

---

# JANITRONICS

BUILDING SERVICES

---



## 2021 ESG REPORT

ENVIRONMENTAL | SOCIAL | GOVERNANCE

# Contents

<b>Executive Letter</b>	<b>1</b>
<b>Who We Are</b>	<b>2</b>
Impact Spotlight: Activating in COVID	3
<b>Environment: Safe and Sustainable Green Cleaning Practices</b>	<b>4</b>
Green Cleaning	4
Healthy Buildings	4
Certifications	5
Operations	5
Impact Spotlight: Saving Energy and Money Through LED Lighting	6
<b>Our People: Benefits, Training and Diversity</b>	<b>7</b>
Impact Spotlight: Supporting Wellness Through COVID	7
Diversity & Inclusion	8
Benefits	8
Impact Spotlight: Supporting Employee Financial Literacy	9
Training and Education	9
<b>Our Community: Giving Back Locally</b>	<b>10</b>
Community Partnerships	10
Employee Volunteering	10
<b>Governance: Accountability and Structure</b>	<b>11</b>
Structure	11
Privacy and Cybersecurity	11
<b>What's Next</b>	<b>12</b>

## Executive Letter

During one of the most challenging periods in our history and in the face of COVID-19, racial unrest, and economic uncertainty, we have continued to prioritize our employees and the environmental, social and governance principles that make Janitronics Building Services a best-in-class business partner.

We want to take this opportunity to share our progress in our continued efforts of protecting our environment, supporting our communities, investing in our employees and uplifting our clients as we have been doing for over four decades.

Janitronics Building Services is in the business of building sustainable partnerships. We step in when you need us most to make you feel safe, refreshed and more productive. Our work helps you reach your full potential in a healthy, safe and sustainable environment.

We work to reduce our impact wherever possible through robust processes and protocols, reducing our energy, water, and waste. Our work supports the attainment of points towards LEED certification and have helped numerous client partners achieve LEED-Certified status through our services. We have prioritized environmental sustainability through our healthy building processes and green initiatives.

Along the way, we have continued to invest in our employees. Their wellbeing is our wellbeing. We offer a host of innovative benefits including tuition reimbursement, financial literacy, and training to help them reach their full potential. We have approached diversity and inclusion from a place of respect and empathy, supporting our majority minority staff through progressive hiring and promotion practices and team programs. We are inspired to witness our employees' children advance past high school, college, law school and even medical school. After four generations of service, we are proud of the accomplishments of our employee community.

As a family-owned business, we understand the importance of a healthy and thriving workforce. With our business footprint being local to New England it is important that we invest in the communities that we live and work. We also support our local partners through consistent volunteering initiatives and philanthropic donations. Our priority is also extended to the sourcing of products and services within our local communities. We create a better world for our employees, clients and communities through these efforts.

This is our first public report on how we uphold our responsibility to make the world a better place and it will not be our last. We hope you will join us as we continue to build on these efforts and we look forward to sharing even more progress as we continue this journey.

**David Connolly, Chief Operating Officer**

## Who We Are

For four generations, Janitronics Building Services, which is locally owned and managed, has worked with its clients to enhance the investment value of their properties by providing responsive and comprehensive building services.

Janitronics is serious about environmental, social and governance (ESG) issues and economic performance. While we are in our first year of formalizing our program, processes and reporting frameworks, we have a long history of working to continuously improve on these issues.

### Environment:

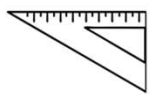
- Green Cleaning Practices
- Certifications
- Operations
- Waste and Paper Reduction
- Fleet Fuel Minimization

### Social:

- Benefits
- Diversity & Inclusion
- Training & Education
- Community Partnerships

### Governance:

- Structure
- Privacy and Cybersecurity



**10M+**

SQ. FT. DISINFECTED IN  
RESPONSE TO COVID



**30+**

ONGOING PHILANTHROPIC  
ENGAGEMENTS WITH COMMUNITY  
GROUPS



**420+**

SUPPORTED OVER 420 CLIENT SITES  
WITH COVID-19 RESPONSE



**1 HOUR**

AVERAGE RESPONSE TIME FROM  
REQUEST TO ACTIVATION

## Who We Are

### IMPACT SPOTLIGHT

#### ***Activating in COVID***

Janitronics Building Services is there for our clients when you need us most because that is the foundation of our service goal. Emergencies in buildings can happen at any time. Whether it is a fire, flood, bomb threat, pandemic or other unforeseen event, we are your partner, ready and able to support you immediately. Our trained teams are available 24-hours a day, 7-days a week. We have a proven track record of excellence in our responsiveness.

