# Welcome & Agenda

Investor Day

October 28, 2015





# **2015 Investor Day Agenda**

Time	Speaker & Topic		
9:00 a.m.	David Farwell, SVP Investor Relations	Introductions and Agenda	
9:10 a.m.	Scott Salmirs, President and CEO, ABM	The ABM Journey and 2020 Vision	
9:50 a.m.	Tom Marano, President, Air Serv	Establishing an Enterprise-wide Vertical Market System	
10:30 a.m.	Scott Giacobbe, President, ABM Building & Energy Solutions	Building Value Across Verticals	
10:50 a.m.	Break		
11:00 a.m.	Jim McClure, EVP and President, Onsite Services	The Process of Transformation	
11:30 a.m.	Anthony Scaglione, EVP and CFO, ABM	The Financial Impact of 2020 Vision	
12:00 p.m.	Q&A		



# Forward-Looking Statements and Non-GAAP Financial Information

### **Forward-Looking Statements**

Discussions during our Investor Day presentations will include forward-looking statements about, among other things, our anticipated future operating and financial performance, expected growth and benefits relating to our vertical operating model, margin growth acceleration, achievement of operational efficiencies, expected positive impacts relating to our upcoming organizational realignment, potential cost savings associated with the movement to an enterprise-wide procurement platform, anticipated benefits related to our manager development processes, expected consequences related to enhancements to our safety and risk programs, and plans relating to share repurchases. Words such as "expects", "anticipates", "assumes", "estimates", "will", "shall" or variations thereof, are generally part of forward-looking statements. These statements are subject to substantial risks and uncertainties that could cause results to differ materially from those expressed or implied by such statements. Additional information regarding these factors can be found in ABM's Annual Report on Form 10-K for the fiscal year ended October 31, 2014 and in our subsequent reports on Form 10-Q, including in the sections thereof captioned "Risk Factors" and "Forward-Looking Statements" as well as in our subsequent reports on Form 8-K, all of which are filed with the SEC and available at <u>www.sec.gov</u> and <u>www.abm.com</u>. The forward-looking statements in these presentations speak only as of the original date of these presentations and we undertake no obligation to update or review any of these statements.

#### **Non-GAAP Financial Information**

The presentations and discussions during our Investor Day may include references to certain financial measures that were
not prepared in accordance with U.S. generally accepted accounting principles (GAAP). Reconciliations of non-GAAP
financial measures that may be discussed to the most directly comparable GAAP financial measure can be found at the end
of this presentation and in supplemental material posted to the investor relations section of our website at <u>www.abm.com</u>.





## **Scott Salmirs**

2020 Vision

President and Chief Executive Officer

# **2015 Investor Day Agenda**

Speaker & Topic		
Scott Salmirs, President and CEO	The ABM Journey and 2020 Vision	
Tom Marano, President Air Serv	Establishing an Enterprise-wide Vertical Market System	
Scott Giacobbe, President ABM Building & Energy Solutions	Building Value Across Verticals	
Jim McClure, EVP and President Onsite Services	The Process of Transformation	
Anthony Scaglione, EVP and CFO	The Financial Impact of 2020 Vision	





# **Strong Client Base**





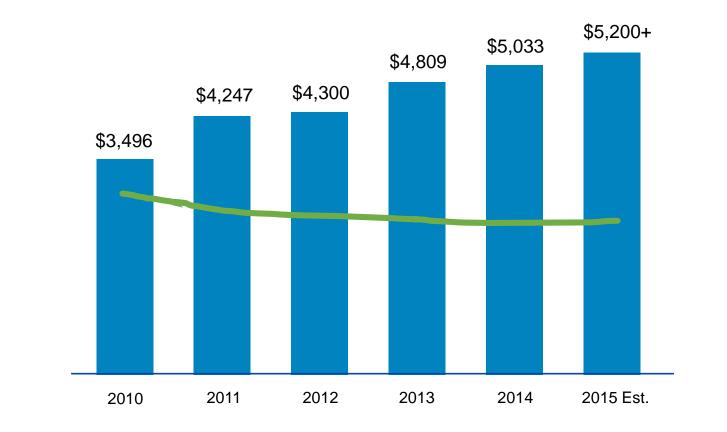
# **Adapting Through Change**







# **Revenue and Adjusted EBITDA 2010 – 2015 Est.**



Adj. EBITDA — Flat Adjusted EBITDA Margin of ~4% Margin



# **Competitive Landscape**





# **Strategic Review**





# **Common Themes from Clients and Employees**

- Focus and clarity
- Consistency and quality service
- Engaged and well-trained employees

