service as required in the Bid.

<u>Janitorial Services</u>	<u>103</u>	Total Years
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2. Location of the Contractor's office that will be responsible for managing this contract.

- a. **Company Name:** ABM Janitorial Services Northeast, Inc.
- Address:** 708 W. Colfax Avenue, Suite B
- City:** Kenilworth, NJ
- Phone No.:** 908-259-3444
- On Site Manager of this Contract:** Jeff Wasserman
- b. **Cash Discount Terms Offered:**
1%, net 15 days
- c. **Bidder's Federal Employer's Identification No.:**
20-0928900

3. Name(s) and phone number(s) of management personnel to be contacted if problems or emergencies occur.

	<u>Name</u>	<u>Phone No.</u>	<u>Time</u>
a.	Jeff Wasserman	201-694-8518	All hours
b.	Frank DiBartolo	917-647-6696	All hours
c.	Steve Buschbacher	917-559-5475	Business Hours
d.			
e.			

4. Bidder must furnish a list of five (5) contracts completed within the last three (3) years that bidder has performed service as it relates to the contract service as required in the bid on a direct contract basis.

	<u>Location</u>	<u>Contact Person/Phone</u>	<u>Contract Service</u>
a.	<u>Cleveland Browns Stadium</u>	<u>Todd Argust</u>	<u>Janitorial and Parking</u>
	<u>Berea, OH</u>	<u>440-824-3656</u>	
b.	<u>STAPLES Center</u>	<u>Sam Kropp</u>	<u>Post Event Cleaning</u>
	<u>Los Angeles, CA</u>	<u>213-742-7262</u>	
c.	<u>Mall of America Field - Metrodome</u>	<u>Steve Maki</u>	<u>Post Event Cleaning</u>
	<u>Minneapolis, MN</u>	<u>612-332-0386</u>	
d.	<u>FedEx Field - Washington Redskins</u>	<u>Lon Rosenberg</u>	<u>Janitorial</u>
	<u>Hyattsville, MD</u>	<u>301-276-6062</u>	
e.	<u>Carrier Dome</u>	<u>Pat Campbell</u>	<u>Janitorial</u>
	<u>Syracuse, NY</u>	<u>315-443-4634</u>	

5. Bidder shall furnish a list of all contracts from which the Contractor was discharged or those where the Contractor defaulted and a claim was made against the surety on the Performance Bond or any other reason within the last three (3) years.

	<u>Company Name</u>	<u>Contact Person/Phone #</u>	<u>Reason for Loss or Termination</u>
a.	N/A	N/A	N/A
b.			
c.			
d.			
e.			

6. Bidder must furnish a list of contracts lost or terminated during the last three (3) years with the reason for loss or termination.

	<u>Company Address</u>	<u>Contact Person/Phone #</u>	<u>Reason for Loss or Termination</u>
a.	N/A	N/A	N/A
b.			
c.			
d.			
e.			

Bidder must provide a list of qualified personnel that will be assigned to work on this contract, including a brief resume. Resume shall include for each person number of years, and his qualifications and experience to handle the requirements of this bid.

Name Steve Buschbacher **Years** 14

Qualified Experience Mr. Buschbacher is the Regional Manager for all ABM service locations throughout the New Jersey region. He has been in the janitorial industry with ABM for 14 years. Steve manages over 2,500 employees performing services that cover over 30 million square feet throughout New Jersey. Mr. Buschbacher's responsibilities include maintaining customer relations, quality control, capturing new business and all aspects of P&L reporting for New Jersey. Mr. Buschbacher obtained his Bachelor of Science Degree in Accounting from Manhattan College.

Name Frank DiBartolo **Years** 16

Qualified Experience Frank DiBartolo is a District Manager for ABM in the Northern New Jersey area and has been in the janitorial industry for 16 years. In this role, he is responsible for managing the daily janitorial operations for over 20 locations. As a District Manager, Frank manages approximately 25 project management professionals and works directly with clients to ensure their total satisfaction. He is responsible for ensuring the delivery of a first class janitorial program. Frank is also responsible for the training and development of the janitorial staff as well as ensuring that the facilities are safety compliant.