This is especially true in the wake of the COVID-19 pandemic. With increasing uncertainty and anxiety, we have sought to be a constant force for our clients, providing peace of mind and a safe environment.

In response to an increasing need for disinfection services, we worked with our partner of decades, EcoLogic, to ensure that clients felt secure. We created an emergency response option for COVID-19 concerns using electrostatic technology, one of the most effective systems for disinfecting and killing COVID-19. Our strategic partnership provided our clients with trained and certified staff to deal with infection control using electrostatic technology with an immediate response to these needs.

We rapidly secured EPA registered chemistry to combat COVID-19 even during a national supply chain deficit and worked with EcoLogic to deliver the best infection control system. This included a dedicated team that would respond within 2 hours of a service request, with most times falling in a 2-hour window.

This partnership has enabled us to deliver world-class disinfection while protecting our staff, allowing them to service the site with specific tenant requests knowing the space was safe to access. Since March 2020, we have successfully disinfected 420 job sites and almost 10 million square feet. All response times have met or exceeded our clients' expectations. One of our greatest accomplishments during this pandemic has been our ability to provide immediate response during a crisis and continue to protect our employees.



## Environment: Safe and Sustainable

Our mission is to be a leader in our environmental practices, ensuring the health and safety of our employees and clients while protecting and enhancing the sustainability of our communities.

### Green Cleaning Practices

Our green cleaning practices are assured by industry leaders *Leonardo Academy* and the *Ashkin Group*. We vet all green services and new technology through these groups to maintain the highest caliber of policies and processes. We have extensive training and protocols to reduce consumption in our cleanings, including reducing water usage and conducting trash audits for clients to report on diversion rates and improper sorting.

Green cleaning is important for the health and safety of our staff and clients as well as for the sustainability of our planet. Avoiding toxic chemicals results in better indoor air quality for workers, leading to lower levels of illness due to cleanliness. In addition to our green cleaning protocols, we disinfect and sanitize all surfaces to protect against COVID-19 in building common areas.

### Healthy Buildings

Janitronics knows the workplace has a huge impact on the health of office space users. We support positive health outcomes in buildings. A growing number of our management team are Fitwell Ambassadors and more are in the training process to achieve this credential. This effort showcases that our team will continue to prioritize wellness within the design, development and operations of buildings and communities and integrate the best strategies that science has to offer to optimize health within a building or community. We also have four *Real Property Administrator (RPA)* employees, which offers best practices in property management and risk assessment.



## Environment: Safe and Sustainable

### Certifications

We are proud to use green cleaning as our standard operating procedure. We provide cleaning services that meet the Leadership in Energy and Environmental Design (LEED) building management criteria. LEED is the most widely used green building rating system in the world for healthy, highly efficient green buildings. We have helped hundreds of clients maintain LEED status by having Green Seal Certified services, which provide valuable points in the LEED system. In addition, we have 26 members that are *Cleaning Industry Management System (CIMS)* certified, which demonstrates an organization is prepared to deliver a comprehensive green cleaning program based on LEED green-cleaning criteria. We also have 4 Real Property Administrators which is a BOMA International Certification.



**LEED ATTAINING**  
CLEANING SERVICES



**4**  
RPA CERTIFICATIONS



**100%**  
LED LIGHTING IN  
HEADQUARTERS



**26**  
CIMS CERTIFICATIONS



**12**  
FITWELL  
AMBASSADORS

### Operations

We also prioritize sustainability in our corporate operations. Our management team operates out of LEED-certified space and we have 100% LED lighting throughout the property. We utilize motion sensors, automatic shut-off, temperature screening, natural lighting, and transparent dividers to reduce energy use.

We have transitioned to paperless payroll, employee notifications and communications including human resource related items. Direct deposit for employees along with digital biometric clocking system eliminated the need for paper payroll documentation. We have also implemented electronic transactions with clients further reducing paper waste. Working with over 2,000 employees and hundreds of clients, the impact of these changes has been significant. In addition, all copiers are badge-operated, with default settings that reduce paper and ink usage, including double-sided printing and no-color options. In the past five years, our numerous environmental initiatives have led to a dramatic reduction in our impact, and we are proud of our progress. We will continue to reduce our ecological footprint.

## Environment: Safe and Sustainable

Before COVID-19, carpooling to work was encouraged and we scheduled employees coming from the same residential address to work at the same locations. We expect to return to these practices soon. By operating locally, we have managed to keep our business travel to zero, creating significant savings as business travel can be close to 50% of the carbon footprint of a company similar to ours. We have also geographically re-assigned territories for employees to ensure that staff is efficiently assigned to the appropriate region to prevent unnecessary commuting.