- Effective use of technology
- Client-centricity
- Act as "one" enterprise



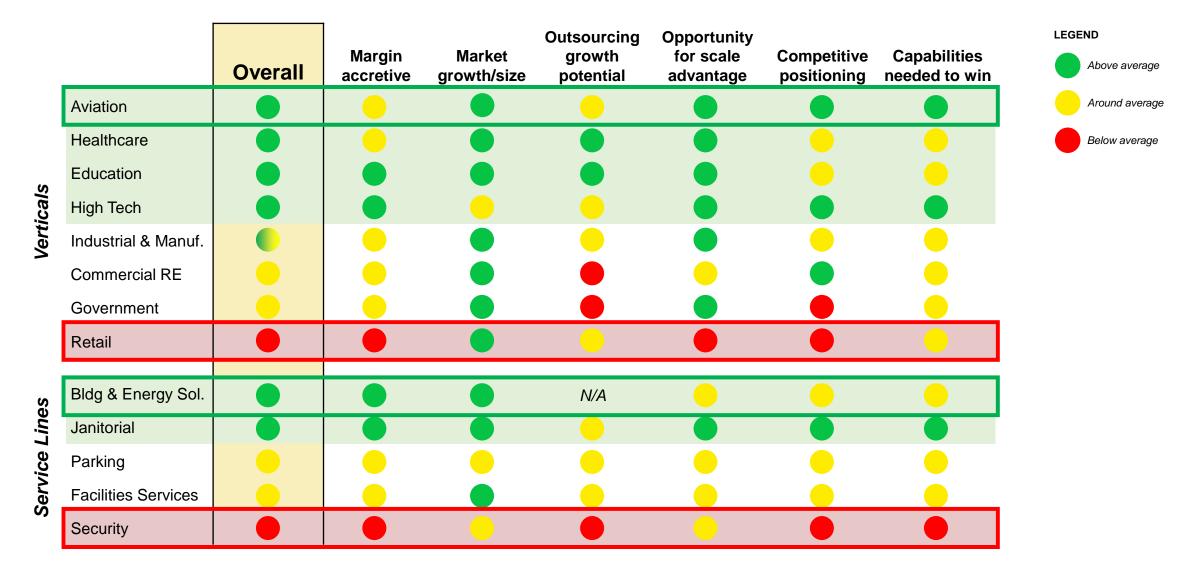


# **Choosing Our Verticals and Services**



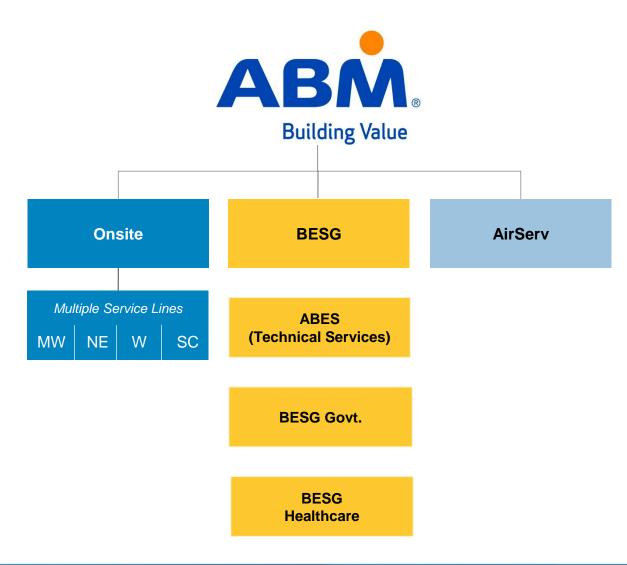


# **A Comprehensive Assessment**



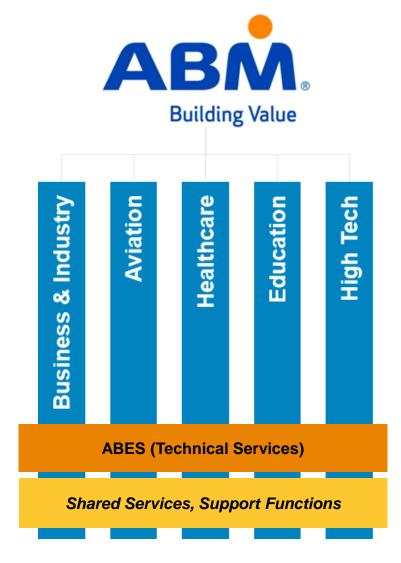


# **Current Organizational Structure**





# **Vertical Operating Model**





# **Realizing the Vision**



**Building Value** 

# 2020 Vision

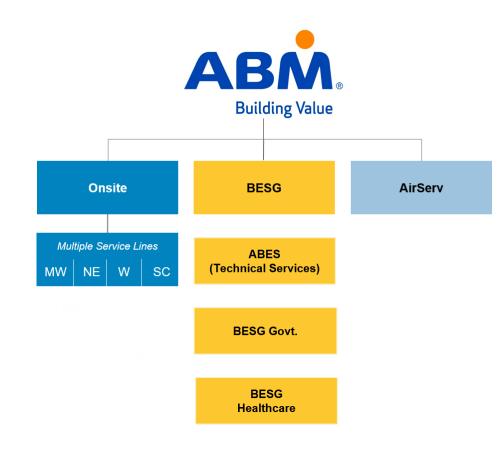


# **Comprehensive Transformation Strategy**





## **Integrated Vertical Focus**







# **Customer Alignment**



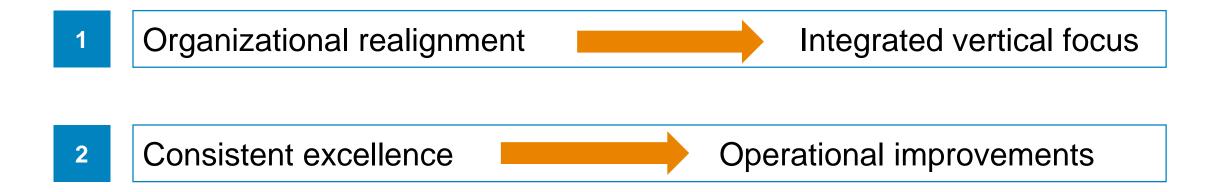


# **Customer Alignment**

Aviation	Building & Industry	Education	Healthcare	High-Tech
Heathrow Making every journey better		Cornell University	Regional West Health Services	Google
American Airlines	Brookfield	WRIGHT STATE UNIVERSITY	Wyoming Medical Center	Ú
John F. Kennedy International airport	CommonWealth partners	UNIVERSITY Work toward greatness.	Memorial Healthcare System	amazon
	NEW ORLEANS SAINTS	UNIVERSITY.	Allegiance	Microsoft
📥 DELTA			Southwest Southwest Provengentier With properties	f



# **Comprehensive Transformation Strategy**



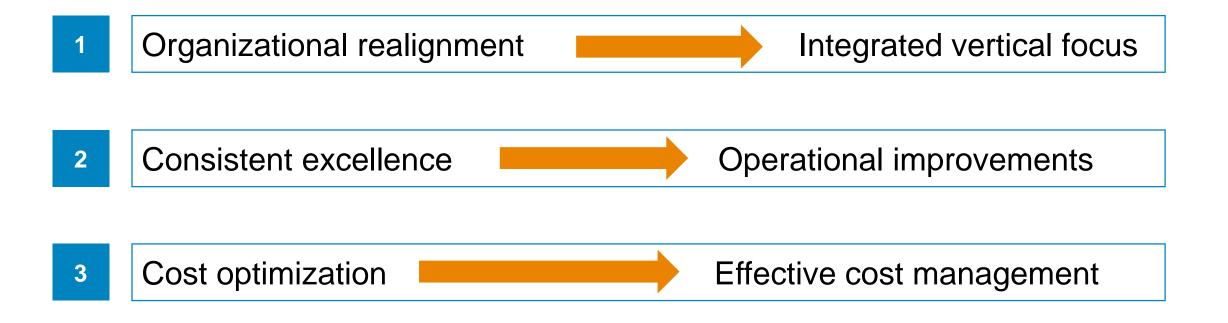


# **Operational Improvements**

Account management	Labor management
<ul> <li>Robust account planning process to drive higher client retention and profitable growth</li> <li>Improved client mix, with emphasis on high-margin accounts</li> <li>Aligned incentives to ensure focus on inputs (key metrics) and outputs (financials)</li> </ul>	<ul> <li>Codified best practices that will increase efficiency and effectiveness of labor</li> <li>Managerial toolkit to measure and track key labor management practices, metrics</li> <li>Balanced scorecard to enable visibility into performance across the enterprise</li> </ul>
Manager development	Safety and risk management



# **Comprehensive Transformation Strategy**





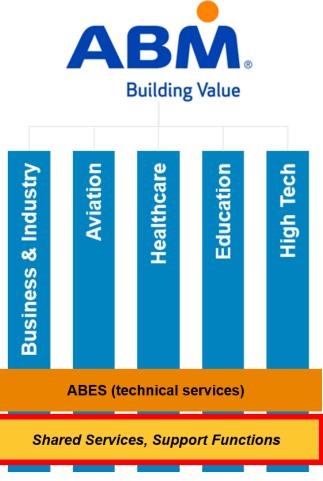
# **Effective Cost Management**

**Enterprise-wide Procurement** 

Materials and supplies

Sub-contracted services

Equipment





# **Three-Phased Approach**

Establish foundation for vertical approach

Initial benefits from cost reduction & operational efficiencies

### Fully realize annual run rate & accelerate margin

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### FY2015 – 2016

### FY2016 – 2017

### FY2017 - 2020

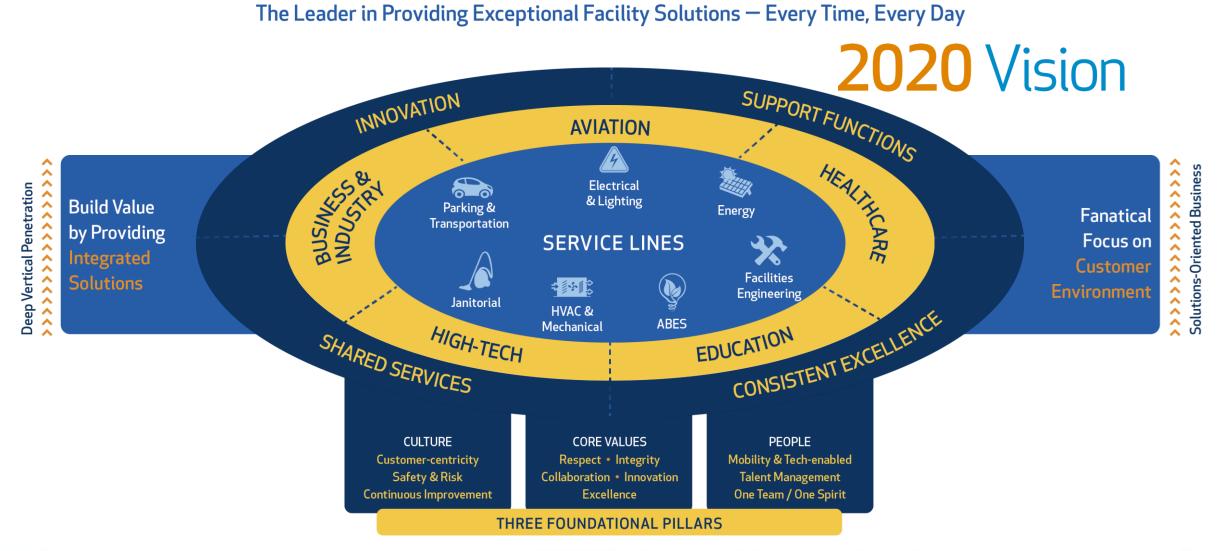
- Organizational design & realignment
- Shared services enablement
- Operational structure improvement
- Vertical acceleration initiation
- Strategic alternatives (Security)

- Vertical acceleration planning
- Sales training & enablement
- Vertical marketing enhancement
- Account planning development
- Labor management progress
- Margin profile improvement

- Organizational alignment completed
- Operational efficiencies realized
- Account planning systems operating
- Continuous improvement process
   structured
- Margin growth acceleration



# **A Solution-Driven Company**







# Establishing an Enterprise-wide Vertical Market System

# **Tom Marano**

President, Air Serv

# **Establishing an Enterprise-Wide Vertical Market System**





# **Vertical Markets Solution Capabilities in Place**



- 3 years experience in Aviation and Healthcare
- Strong growth results Process is Working
- Proven the customer-centric business model drives value