Name _____ **Years** _____

Qualified Experience _____

Name _____ *Years* _____

Qualified Experience _____

Name _____ *Years* _____

Qualified Experience _____

Name _____ *Years* _____

Qualified Experience _____

Affirmative Action Supplement

AFFIRMATIVE ACTION	Term Contract - Advertised Bid Proposal
Department of the Treasury Division of Purchase & Property State of New Jersey 33 W. State St., 9th Floor PO Box 230 Trenton, New Jersey 08625-0230	Bid Number: _____ Bidder: _____

EXHIBIT A
MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE
N.J.S.A. 10:5-31 et seq. (P.L. 1975, C. 127)
N.J.A.C. 17:27
GOODS, PROFESSIONAL SERVICE AND GENERAL SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A. 10:5-31 et seq., as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to afford equal employment opportunities to minority and women workers consistent with Good faith efforts to meet targeted county employment goals established in accordance with N.J.A.C. 17:27-5.2, or Good faith efforts to meet targeted county employment goals determined by the Division, pursuant to N.J.A.C. 17:27-5.2.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the targeted employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, race, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

Letter of Federal Affirmative Action Plan Approval

Certificate of Employee Information Report

Employee Information Report Form AA302

The contractor and its subcontractors shall furnish such reports or other documents to the Division of Public Contracts Equal Employment Opportunity Compliance as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Division of Public Contracts Equal Employment Opportunity Compliance for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code at N.J.A.C. 17:27.

*** NO FIRM MAY BE ISSUED A PURCHASE ORDER OR CONTRACT WITH THE STATE UNLESS THEY COMPLY WITH THE AFFIRMATIVE ACTION REGULATIONS**

PLEASE CHECK APPROPRIATE BOX (ONE ONLY)

- ☒ I HAVE A CURRENT NEW JERSEY AFFIRMATIVE ACTION CERTIFICATE, (PLEASE ATTACH A COPY TO YOUR PROPOSAL).
- ☐ I HAVE A VALID FEDERAL AFFIRMATIVE ACTION PLAN APPROVAL LETTER, (PLEASE ATTACH A COPY TO YOUR PROPOSAL).
- ☐ I HAVE COMPLETED THE ENCLOSED FORM AA302 AFFIRMATIVE ACTION EMPLOYEE INFORMATION REPORT.

Certification 44652

CERTIFICATE OF EMPLOYEE INFORMATION REPORT
INITIAL

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of **15-MAR-2010** to **15-MAR-2013**

ABM JANITORIAL SERVICE NORTHEAST INC
708 COLFAX AVE
KENILWORTH

NJ 07033



A handwritten signature in black ink, appearing to be "A. Sidamon-Eristoff".

Andrew P. Sidamon-Eristoff
State Treasurer

New Jersey Sports & Exposition Authority

New Jersey Business Registration Certificate (BRC)

Pursuant to NJSA 52:32-44 (as amended by P.L. 2004, c. 57) all businesses must obtain a Business Registration Certificate (BRC) from the Department of the Treasury, Division of Revenue prior to conducting business in the State of New Jersey. State and local entities are prohibited from entering into a contract with an entity unless the contractor has provided a copy of its BRC (or interim registration) as part of its bid submission.

Certificates must be submitted with each bid or proposal, even if it is already on file with the local contracting agency.

Information regarding the Business Registration of Public Contractors is provided at the Division of Local Government Services Frequently Asked Questions at website link:

(http://www.state.nj.us/dca/lgs/faqs/busregis/business_registration_faq.html - 5)

New Jersey Sports & Exposition Authority

MORAL INTEGRITY

STATE OF NEW JERSEY)

SS.:

COUNTY OF UNION)

I, Paul Savage the Regional Vice President
President or Vice President, Owner or Partner
of ABM Janitorial Services Northeast, Inc (Company) being first duly sworn, deposes and says:

1. That the ABM (Company) wishes to bid on Cleaning Bid 2012 (Contract) with the New Jersey Sports and Exposition Authority on August 23, 2012
Date
2. That ABM (Company) wishes to demonstrate moral integrity to the satisfaction of the New Jersey Sports and Exposition Authority.
3. That, as of the date of signing this Affidavit, neither the ABM (Company), nor any of its owners, officers, or directors are involved in any Federal, State, or Governmental investigations concerning criminal or quasi-criminal violations, except as follows: (if none, so state.)
None
4. That neither the Company nor any of its owners, officers, directors have ever committed any violation of Federal or State criminal or quasi-criminal statute, except as follows: (If none, so state.)
None
5. That the State of Incorporation of the Company is California
State
6. That the names, and dates of birth of the principals, shareholders, and officers of the Company are as follows:
Henrik Slipsager, CEO, 56; James Lusk, CFO, 55; James McClure, President-Janitorial, 54
Tracy Price, President-Engineering, 53; Angelique Carbo, SVP; Dean Chin, CAO, 43
David Farwell, SVP, 50; Sarah McConnell, General Counsel, 47
7. That he is personally acquainted with the operations of the Company, has full knowledge of the factual basis comprising the contents of this Affidavit, and that the contents are true.
8. That this Affidavit is made to induce the New Jersey Sports and Exposition Authority to accept bid on Cleaning Bid 2012 (Contract) knowing that the said New Jersey Sports and Exposition Authority relies upon the truth of the statements contained herein.

Sworn and subscribed to before me

This 22 day of August 2012

By: [Signature]
Authorized Signature

ABM Janitorial Services Northeast, Inc.
Company
[Signature]
Notary Public

New Jersey Sports & Exposition Authority

NON-COLLUSION AFFIDAVIT

STATE OF NEW JERSEY)

SS.:

COUNTY OF UNION)

I Paul Savage of the City of Kenilworth, in the County
Of Union and the State of New Jersey of full age, being duly
sworn according to law on my oath depose and say that:

I am Regional Vice President of the firm of ABM Janitorial Services, the Vendor
making the Bid for the above-named project, and that I executed the said Bid with full authority so to
do; that said Vendor has not, directly or indirectly entered into any agreement, participated in any
collusion or otherwise taken any action, in restraint of free, competition in connection with the above
named project; and that all statements contained in said Bid and in this affidavit are true and correct, and
made will full knowledge that the New Jersey Sports and Exposition Authority relies upon the truth of
the statements contained in said Bid, in this affidavit and in any statements contained in the Bid, in this
affidavit and in any statements requested by the Authority showing evidence of qualifications in
awarding the contract for the said Project.

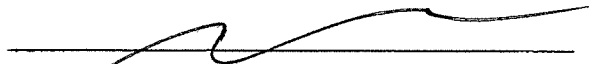
I further warrant that no person or selling agency has been employed or retained to solicit or secure such
contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent
fee, except bona fide employees or bona fide established commercial or selling agencies maintained by

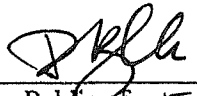
ABM Janitorial Services Northeast, Inc.
Name of Contractor

Subscribed and sworn to

Before me this day 23rd

Of August, 2012.


Also type or print name of affidavit under signature
Paul Savage, Regional Vice President


Notary Public of NS

My Commission Expires Feb 16, 2015.

New Jersey Sports & Exposition Authority

STOCKHOLDER DISCLOSURE FORM

NAME ABM Janitorial Services Northeast, Inc

ADDRESS 708 W. Colfax Avenue, Suite B

CITY & STATE Kenilworth, NJ

In the spaces provided, list the names and addresses of all owners, partners, directors, officers, and indirect owners owning 10% or more interest in the Bidder's firm. If corporate owner, list in the space provided stockholders or corporation whose ownership through the corporation is 10% or more of the Bidder. Complete affidavit at bottom of form. If this has already been submitted to the New Jersey Sports and Exposition Authority, use the form for any changes and complete the affidavit.

Name	Address	Street	City/Twp.	County	State	Zip
N/A	N/A					
President of the firm (print or type)		Phone				

I certify that:

- ☐ List of stockholders names and addresses has been submitted to the New Jersey Sports and Exposition Authority and it is current to the best of my knowledge, with the exceptions as listed above.
- ☐ The list of stockholders above is current and correct to the best of my knowledge.
- ☒ There are no stockholders holding 10% or more interest in this corporation or firm to the best of my knowledge.

Signature of Authorized Representative 

Type or Print Name Paul Savage Title Regional Vice President

Witnessed by  Date August 23, 2012

New Jersey Sports & Exposition Authority

STOCKHOLDER DISCLOSURE FORM B

Firm Name: ABM Janitorial Services **Federal I.D. No.** 20-0928900
Address: 708 W. Colfax Avenue, Suite B
Kenilworth, NJ 07033

INSTRUCTIONS: List below the names, home addresses, dates of birth, social security numbers, offices held and ownership interest of all officers and all individuals, partnerships, corporations or any other owner with 10% or more interest in the firm named. All questions must be answered. If more space is needed, list on attached sheet.