According to our initial greenhouse gas inventory (for 2020), we have determined that we emitted just over 300 MTCO<sub>2</sub>e. We are working to reduce Scope 1 & 2 emissions and to work with our suppliers and vendors to minimize the carbon coming from our Scope 3 emissions.

### IMPACT SPOTLIGHT

#### ***Cost and Energy Savings through LED Lighting***

Beyond sanitizing and providing a clean and safe environment for our clients, we often proactively support them in reaching their sustainability goals. Lighting is one of the most impactful ways to improve the energy efficiency of a building.

We recently worked with a major client to conduct extensive research and a full lighting audit using lamp vendors, electricians and their internal property management team to show the business value of an LED upgrade project and support them through implementation. Over a 5-year period, 10 common areas of this project were upgraded which saved 1.5 million KWH and over \$250,000 annually in utility costs, which is equivalent to 122 homes' energy use for the year or 135 million smartphones charged.



**1.5 MILLION  
KWH**  
SAVED ANNUALLY



**\$250K**  
SAVED ANNUALLY



**122 HOMES**  
ENERGY USE FOR  
ONE YEAR



## Our People: Benefits, Training and Diversity

We pride ourselves on exceeding our clients' expectations. We achieve this goal by the support of our front-line workers while always keeping our clients' best interests at the forefront of our mission.

From our executive leadership team to our janitorial staff, we have made it a priority to protect, educate and care for them through extensive training, financial incentives, weekly wellness checks and a strong communication process.



**34 YRS**

AVERAGE TENURE  
OF EXECUTIVE LEADERSHIP

**10 YRS**

AVERAGE TENURE  
OF EMPLOYEES



**98%**

MINORITY  
EMPLOYEES

**50%**

FEMALE BOARD  
OF DIRECTORS



**100%**

FULLY COVERED HEALTH PLAN  
WITH ZERO OUT OF POCKET  
CONTRIBUTIONS FOR UNION STAFF

**100%**

EMPLOYER PAID  
PENSION FOR  
UNION STAFF

## IMPACT SPOTLIGHT

### ***Supporting Wellness Through COVID***

No one is immune to the emotional and psychological toll of the COVID-19 pandemic, which is why we have prioritized our employees' wellness throughout the pandemic in several ways.

- A daily hotline is monitored with all concerns and questions answered within 24 hours, with support available for Spanish-speaking or English as a Second Language employees.
- We perform wellness checks for each employee to prioritize their mental health and conduct weekly meetings with all salaried employees to address any outstanding issues.
- We also launched a health newsletter with over 95% employee engagement to provide employees with updates on COVID-19, how to keep themselves and their families safe and tips to develop mental health awareness.
- Assisting our employees in times of crisis both in the workplace, in their homes and in their communities.

## Our People: Benefits, Training and Diversity

### Diversity & Inclusion

As a company with almost 98% minority representation, diversity and inclusion is central to our priorities. We have made a concerted effort to increase diversity both in the workforce and our executive leadership, with a goal of 50% representation in the executive team.

We believe that Black Lives Matter and have supported our BIPOC employees through open conversations and facilitations, always striving to ensure that employees feel uplifted and that their concerns are heard and addressed.

We ensure that all trainings, benefits and services are accessible to individuals from different communities with varied language skills and technological experience.

### Benefits

We invest in our employees because we know they are our greatest asset and their growth is our growth. Therefore, we support our employees with a broad suite of benefits that are industry leading, particularly for a company of our size. We ensure a living wage for employees and a culture where talent and hard work is identified and rewarded with the opportunity to rise in the ranks.

We offer a comprehensive health plan providing family coverage with no contributions from union employees, providing annual flu shots, telehealth options and robust medical and dental insurance. We also offer 100% employer paid pension to our union employees to protect the financial stability of our employees in retirement.

We enhanced the wellbeing of our employees through a new and healthier corporate headquarters that includes a full-service cafeteria, ergonomic furniture, fitness center and walking paths. We love celebrating our employees and provide annual recognition awards ranging from 5-30 years of service. Many senior leadership and executive members can track a career arc at Janitronics from working the front desk or an administrative role to becoming an influential decision-maker at the company.



## Our People: Benefits, Training and Diversity

### IMPACT SPOTLIGHT

#### ***Supporting Employee Financial Literacy***

One of the most ambitious employee engagement initiatives we have launched is supporting our employees towards financial and technological literacy. Prior to working with Janitronics, many of our employees did not have bank accounts, savings accounts, debit cards or even email addresses. Through our infrastructure, we have transitioned our payroll to fully paperless and digital transactions, establishing bank accounts and email addresses for all employees to help boost financial literacy, build credit and create savings habits.