### Demonstrated initial success to support change to transformational strategy

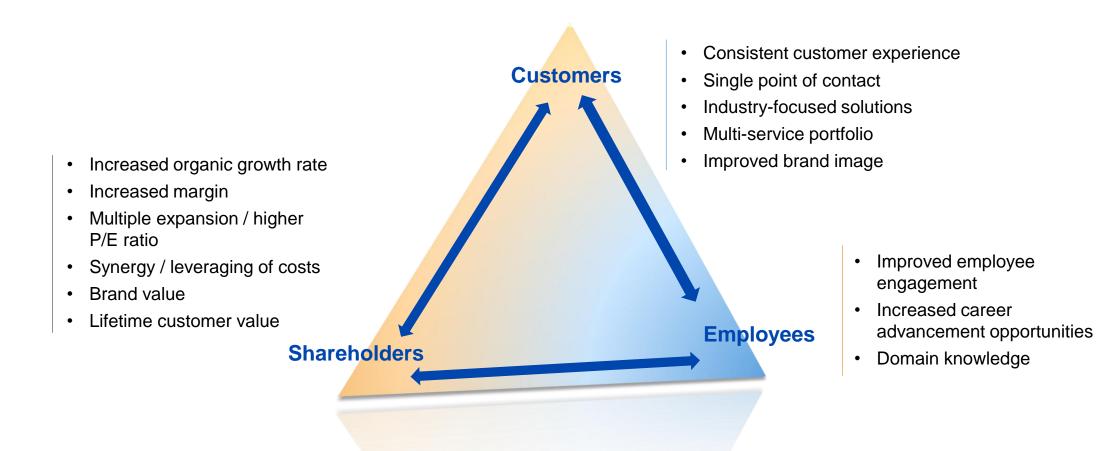


# **Delivering Customer-Centric Vertical Solutions**





# Value Proposition By Stakeholder: Building Value

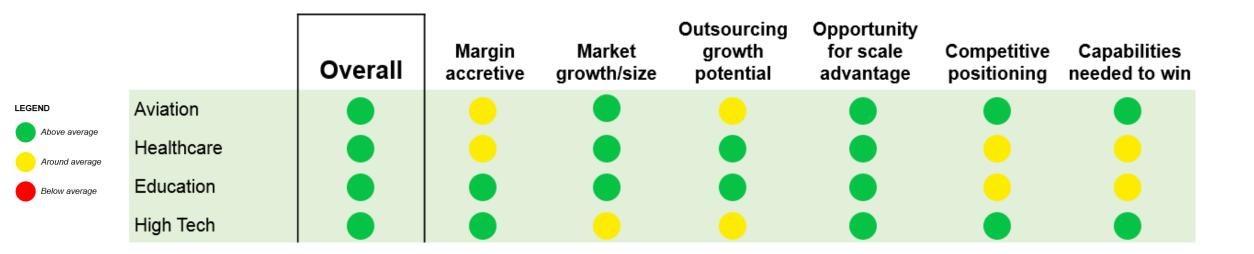




# **Market Prioritization Support for 4 Stand-Alone Verticals**

Executed a comprehensive assessment of key industries and services line to select markets







# **Market Prioritization Criteria**

	e High	e Medium
Margin accretive	100+ bps > ABM avg.	+/- 75 bps vs. avg.
Market size Market growth	>\$10B >10%	~\$5-10B ~3-10%
Outsourcing growth potential	Significant growth	Moderate growth
Opportunity for scale advantage	~\$1.5M+ / Site (and/or) High Geo Density	~\$1.0-1.5M / Site (and/or) Moderate Geo Density
Competitive positioning	Market share leader	Potential for market leadership
Capabilities needed to win	Leverage existing capabilities	Leverage existing capabilities + new / enhanced services



# **Aviation**

### Leverage Air Serv's Strong Position to Grow Revenue, Margin; Opportunity to Integrate Onsite

Overall assessment	Integrate legacy OnSite aviation and apply legacy AirServ model
Margin accretive	Margin differential (legacy AirServ advantaged) drives overall opportunity
Market size and growth	~\$5-8B+ market size; growth expected at 3-5%+ annually
Outsourcing growth potential	Medium-high outsourcing penetration (~40-60%) and likely to grow
Opportunity for scale advantage	High revenue per site (~\$7-8M+); high # of services per site
Competitive positioning	Legacy Air Serv is market leader; legacy Onsite provides additional density
Capabilities needed to win	Current capabilities positioned to meet high proportion of customer needs



### Healthcare

#### **Attractive Market – Focus on Driving Margins**

Overall assessment	Prioritize and position for growth	
Margin accretive	Margin potential high	
Market size and growth	Large (~\$15-20B+) and growing market	
Outsourcing growth potential	Relatively low outsourcing penetration (~20-40%), but growing	
Opportunity for scale advantage	Relatively high revenue per site (~\$1.5M+)	
Competitive positioning	<2% share of outsourced market, but growth potential	
Capabilities needed to win	Considering the demand for incremental services	



## **Education**

#### Attractive Market with Significant Growth Potential in Converting "New" Outsourcers

Overall assessment	Create stand alone vertical and position for growth
Margin accretive	Margins above enterprise average
Market size and growth	Large (~\$15B+) and growing market
Outsourcing growth potential	Relatively low outsourcing penetration (~10-30%), but growing
Opportunity for scale advantage	Relatively high revenue per site(s) (~\$1.5M+)
Competitive positioning	<2% share of outsourced market, but growth potential; ABES an advantage
Capabilities needed to win	Capabilities in select geographies – important to expand nationally



### **High Tech** Very High Margins in Small Market – Should Pursue Growth

Overall assessment	Create stand alone vertical and position for growth
Margin accretive	Margins above enterprise average
Market size and growth	Moderate market size (~\$3-5B), but with strong growth
Outsourcing growth potential	Moderate outsourcing penetration today (~40-60%)
Opportunity for scale advantage	Relatively high revenue per site(s) (~\$2-3M+)
Competitive positioning	Well-positioned with leading position in outsourced market
Capabilities needed to win	Strong capabilities to provide most services demanded



# **ABM Aviation: Positioned to Win**



### **Aviation Strategic "Flight Plan" – Build Value**

#### **OUR PURPOSE**

To create sustainable value for our customers

### **OUR STRATEGY**

Leverage integrated aviation and facilities services portfolio to airlines and airports

#### **OUR BUSINESS MODEL**

Technology-driven, end-to-end integrated aviation and facilities services company for the Aviation vertical

#### OUR EXECUTION

Successful execution of strategic flight plan will accelerate ABM shareholder value



### **Aviation Ecosystem**

**Providing End-to-End Solutions through ABM Aviation** 

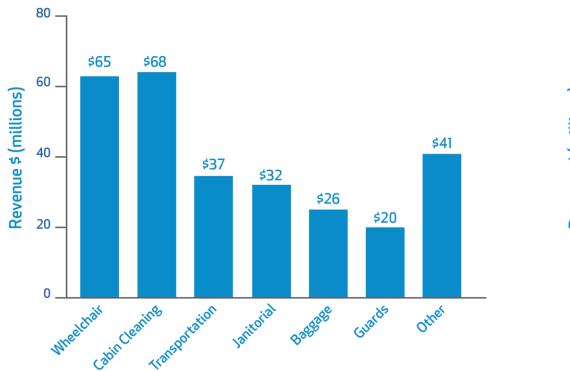


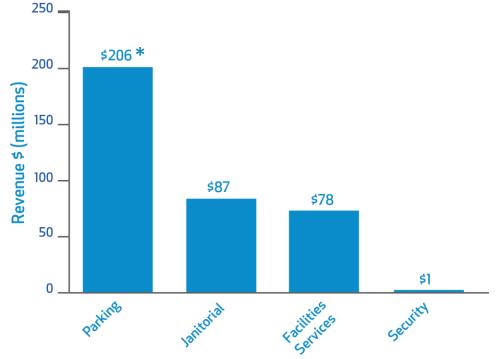


### Aviation Served by Air Serv and OnSite Today

In FY14, Air Serv had ~\$370M revenue

In FY14, Onsite aviation had ~\$370M revenue

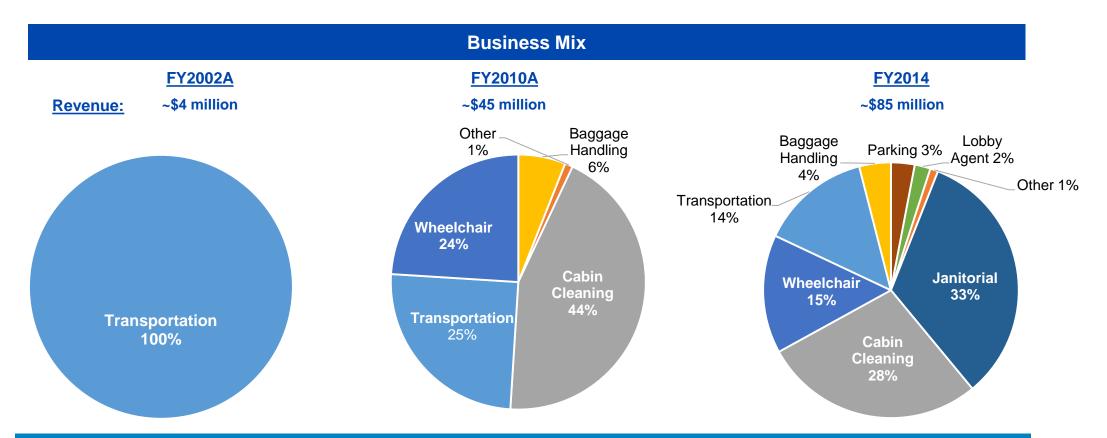






### **Domestic Growth Case Study – Atlanta**

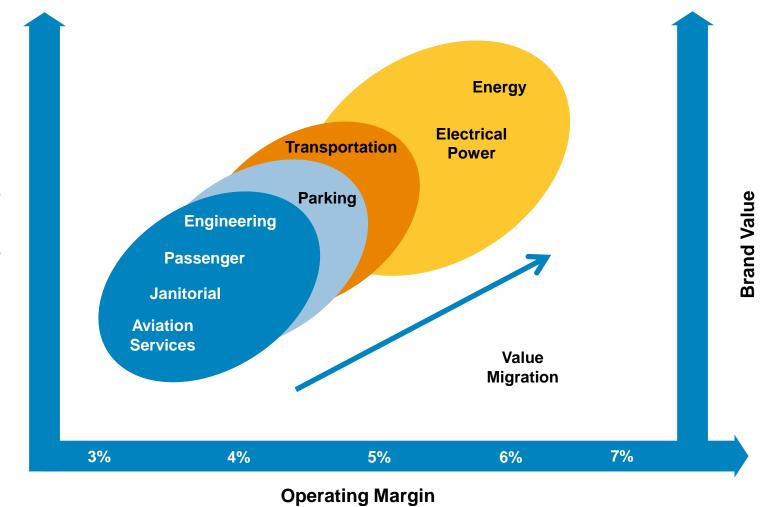
Starting with a single \$4 million fixed route bus operation in 2002, Air Serv has transformed the Atlanta market into a dense, multi-service, multi-customer growth business