Name	Home Address	D.O.B.	SocialSec No.	Office Held	Ownership Interest Shares Owned or % of Partnership
N/A	N/A	N/A	N/A	N/A	N/A

COMPLETE ALL QUESTIONS BELOW

	YES NO	
Within the past five years has the firm identified above been owned by another company or corporation? <i>(If Yes, complete a separate disclosure form for the previous owner.)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Has any person or entity listed in this form ever been arrested, charged, indicted or convicted of a crime by the State of New Jersey, any other State or the US Government? <i>(If Yes, attach a detailed explanation for each instance)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Has any person or entity listed in this form ever been suspended, debarred or otherwise declared ineligible by any Agency of Government from bidding or contracting to provide services, labor, material or supplies? <i>(If Yes, attach a detailed explanation for each instance)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Are there now any administrative, civil or criminal matters pending in which the firm or its responsible employees are involved? <i>(If Yes, attach a detailed explanation for each instance)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Has any federal, state, or local government license, permit or other similar authorization necessary to perform the work applied for herein and held or applied for by any person or entity listed in this form been suspended or revoked, or is it the subject of any pending procedures, specifically seeking or litigating the issue of suspension or revocation? <i>(If Yes, attach a detailed explanation for each instance).</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Has any person or entity listed in this form or its attachments been subject to any administrative consent order or judgment or any civil penalty or fine by any licensing or regulatory agency of government for an infraction related to the work of the same nature applied for herein. <i>(If yes, attach a detailed explanation for each instance).</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Has any person or entity listed in this form or its attachments been party to civil litigation of any type relating in any way to the work applied for herein. <i>(If yes, attach a detailed explanation for each instance).</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>


New Jersey Sports & Exposition Authority

CERTIFICATION

I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge that the New Jersey Sports and Exposition Authority is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the Authority to notify the Authority in writing of any changes to the answers or information contained herein. I acknowledge that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will also constitute a material breach of my agreements(s) with the Authority and that the Authority at its option, may declare any contract(s) resulting from this certification void and unenforceable.


I, being duly authorized, certified that the information supplied above, including all attached pages, is complete and correct to the best of my knowledge.

ATTESTED: Sworn and subscribed to before me

Signature  Date August 23, 2012

On the 23rd day of August 2012

Name: Paul Savage

Signature 
(Notary Public - Not an Officer of the Firm)

Title: Regional Vice President

**Lawsuits Against Others:**

In the ordinary course of business, ABM has, on occasion, various claims and lawsuits against third parties, primarily related to collection of monies owed. The amount of information regarding these matters is voluminous and, therefore, such information has not been included herein. Information about specific matters is available upon request

Contract Termination Due to Default:

ABM does not track and is not specifically aware of any contract that has been terminated for default; however because ABM has been in business for over 100 years and has been party to literally hundreds of thousands of customer agreements, it is possible and even likely that ABM has been terminated by a customer citing default or dissatisfaction as the grounds for the termination. To the extent that such terminations have occurred over the years, ABM believes that such situations were isolated or specifically explainable.

State of New Jersey
Division of Public Contracts Equal Employment Opportunity Compliance
EMPLOYEE INFORMATION REPORT

IMPORTANT- READ INSTRUCTIONS ON BACK OF FORM CAREFULLY BEFORE COMPLETING FORM. TYPE OR PRINT IN SHARP BALLPOINT PEN. FAILURE TO PROPERLY COMPLETE THE ENTIRE FORM AND SUBMIT THE REQUIRED \$150.00 FEE MAY DELAY ISSUANCE OF YOUR CERTIFICATE. DO NOT SUBMIT EEO-1 REPORT FOR SECTION B, ITEM 11.