#### **Training and Education**

What has set Janitronics apart over the years is our continued investment in the highest level of training and education available for our employees. We partner with third party consultants for cutting-edge training content and even create our own modules and training programs when necessary for the health and wellbeing of our employees.

We have developed a robust library of standard operating procedures and ensured compliance with all training. We work to improve employee onboarding, including environmental initiatives, and made safety everyone's top priority. We also support the lifelong learning of our employees, including tuition reimbursements and support for advanced degrees. Our SumTotal Learning Management System allows managers and supervisors to ensure all employees are compliant with company requirements and regulations.

We also offer a training fund where employees can receive lessons for English as a second language, first-time home buyer information and even legal counsel for divorce and child adoption assistance. We also assist with legal pathways to citizenship, probate issues and more.



## Our Community: Giving Back Locally

Janitronics is committed to improving the communities where we work and live through a combination of volunteering, donations and supporting local partnerships. We are proud to have been recognized by the Boston Business Journal in the Annual List of Top Charitable Contributors for the past 8 years and have a focus on education, mental health awareness and children's health as our strategic priorities.

### Community Partnerships

As a local company, our communities are extremely important to Janitronics. In addition to our philanthropic partnerships, over 90% of our suppliers are local and the majority of our cleaning products are sourced through a woman-owned local business.

We have established community partnerships with organizations including Champions for Children, Big Brothers Big Sisters, Massachusetts Children's Hospital, Back Bay Association, Special Olympics and many more. Some examples of these engagements by Janitronics Building Services include:

- **Greater Boston Real Estate Board uAspire Scholarship** - Supporting a diverse group of students to afford to go to college and then supporting them through the experience.
- **BOMA Benefit** - Supporting an annual event that raises money for the partner BOMA Boston chooses to support. For the past 3 years, that organization has been Bridge Over Troubled Water which supports teens who are transitioning from State services to their own lives and need guidance, training, medical and financial support.
- **BioBall** - Supporting an event that benefits Special Olympics. Athletes are paired with various teams from the biotech industry to compete in a day long basketball tournament in Cambridge, MA.
- **Heading Home** - Supporting an organization that helps the homeless work their way off the streets by providing a place for them to live until they get back on their feet, supporting single mothers and women of color.
- **MassBio & MassBioEd** - Supporting through advocacy, education, mentoring and more for members of the Biotech and Life Sciences community. Through both volunteerism and charitable contributions, we have formed a partnership with this wonderful group.
- **Taste of Fenway** - Supporting annual fundraiser for the Fenway Health Center and other organizations in this Boston neighborhood.



### Employee Volunteering

In addition to our strategic partners, our employees are extremely engaged and love supporting their local communities through volunteering initiatives. We offer paid time for all volunteering and encourage employees to volunteer for causes they are passionate about, ranging from initiatives with Habitat for Humanity, the YMCA, United Way, Toys for Tots and the National Coalition for Homeless Veterans.



## Governance: Accountability and Structure

In order to protect our values and formalize our practices, we have created a robust system of accountability and structure to manage our ESG priorities.

### Structure

What makes us unique is our family ownership structure and women making up 50% of our board of directors.

Our sustainability and ESG initiatives are managed and tracked by our COO and CFO. Our ESG work is communicated to our employees in a variety of ways, including our weekly staff meetings and health newsletter, thorough employee trainings and protocols, and through weekly Question and Answer sessions with our COO. We ensure no lobbying occurs or financial donations to political representatives are made by this organization.

### Privacy and Cybersecurity

We take privacy and cybersecurity very seriously. We monitor consumer data and information 24/7 through a third-party security service and offer secure VPN connections to all sites. We upgrade antivirus software consistently, ensure all devices are password protected, install security updates of browsers and systems as soon as updates are available and log into company accounts and systems through secure and private networks only.

Moving forward, we are working to formalize our values more fully through robust ethics, privacy and diversity policies.





## WHAT'S NEXT

As we look forward, we are looking to increase our commitment to sustainability and ESG by partnering with Sustainable Business Consulting in order to:

- Calculate our first ever corporate greenhouse gas inventory
- Set a formal vision, goals, and key performance indicators (KPIs) for ESG
- Conduct a sustainability baseline assessment
- Use a materiality assessment to reveal our most important topics
- Commit to science-based targets
- Report to industry standards including the GRI (Global Reporting Index) and CDP (formerly the Carbon Disclosure Project)

We thank you, our community of stakeholders, for joining with us and witnessing our progress. We are excited to raise up our work and our efforts to meet the interests of our employees, our clients, and our communities. Corporate responsibility is not new to us. Being good citizens is not new. Janitronics is committed, now more than ever, to doing the right thing and we look forward to sharing more of the story with you.