Driven by world-class service delivery, innovative technology and deep customer relationships



# Operational Synergy Leverage Density for Growth



Industry Multiple



### **Vertical Markets Summary**





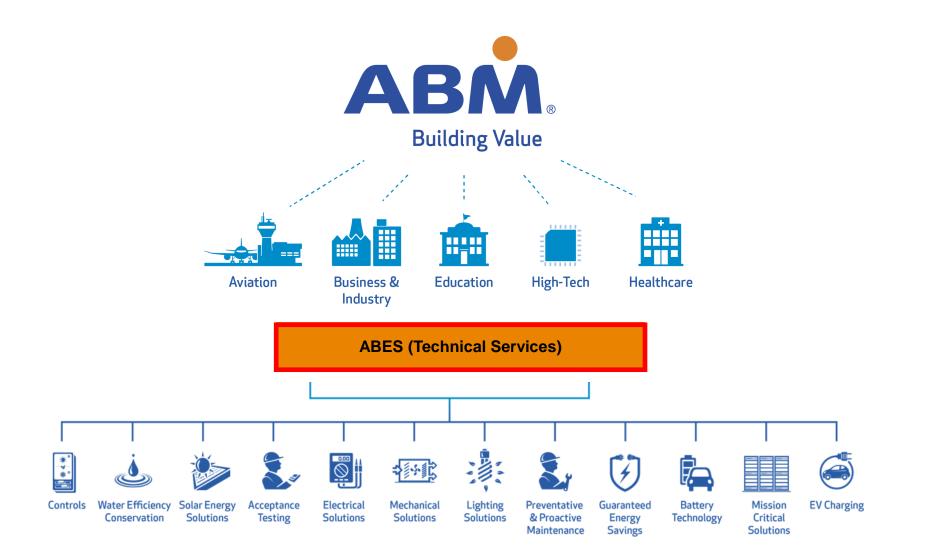
# ABM Building & Energy Solutions



### **Scott Giacobbe**

President, ABM Building & Energy

# **Leveraging Opportunities**





### ABM Building & Energy Solutions (ABES) Technical Services

#### Mechanical & Energy ABM Building Solutions ABM Building Services

#### **33 Offices**

- 5,000+ Buildings
- HVAC Services & Solutions
- Preventive & Proactive Maintenance
- Repairs, Retrofits & Replacements
- Energy Efficient Solutions
- Guaranteed Energy Solutions
- Engineering & Recommissioning

ABM Electrical Power Solutions / ABM Electrical & Lighting Solutions

#### **17 Offices**

- 2,000+ Buildings
- Acceptance Testing and Commissioning
- Preventive & Proactive
  Maintenance
- Power Quality Solutions
- Safety & Training
- Energy Efficient Solutions
- Lighting/LED
- Building Controls
- ESCO Support

ABM Franchising Group

### **210 Locations**

- Premier Service Provider of Mechanical and Electrical Services
- Operational Excellence & Proven Selling System
- 135 Linc Service Locations and 75 TEGG Service Locations in 18 Countries
- 1,000+ Service Techs &
   400+ Sales Representatives





### **ABM Franchise Network in Action**







## **Educational Institutions**

### **Providing Comprehensive Energy and Facility Solutions**



Wright State University Ohio

\$36.4M in Project Value Phase I & II

- Projected \$50.9M in operational and energy savings
- 1<sup>st</sup> year audit exceeded guarantee providing \$1.8M in savings
- 2 million square feet, 557- acre campus
- 56 different energy conservation measures



### Colquitt County Schools

Georgia \$12.9M in Project Value

- Projected \$19M in operational and energy savings
- Comprehensive energy and facilities enhancement project
- 18 school buildings
- 141 total energy conservation measures
- Additional \$600k per year in ABM janitorial contracts



Madison County Schools Georgia \$5.2M in Project Value Phase I, II, & III

- Projected \$5.6M in operational and energy savings
- Comprehensive energy and facilities enhancement project
- Enhanced indoor environmental quality
- Training for in-house maintenance team
- Additional \$137k per year in ABM janitorial contracts



### Healthcare, High Tech and Business & Industry Providing Comprehensive Energy and Facility Solutions



Arnot Ogden Medical Center New York \$8M in Project Value

- Expected to reduce annual energy use by an estimated 20%
- Projected \$14.5M in operational and energy savings
- Major enhancements to central plant including installation of new boilers and chillers and modifications to existing energy control system
- Introduction from ABM Healthcare



- Marquee Clients
- Technology Industry Leaders
- Maximize Uptime
   High Price of System Failure
- Risk Mitigation
  - Proven Reliable Partner
- Expertise
- NETA Accredited Technicians
- Acceptance Testing
  - Final Check Point / Validation
- AMP
- Comprehensive Electrical & Power Solutions



BrandsMart U.S.A. Florida \$5M in Project Value

- Projected \$7M in operational and energy savings
- Expected to reduce annual energy use by an estimated 28%
- Major enhancements to three retail stores including the facility's heating and cooling equipment, control system and lighting retrofits / replacements
- Largest PACE-funded Project to date in Florida



### ABM Building & Energy Solutions (ABES) Technical Services



Delivering Excellence in Client Solutions to Drive Profitable, High Margin Growth



# The Process of Transformation



# Jim McClure

EVP and President, Onsite Services

### **Transformation to a Vertical Operating Model**





## **Managing the Transformation Process**

1. Running the "day to day" business

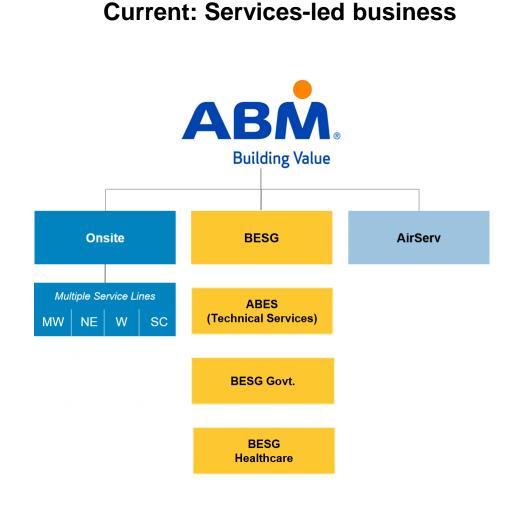
2. Leading the transformation

3. Managing the change





### **Transformation to a Vertical Operating Model**



**Future: Solution-driven company Building Value High Tech** Aviation Healthcare Education & Industry Business **ABES (Technical Services) Shared Services, Support Functions** 