SECTION A - COMPANY IDENTIFICATION

1. FID. NO. OR SOCIAL SECURITY		2. TYPE OF BUSINESS <input type="checkbox"/> 1. MFG <input type="checkbox"/> 2. SERVICE <input type="checkbox"/> 3. WHOLESALE <input type="checkbox"/> 4. RETAIL <input type="checkbox"/> 5. OTHER		3. TOTAL NO. OF EMPLOYEES IN THE ENTIRE COMPANY	
4. COMPANY NAME					
5. STREET		CITY	COUNTY	STATE	ZIP CODE
6. NAME OF PARENT OR AFFILIATED COMPANY (IF NONE, SO INDICATE)			CITY	STATE	ZIP CODE
7. CHECK ONE: IS THE COMPANY: <input type="checkbox"/> SINGLE-ESTABLISHMENT EMPLOYER <input type="checkbox"/> MULTI-ESTABLISHMENT EMPLOYER					
8. IF MULTI-ESTABLISHMENT EMPLOYER, STATE THE NUMBER OF ESTABLISHMENTS IN NJ					
9. TOTAL NUMBER OF EMPLOYEES AT ESTABLISHMENT WHICH HAS BEEN AWARDED THE CONTRACT					
10. PUBLIC AGENCY AWARDED CONTRACT		CITY	COUNTY	STATE	ZIP CODE

Official Use Only	DATE RECEIVED	INAUG DATE	ASSIGNED CERTIFICATION NUMBER

SECTION B - EMPLOYMENT DATA

11. Report all permanent, temporary and part-time employees ON YOUR OWN PAYROLL. Enter the appropriate figures on all lines and in all columns. Where there are no employees in a particular category, enter a zero. Include ALL employees, not just those in minority/non-minority categories, in columns 1, 2, & 3. **DO NOT SUBMIT AN EEO-1 REPORT.**

[illegible]

12. HOW WAS INFORMATION AS TO RACE OR ETHNIC GROUP IN SECTION B OBTAINED?	14. IS THIS THE FIRST Employee Information Report Submitted?	15. IF NO, DATE LAST REPORT SUBMITTED
13. DATES OF PAYROLL PERIOD USED FROM: TO:	<input type="checkbox"/> YES <input type="checkbox"/> NO	

SECTION C - SIGNATURE AND IDENTIFICATION

16. NAME OF PERSON COMPLETING FORM (Print or Type)		SIGNATURE		TITLE		DATE	
17. ADDRESS NO. & STREET		CITY		COUNTY		STATE	
						ZIP CODE	
						PHONE, AREA CODE, NO.	

I certify that the information on this form is true and correct.

INSTRUCTIONS FOR COMPLETING THE EMPLOYEE INFORMATION REPORT (FORM AA302)

IMPORTANT: READ THE FOLLOWING INSTRUCTIONS CAREFULLY BEFORE COMPLETING THE FORM. PRINT OR TYPE ALL INFORMATION. FAILURE TO PROPERLY COMPLETE THE ENTIRE FORM **AND TO SUBMIT THE REQUIRED \$150.00 NON-REFUNDABLE FEE MAY DELAY ISSUANCE OF YOUR CERTIFICATE. IF YOU HAVE A CURRENT CERTIFICATE OF EMPLOYEE INFORMATION REPORT, DO NOT COMPLETE THIS FORM UNLESS YOU ARE RENEWING A CERTIFICATE THAT IS DUE FOR EXPIRATION. DO NOT COMPLETE THIS FORM FOR CONSTRUCTION CONTRACT AWARDS.**

- ITEM 1** - Enter the Federal Identification Number assigned by the Internal Revenue Service, or if a Federal Employer Identification Number has been applied for, or if your business is such that you have not or will not receive a Federal Employer Identification Number, enter the Social Security Number of the owner or of one partner, in the case of a partnership.
- ITEM 2** - Check the box appropriate to your TYPE OF BUSINESS. If you are engaged in more than one type of business check the predominate one. If you are a manufacturer deriving more than 50% of your receipts from your own retail outlets, check "Retail".
- ITEM 3** - Enter the total "number" of employees in the entire company, including part-time employees. This number shall include all facilities in the entire firm or corporation.
- ITEM 4** - Enter the name by which the company is identified. If there is more than one company name, enter the predominate one.
- ITEM 5** - Enter the physical location of the company. Include City, County, State and Zip Code.
- ITEM 6** - Enter the name of any parent or affiliated company including the City, County, State and Zip Code. If there is none, so indicate by entering "None" or N/A.
- ITEM 7** - Check the box appropriate to your type of company establishment. "Single-establishment Employer" shall include an employer whose business is conducted at only one physical location. "Multi-establishment Employer" shall include an employer whose business is conducted at more than one location.
- ITEM 8** - If "Multi-establishment" was entered in Item 8, enter the number of establishments within the State of New Jersey.
- ITEM 9** - Enter the total number of employees at the establishment being awarded the contract.
- ITEM 10** - Enter the name of the Public Agency awarding the contract. Include City, County, State and Zip Code. This is not applicable if you are renewing a current Certificate.
- ITEM 11** - Enter the appropriate figures on all lines and in all columns. THIS SHALL ONLY INCLUDE EMPLOYMENT DATA FROM THE FACILITY THAT IS BEING AWARDED THE CONTRACT. DO NOT list the same employee in more than one job category. **DO NOT attach an EEO-2 Report.**
- Racial/Ethnic Groups will be defined:**
Black: Not of Hispanic origin. Persons having origin in any of the Black racial groups of Africa.
Hispanic: Persons of Mexican, Puerto Rican, Cuban, or Central or South American or other Spanish culture or origin, regardless of race.
American Indian or Alaskan Native: Persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.
Asian or Pacific Islander: Persons having origin in any of the original peoples of the Far East, Southeast Asia, the Indian Sub-continent or the Pacific Islands. This area includes for example, China, Japan, Korea, the Phillippine Islands and Samoa.
Non-Minority: Any Persons not identified in any of the aforementioned Racial/Ethnic Groups.
- ITEM 12** - Check the appropriate box. If the race or ethnic group information was not obtained by 1 or 2, specify by what other means this was done in 3.
- ITEM 13** - Enter the dates of the payroll period used to prepare the employment data presented in Item 12.
- ITEM 14** - If this is the first time an Employee Information Report has been submitted for this company, check block "Yes".
- ITEM 15** - If the answer to Item 15 is "No", enter the date when the last Employee Information Report was submitted by this company.
- ITEM 16** - Print or type the name of the person completing the form. Include the signature, title and date.
- ITEM 17** - Enter the physical location where the form is being completed. Include City, State, Zip Code and Phone Number.

TYPE OR PRINT IN SHARP BALL POINT PEN

THE VENDOR IS TO COMPLETE THE EMPLOYEE INFORMATION REPORT FORM (AA302) AND RETAIN A COPY FOR THE VENDOR'S OWN FILES. THE VENDOR SHOULD ALSO SUBMIT A COPY TO THE PUBLIC AGENCY AWARDED THE CONTRACT IF THIS IS YOUR FIRST REPORT; AND FORWARD ONE COPY **WITH A CHECK IN THE AMOUNT OF \$150.00 PAYABLE TO THE TREASURER, STATE OF NEW JERSEY (FEE IS NON-REFUNDABLE)** TO:

**NJ Department of the Treasury
Division of Public Contracts
Equal Employment Opportunity Compliance
P.O. Box 206**

Trenton, New Jersey 08625-0206

Telephone No. (609) 292-5473

Public Law 2005, Chapter 51

(formerly Executive Order 134) and Executive Order 117 (2008)

INFORMATION AND INSTRUCTIONS For Completing The "Two- Year Vendor Certification and Disclosure of Political Contributions" Forms

Background Information

On September 22, 2004, then-Governor James E. McGreevey issued Executive Order 134, the purpose of which was to insulate the negotiation and award of State contracts from political contributions that posed a risk of improper influence, purchase of access or the appearance thereof. To this end, Executive Order 134 prohibited State departments, agencies and authorities from entering into contracts exceeding \$17,500 with individuals or entities that made certain political contributions. Executive Order 134 was superseded by Public Law 2005, c. 51, signed into law on March 22, 2005 ("Chapter 51").

On September 24, 2008, Governor Jon S. Corzine issued Executive Order No. 117 ("E.O. 117"), which is designed to enhance New Jersey's efforts to protect the integrity of procurement decisions and increase the public's confidence in government. The Executive Order builds upon the provisions of Chapter 51.

Two-Year Certification Process

Upon approval by the State, the Certification and Disclosure of Political Contributions form (CH51.1R1/21/2009) is valid for a two (2) year period. Thus, if a vendor receives approval on Jan 1, 2009, the certification expiration date would be Dec 31, 2011. Any change in the vendor's ownership status and/or political contributions during the two-year period will require the submission of new Chapter 51/EO117 forms to the State Review Unit. **Please note that it is the vendor's responsibility to file new forms with the State should these changes occur.**

Prior to the awarding of a contract, the agency should first send an e-mail to CD134@treas.state.nj.us to verify the certification status of the vendor. If the response is that the vendor is NOT within an approved two-year period, then forms must be obtained from the vendor and forwarded for review. If the response is that the vendor is within an approved two-year period, then the response so stating should be placed with the bid/contract documentation for the subject project.