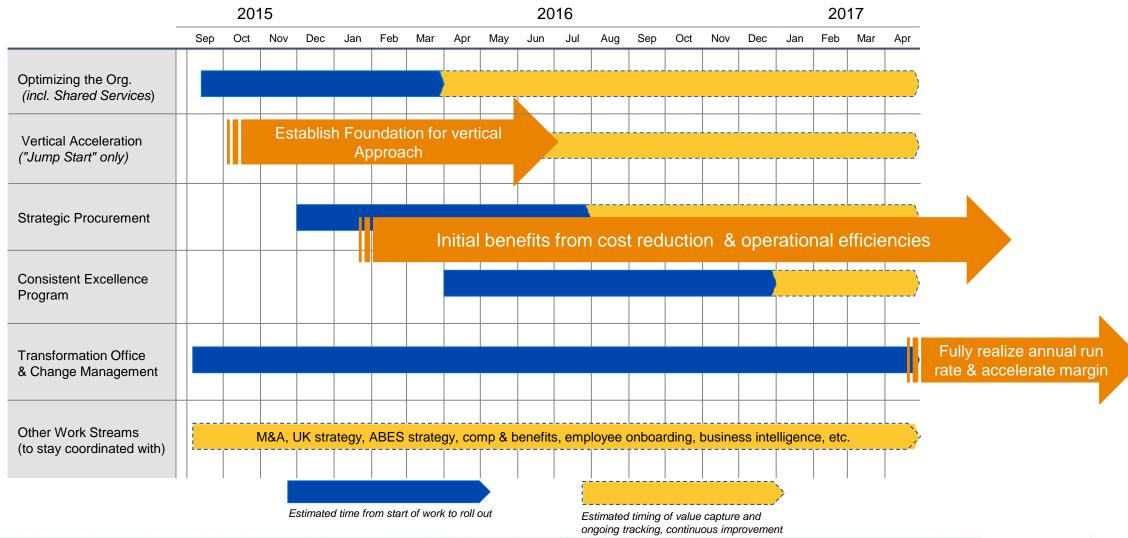
## **Structuring the Transformation**

### **Transformation Office**

Team 1Team 2Optimizing the OrganizationVertical Acceleration					<i>Team 3</i> Consistent Excellence Program				<i>Team 4</i> Change Management							
	blank sheet tion and pro			<ul> <li>Vertical strategy and operational plan development and execution (for high-priority verticals)</li> </ul>			Enterprise-wide program design, development and deployment			<ul> <li>End-to-end change management</li> <li>Communication</li> <li>Culture change</li> </ul>						
Commercial Operations	Support Functions	Shared Services	Strategic Procurement	Business & Industry	Aviation	Healthcare	Education	High Tech	Manager Development	Account Management	Labor Management	Safety & Risk Management	Leadership Activation	Internal Communication	External Communication	Enterprise-Wide



### **Timeline**





## **Organizational Realignment**

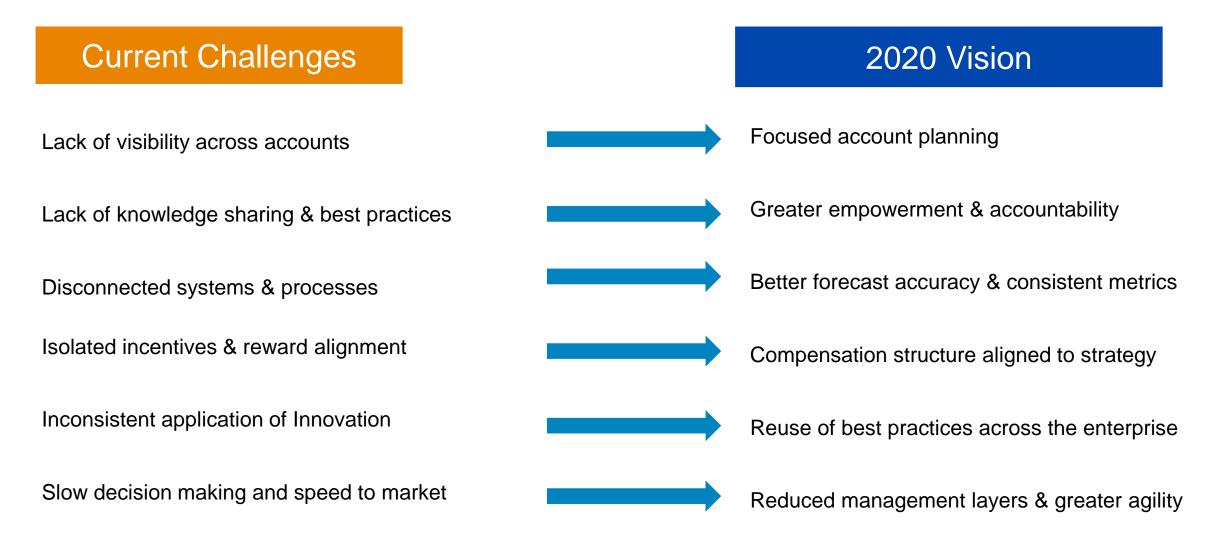


**Branch Footprint** 





# **Aligning the Organization to Strategy**







## **Financial Impact** of 2020 Vision

# **Anthony Scaglione**

EVP and Chief Financial Officer

### The Company Reaffirms its Fiscal 2015 Adjusted Net Income Per Diluted Share Guidance

Guidance excludes the impact of the sale of our Security business

Security business will be reported as discontinued operations in our consolidated financial statements for the fiscal years 2015, 2014 and 2013



# **Sale of Security**

Financials*:		Transaction:				
Revenue	~\$400M	Multiple	10x+			
Operating Profit	~\$12M	Sale Price	\$131M			
Depreciation & Amortization	~\$1M	Book & Tax Value	~\$86M			
EBITDA	~\$13M	Cash Proceeds Net of Taxes	~\$110M			



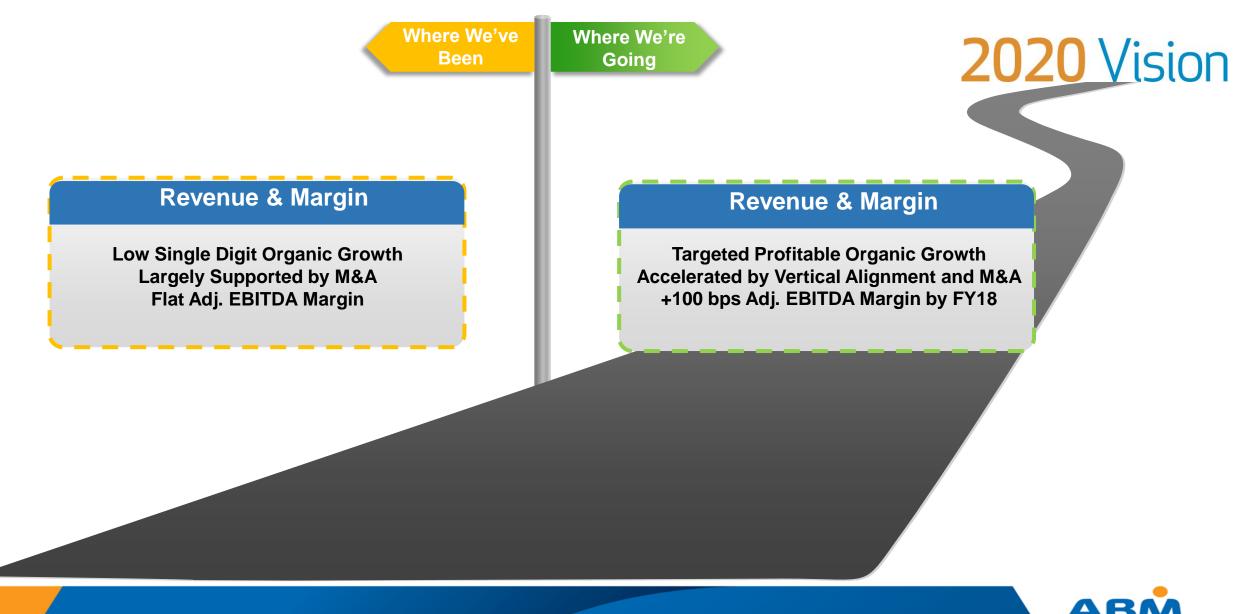
\*Financials are trailing twelve months (TTM)

### **Finance Transformation**



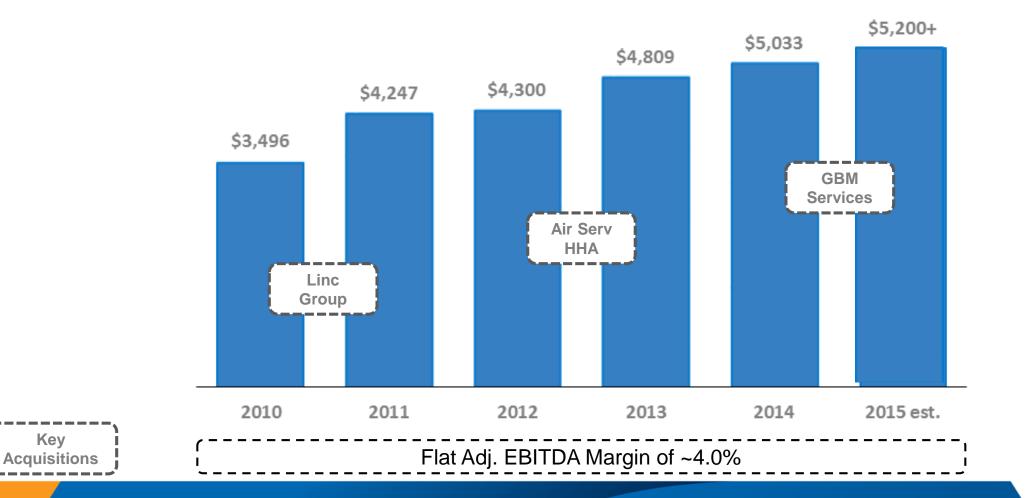


## **Financial Impact of 2020 Vision**



**Building Value** 

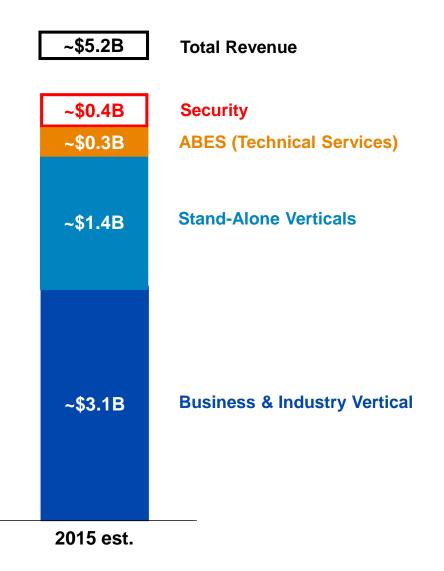
### Historical Revenue Growth Has Been Buoyed by M&A