Instructions for Completing the Forms

NOTE: Please refer to the next section, "Useful Definitions for Purposes of Ch. 51 and E.O. 117," for guidance when completing the forms.

Part 1: VENDOR INFORMATION

Business Name – Enter the full name of the Vendor, including trade name if applicable.

Business Type -- Select the vendor's business organization from the list provided.

Address, City, State, Zip and Phone Number -- Enter the vendor's street address, city, state, zip code and telephone number.

Vendor Email – Enter the vendor's primary email address.

Vendor FEIN – Please enter the vendor's Federal Employment Identification Number.

Public Law 2005, Chapter 51

(formerly Executive Order 134) and Executive Order 117 (2008)

INFORMATION AND INSTRUCTIONS
For Completing The "Two- Year Vendor Certification and Disclosure of Political Contributions" Forms

Part 2: PUBLIC LAW 2005, Chapter 51 / EXECUTIVE ORDER 117 (2008) DUAL CERTIFICATION

Read the following statements and verify that from the period beginning on or after October 15, 2004, no contributions as set forth at subsections 1(a)-(c) have been made by either the vendor or any individual whose contributions are attributable to the vendor pursuant to Executive Order 117 (2008).

NOTE: Contributions made prior to November 15, 2008 are applicable to Chapter 51 only.

Part 3: DISCLOSURE OF CONTRIBUTIONS MADE

Check the box at top of page 2 if no reportable contributions have been made by the vendor. If the vendor has no contributions to report, this box must be checked.

Name of Recipient Entity – Enter the full name of the recipient entity.

Address of Recipient Entity – Enter the recipient entity's street address.

Date of Contribution – Indicate the date of the contribution.

Amount of Contribution – Enter the amount of the reportable contribution.

Type of Contribution – Select the type of contribution from the list provided.

Contributor Name – Enter the full name of the contributor.

Relationship of Contributor to the Vendor -- Indicate relationship of the contributor to the vendor, e.g. officer or partner of the company, spouse of officer or partner, resident child of officer or partner, parent company of the vendor, subsidiary of the vendor, etc.

NOTE: If form is being completed electronically, click "Add a Contribution" to enter additional contributions. Otherwise, please attach additional pages as necessary.

Part 4: CERTIFICATION

Check box A if the person completing the certification and disclosure is doing so on behalf of the vendor and all individuals and/or entities whose contributions are attributable to the vendor.

Check box B if the person completing the certification and disclosure is doing so on behalf of the vendor only.

Check box C if the person completing the certification and disclosure is doing so on behalf of an individual and/or entity whose contributions are attributable to the vendor.

Enter the full name of the person authorized to complete the certification and disclosure, the person's title or position, date and telephone number.

**INFORMATION AND INSTRUCTIONS
For Completing The "Two-Year Vendor Certification and Disclosure of Political
Contributions" Forms**

USEFUL DEFINITIONS FOR THE PURPOSES OF Ch. 51 and E.O. 117

- "Vendor" means the contracting entity.
- "Business Entity" means any natural or legal person, business corporation, professional services corporation, limited liability company, partnership, limited partnership, business trust, association or any other legal commercial entity organized under the laws of New Jersey or any other state or foreign jurisdiction. The definition also includes (i) if a business entity is a for-profit corporation, any officer of the corporation and any other person or business entity that owns or controls 10% or more of the stock of the corporation; (ii) if a business entity is a professional corporation, any shareholder or officer; (iii) if a business entity is a general partnership, limited partnership or limited liability partnership, any partner; (iv) if a business entity is a sole proprietorship, the proprietor; (v) if the business entity is any other form of entity organized under the laws of New Jersey or any other state or foreign jurisdiction, any principal, officer or partner thereof; (vi) any subsidiaries directly or indirectly controlled by the business entity; (vii) any political organization organized under 26 U.S.C.A. § 527 that is directly or indirectly controlled by the business entity, other than a candidate committee, election fund, or political party committee; and (viii) with respect to an individual who is included within the definition of "business entity," that individual's spouse or civil union partner and any child residing with that person.¹
- "Officer" means a president, vice-president with senior management responsibility, secretary, treasurer, chief executive officer, or chief financial officer of a corporation or any person routinely performing such functions for a corporation. Please note that officers of non-profit entities are excluded from this definition.
- "Partner" means one of two or more natural persons or other entities, including a corporation, who or which are joint owners of and carry on a business for profit, and which business is organized under the laws of this State or any other state or foreign jurisdiction, as a general partnership, limited partnership, limited liability partnership, limited liability company, limited partnership association, or other such form of business organization.
- "Reportable Contributions" are those contributions, including in-kind contributions, in excess of \$300.00 in the aggregate per election made to or received by a candidate committee, joint candidates committee, or political committee; or per calendar year made to or received by a political party committee, legislative leadership committee, or continuing political committee.
- "In-kind Contribution" means a contribution of goods or services received by a candidate committee, joint candidates committee, political committee, continuing political committee, political party committee, or legislative leadership committee, which contribution is paid for by a person or entity other than the recipient committee, but does not include services provided without compensation by an individual volunteering a part of or all of his or her time on behalf of a candidate or committee.
- "Continuing Political Committee" includes any group of two or more persons acting jointly, or any corporation, partnership, or any other incorporated or unincorporated association, including a political club, political action committee, civic association or other organization, which in any calendar year contributes or expects to contribute at least \$4,300 to aid or promote the candidacy of an individual, or the candidacies of individuals, for elective public office, or the passage or defeat of a public question, and which may be expected to make contributions toward such aid or promotion or passage or defeat during a subsequent election, provided that the group, corporation, partnership, association or other organization has been determined by the Commission to be a continuing political committee in accordance with N.J.S.A. 19:44A-8(b).

¹ Contributions made by a spouse, civil union partner or resident child to a candidate for whom the contributor is eligible to vote or to a political party committee within whose jurisdiction the contributor resides are permitted.

Public Law 2005, Chapter 51

(formerly Executive Order 134) and Executive Order 117 (2008)

**INFORMATION AND INSTRUCTIONS
For Completing The "Two- Year Vendor Certification and Disclosure of Political
Contributions" Forms**

- "Candidate Committee" means a committee established by a candidate pursuant to N.J.S.A. 19:44A-9(a), for the purpose of receiving contributions and making expenditures.
- "State Political Party Committee" means a committee organized pursuant to N.J.S.A. 19:5-4.
- "County Political Party Committee" means a committee organized pursuant to N.J.S.A. 19:5-3.
- "Municipal Political Party Committee" means a committee organized pursuant to N.J.S.A. 19:5-2.
- "Legislative Leadership Committee" means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly, or the Minority Leader of the General Assembly pursuant to N.J.S.A. 19:44A-10.1 for the purpose of receiving contributions and making expenditures.
- "Political Party Committee" means:
 1. The State committee of a political party, as organized pursuant to N.J.S.A. 19:5-4;
 2. Any county committee of a political party, as organized pursuant to N.J.S.A. 19:5-3; or
 3. Any municipal committee of a political party, as organized pursuant to N.J.S.A. 19:5-2.

Agency Submission of Forms

The agency should submit the completed and signed Two-Year Vendor Certification and Disclosure forms, together with a completed Ownership Disclosure form, either electronically to cd134@treas.state.nj.us or regular mail at Chapter 51 Review Unit, P.O. Box 039, 33 West State Street, 9th Floor, Trenton, NJ 08625. Original forms should remain with the Agency and copies should be sent to the Chapter 51 Review Unit.

Questions & Answers

Questions regarding the interpretation or application of Public Law 2005, Chapter 51 (N.J.S.A. 19:44A-20.13) or Executive Order 117 (2008) may be submitted electronically through the Division of Purchase and Property website at <http://www.state.nj.us/treasury/purchase/execorder134.htm>. Responses to previous questions are posted on the website, as well as additional reference materials and forms.

NOTE: The Chapter 51 Q&A on the website **DOES NOT** address the expanded pay-to-play requirements imposed by Executive Order 117. The Chapter 51 Q&A are only applicable to contributions made prior to November 15, 2008. There is a separate, combined Chapter 51/E.O. 117 Q&A section dealing specifically with issues pertaining to contributions made after November 15, 2008, available at <http://www.state.nj.us/treasury/purchase/execorder134.htm#state>.