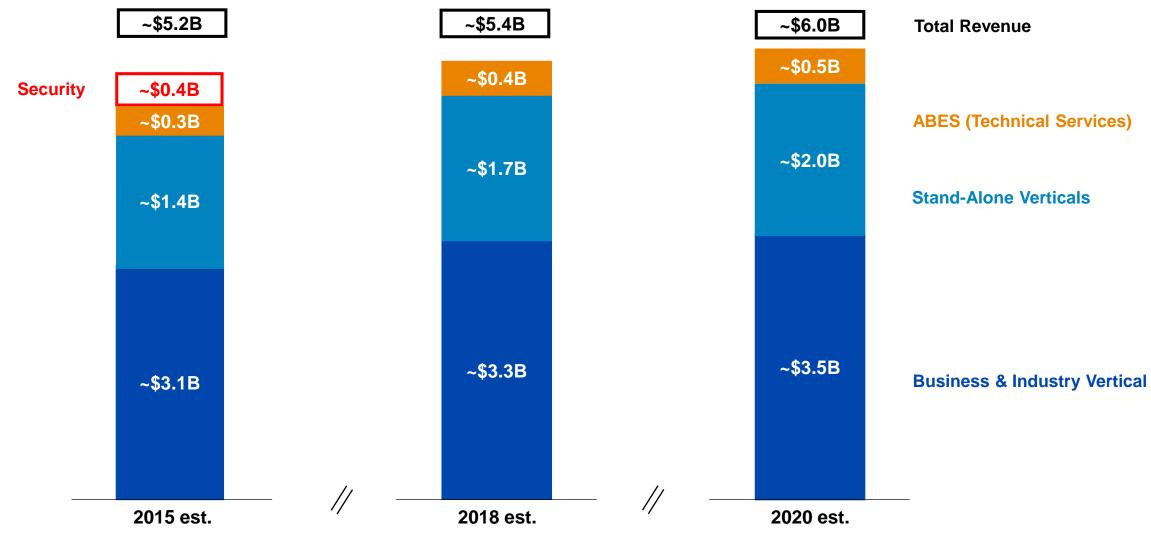
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### **Vertical Recast**



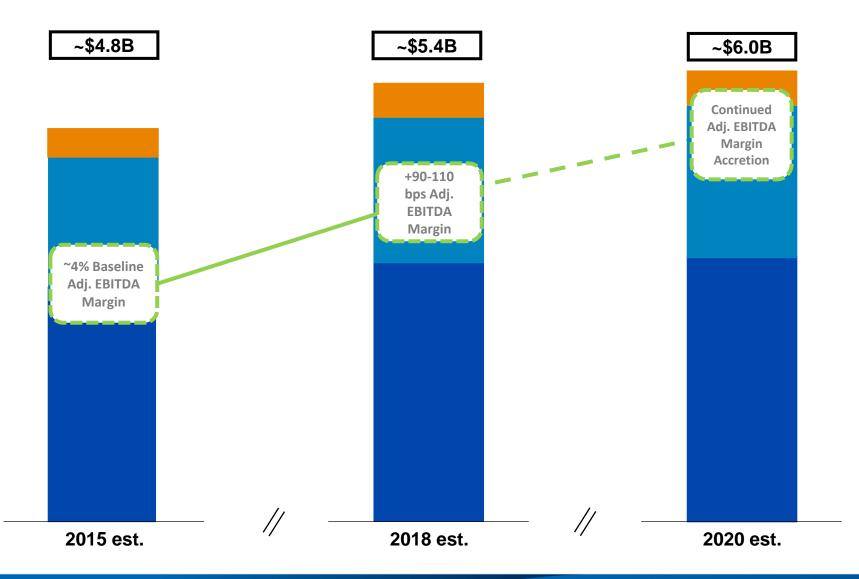


### **Vertical Acceleration**



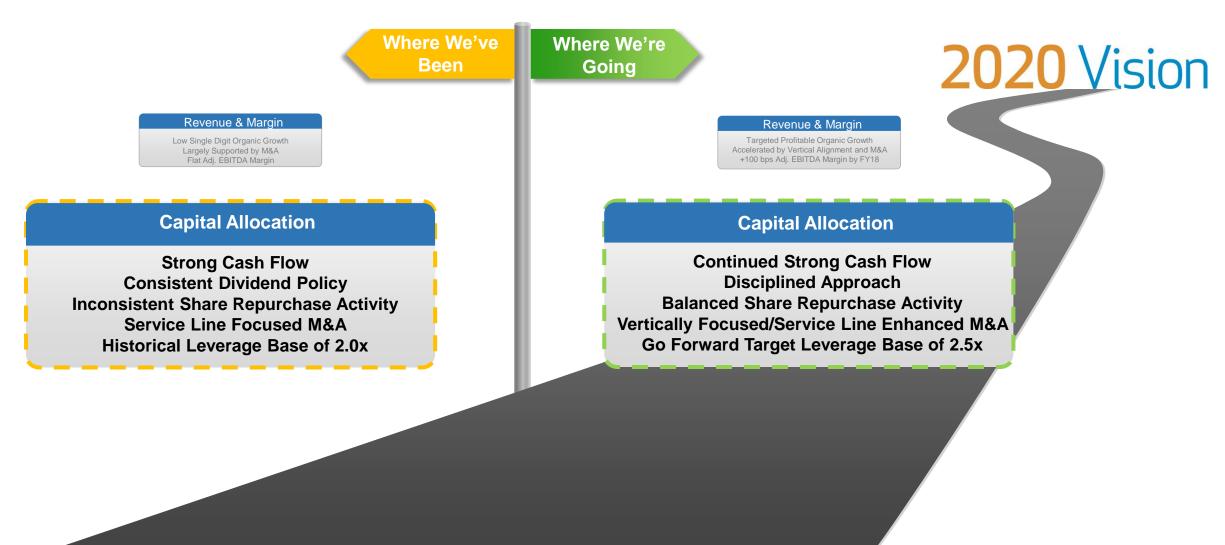


# **Margin Trajectory**





### **Financial Impact of 2020 Vision**





### **A More Disciplined Capital Allocation Framework**

Optimize	Strong				
Capital	Balance				
Structure	Sheet				
M&A	Shareholder Return				



### **A More Disciplined Capital Allocation Framework**

#### Optimize capital structure

- Target a capital structure that is sustainable "through-cycle"
- Increase in available capital resulting from higher go forward leverage target of 2.5x

A strong balance sheet to execute strategic priorities

- Sound liquidity management
- Capacity to re-invest in the business



#### Capital available for M&A

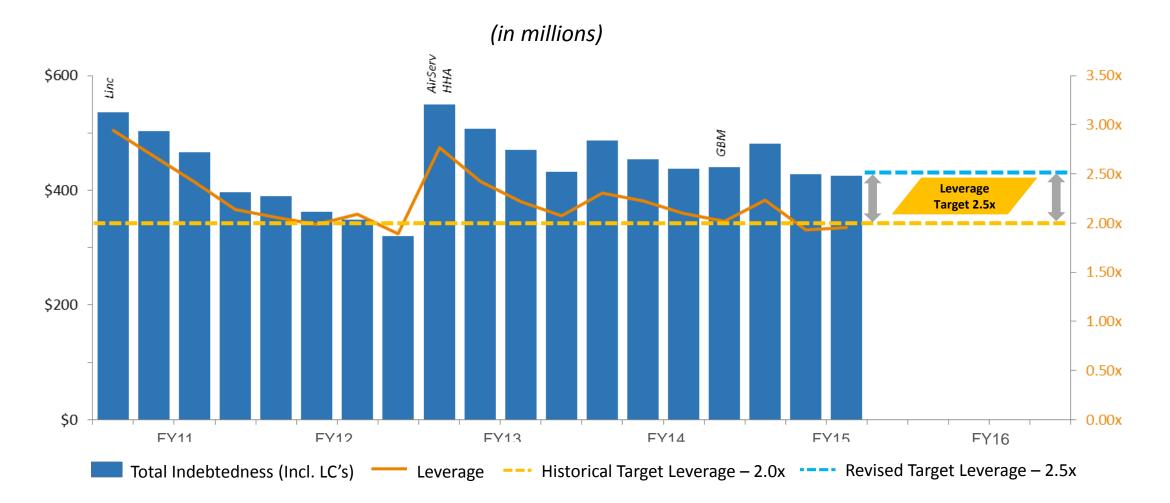
- M&A strategy that will create value and generate growth
- Deals prioritized that are vertically focused and/or enhance existing service lines

Distribute excess capital to shareholders in a more disciplined manner

- Ordinary dividends
- Share repurchase



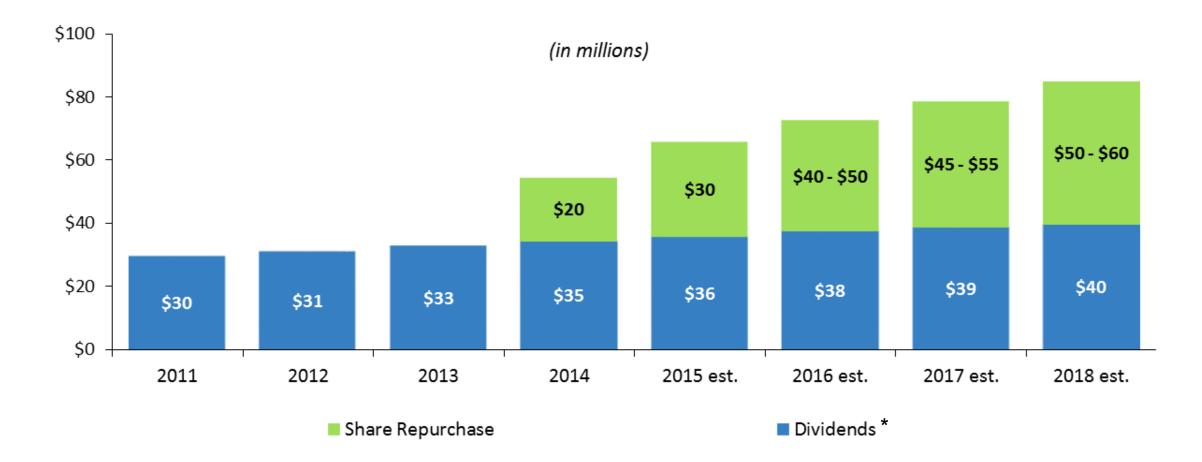
#### **Leverage Profile**



Note: Does not include impact from the sale of Security or potential M&A/investments



### **A Balanced Approach to Shareholder Return**



\*Assumes board approval

Note: Does not include impact from the sale of Security or potential M&A / investments that could alter share repurchase strategy

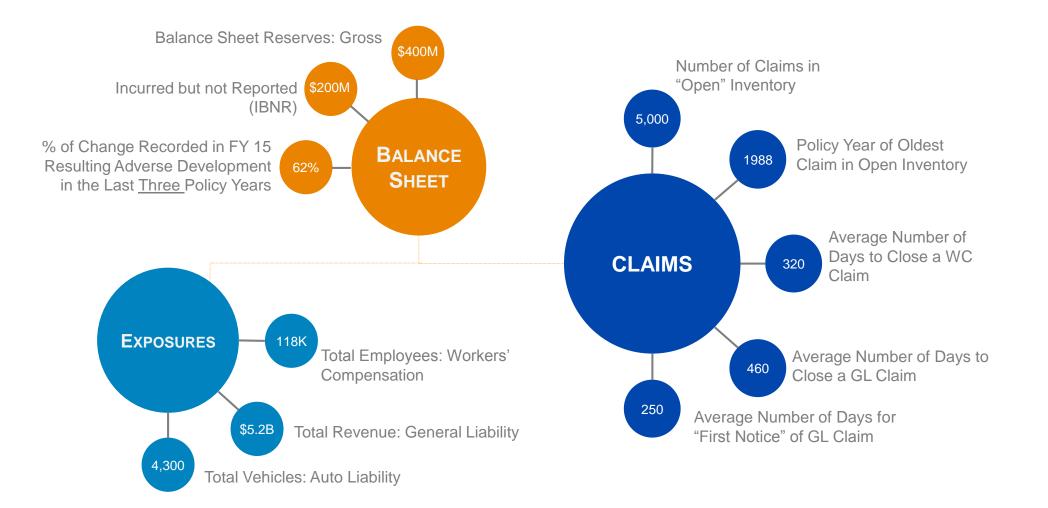


# **Financial Impact of 2020 Vision**



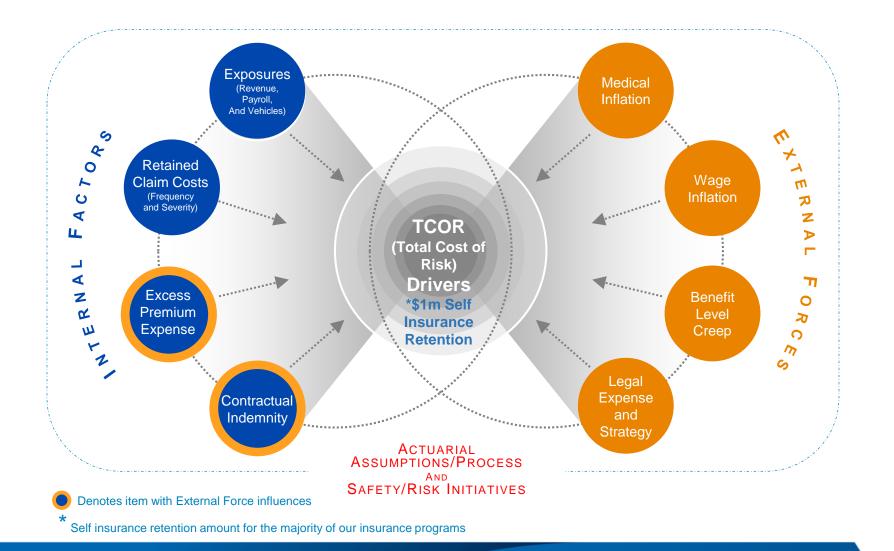


#### **ABM Insurance Factoids**



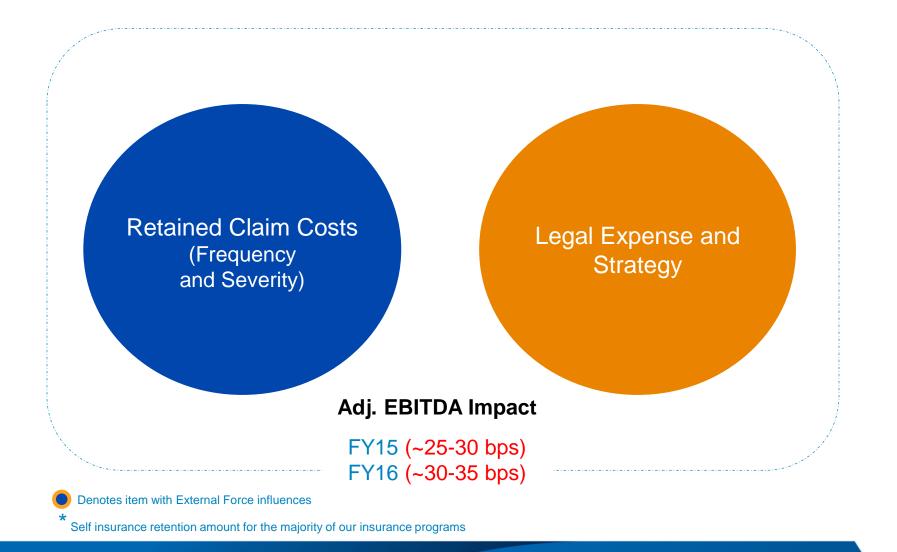


#### The Fundamentals of ABM's Self Insurance Program



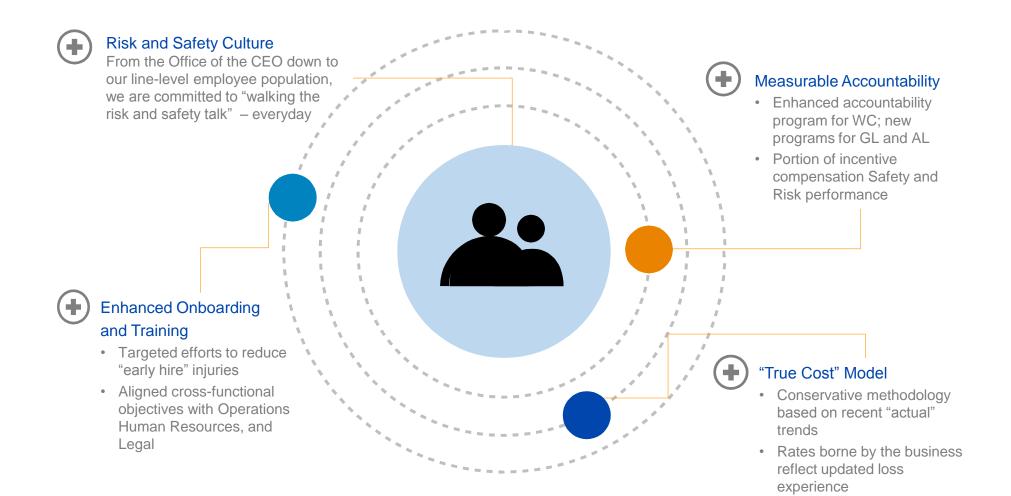


#### **Insurance Impact to Financial Results**



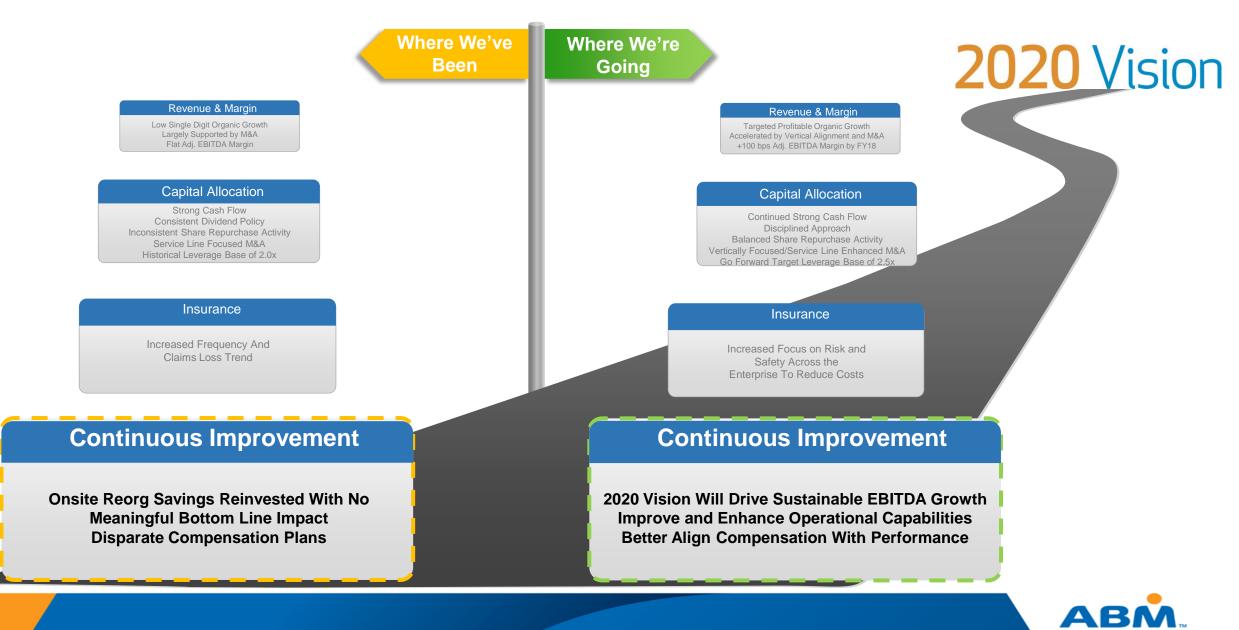


# Key Risk and Safety Levers for 2020 Vision



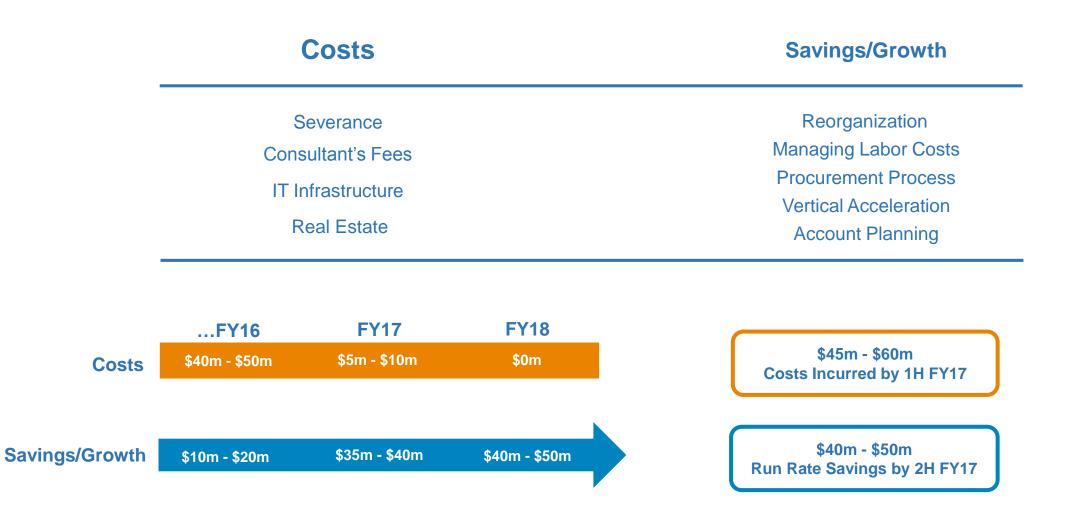


### **Financial Impact of 2020 Vision**



**Building Value** 

### Full Run Rate of \$40m-\$50m in Savings in FY17





Increase in Higher Margin Vertically Focused Revenue

\$45m - \$60m Costs Incurred by 1H FY17

\$40m - \$50m Run Rate Savings by 2H FY17

+90-110 bps EBITDA Margin Growth by FY18



Strong Cash Flow

**Optimized Capital Structure** 

Disciplined Approach to Shareholder Returns

Cultural Shift in Safety and Risk



# Q&A



**Appendix - Unaudited Reconciliation** of non-GAAP Financial Measures

#### Unaudited Reconciliation of non-GAAP Financial Measures

#### ABM INDUSTRIES INCORPORATED AND SUBSIDIARIES RECONCILIATIONS OF NON-GAAP FINANCIAL MEASURES (UNAUDITED)

#### (in millions)

	Three Months Ended July 31,					Nine Months Ended July 31,				
	2015		2014		2015		2014			
Reconciliation of Adjusted Net Income to Net Income										
Adjusted net income	\$	26.8	\$	26.9	\$	69.6	\$	59.8		
Items impacting comparability:										
CEO/CFO Change (a)		-		-		(4.6)		-		
Litigation and other settlements		(1.2)		-		(3.5)		(3.4)		
Strategic review and restructuring		(1.7)		-		(1.7)		-		
Acquisition costs		(0.2)		(0.3)		(0.9)		(0.6)		
Onsite realignment		(0.5)		(0.6)		(1.3)		(2.2)		
Rebranding (b)		-		(1.4)		(0.1)		(3.2)		
U.S. Foreign Corrupt Practices Act investigation (c)		-		(0.2)		(0.2)		(1.1)		
Insurance adjustment		(39.5)		(10.5)		(42.5)		(10.5)		
Total items impacting comparability		(43.1)		(13.0)		(54.8)		(21.0)		
Benefit from income taxes		17.8		5.5		22.7		8.9		
Items impacting comparability, net of taxes		(25.3)		(7.5)		(32.1)		(12.1)		
Net income	\$	1.5	\$	19.4	\$	37.5	\$	47.7		

(a) Represents severance and other costs related to the departure of our former CEO and CFO.

(b) Represents costs related to the Company's branding initiative.

(c) Includes legal and other cost incurred in connection with an internal investigation into a foreign entity affiliated with a former joint venture partner.



#### Unaudited Reconciliation of non-GAAP Financial Measures

#### ABM INDUSTRIES INCORPORATED AND SUBSIDIARIES RECONCILIATIONS OF NON-GAAP FINANCIAL MEASURES (UNAUDITED)

#### (in millions, except per share amounts)

	Three Months Ended July 31,				Nine Months Ended July 31,				
	2015		2014		2015		2014		
Reconciliation of Adjusted Operating Profit to Operating (Loss) Prof	it								
Adjusted operating profit	\$	35.8	\$	46.7	\$	97.5	\$	106.5	
Total items impacting comparability		(43.1)		(13.0)		(54.8)		(21.0)	
Operating (loss) profit	\$	(7.3)	\$	33.7	\$	42.7	\$	85.5	
Reconciliation of Adjusted EBITDA to Net Income									
Adjusted EBITDA	\$	53.3	\$	62.4	\$	147.1	\$	153.3	
Items impacting comparability		(43.1)		(13.0)		(54.8)		(21.0)	
Benefit (provision) for income taxes		8.6		(13.2)		(3.9)		(34.0)	
Interest expense		(2.4)		(2.7)		(7.6)		(8.1)	
Depreciation and amortization		(14.9)		(14.1)		(43.3)		(42.5)	
Net income	\$	1.5	\$	19.4	\$	37.5	\$	47.7	

	Three Months Ended July 31,				Nine Months Ended July 31,			
	2015		2014		2015		2014	
Reconciliation of Adjusted Net Income per Diluted Share to								
Net Income per Diluted Share								
Adjusted net income per diluted share	\$	0.47	\$	0.47	\$	1.21	\$	1.05
Items impacting comparability, net of taxes		(0.44)		(0.13)		(0.56)		(0.21)
Net income per diluted share	\$	0.03	\$	0.34	\$	0.65	\$	0.84
Diluted shares		57.5		57.0		57.4		57.0



