
JANITRONICS

BUILDING SERVICES



2021 ESG REPORT

ENVIRONMENTAL | SOCIAL | GOVERNANCE

JANITRONICS

BUILDING SERVICES

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LETTER FROM THE PRESIDENT

We are excited by the transformation in the real estate sector and the sophistication of our customers on environmental, social, and governance (ESG) matters. Janitronics remains committed to delivering best-in-class service to our employees and client partners. We can see the value of what we do in the daily responses from our clients, the improving ESG metrics of our customers, and the growth of our own business as we prioritize these measures. Our work enhances sustainability, shared value, and social impact.

In 2021 we continued to improve on specific achievements in environmental impact, social dimensions, and governance processes. We have great stories to share, and we can quantify how they make a difference. This report highlights the many facets of non-financial factors that enable us to better meet our customers' needs, anticipate investor trends, and mitigate risks to business continuity. We have learned from the COVID-19 pandemic that trust, between business partners, and shared commitment to end-user needs, is fundamental. Our ESG measurements help us focus on what matters in a transparent, meaningful, and value-creating way.

Our customers own, operate, and develop Class-A office, lab and R&D manufacturing facilities for biotech and the innovation economy. They expect the best and we aim to be the best. This report shows how we are excelling at environmental performance. Many of our clients have committed to Net Zero goals.

We have performed a greenhouse gas inventory and have mitigated our Scope 1 and Scope 2 emissions. Our customers are integrated with their communities. We are integrated with the employees that we call our family, and with their communities, through professional development, social services, and local philanthropy. And Janitronics has evolved our corporate governance to incorporate new best practices. This report highlights many of our activities and is Global Reporting Initiative (GRI) Core compliant.

Working with Janitronics means having a partner who can help build your best story. We engage with our customers to provide the high-quality services they expect, assist in improving their ESG scores and improving these results. We look forward to continuing to grow and improve on our ESG metrics and making the world a cleaner and healthier place every day.

We look forward to even stronger results in 2022 with the renewed hope of a healthy and safe year.



President & Chief Operating Officer
Janitronics Building Services



ABOUT JANITRONICS BUILDING SERVICES

Janitronics Building Services is a family-owned, full-service building maintenance provider dedicated exclusively to the Greater Boston Region. Since 1977, we have provided top-quality building services to development, property management, corporate, residential, biotechnology, pharmaceutical and health care firms. We serve nearly 300 properties with an employee base of more than 1200. Deeply integrated into our community, Janitronics is proud to have a robust sustainability program, to boast industry-leading employee retention and engagement, and to be a 2021 Corporate Citizenship Award recipient from the Boston Business Journal for the ninth year in a row. In everything we do, we are committed to making our world a cleaner and healthier place, one building at a time.

OUR MISSION STATEMENT

Janitronics Building Services is committed to making our world a cleaner and healthier place, one building at a time.

ESG AT-A-GLANCE: WHAT WE ACHIEVED IN 2021

- ▶ Janitronics achieved carbon neutrality for our 2020 and 2021 corporate operations
- ▶ We established a cross-functional ESG committee with subcommittees dedicated to:



Reaching carbon neutrality



Transitioning the Janitronics fleet to electric vehicles



Greening our standard operating procedures



Achieving Fitwel certification for our corporate headquarters




- ▶ Janitronics supported our employees' health by providing transportation to vaccination sites and an in-house vaccination clinic, ultimately achieving a 98% vaccination rate across our workforce.
- ▶ We developed a comprehensive Code of Business Conduct and Ethics that formalized our ESG processes and policies.



GOVERNANCE

At Janitronics, we have built a robust system of accountability and structure to manage our ESG priorities. As a family-owned company, our President and Executive Leaders are responsible for overseeing the business and company strategy. We are dedicated to operating with integrity and creating a positive impact on the economy, environment, and people.

PROGRESS TOWARD OUR GOALS

GOAL	STATUS
Increase representation of women & persons of color in leadership positions at the corporate level to 50%.	 IN PROGRESS Executive management is currently 29% women and 14% people of color
ESG is discussed at the executive and committee level quarterly, with management involved across all sites.	 ACHIEVED Achieved in 2021, with intentions to continue
Formalize processes and policies, including a formal diversity, equity, and inclusion policy, privacy and ethics policy, and a discrimination and harassment policy.	 ACHIEVED Achieved in 2021, as part of the Code of Business Conduct and Ethics

ACCOUNTABILITY STRUCTURES

ESG at Janitronics is grounded in a set of short and long-term goals. A cross-functional ESG Committee is accountable for achieving these goals with guidance from consultants and other industry experts. The ESG Committee includes several executive leaders and is broken out into topic area subcommittees. Janitronics' President and COO, David Connolly, is deeply involved in the committee's work and reports progress to the company owners as needed.

ESG Subcommittees:

- Standard Operating Procedures Committee
- Carbon Neutrality Committee
- Electric Vehicle Committee
- Fitwel Committee

In 2021, Janitronics established a robust written Code of Business Conduct and Ethics to make explicit expectations and processes with regard to employee conduct. All employees receive and acknowledge the Code upon joining the company. The Code is available by request to any Janitronics stakeholder.

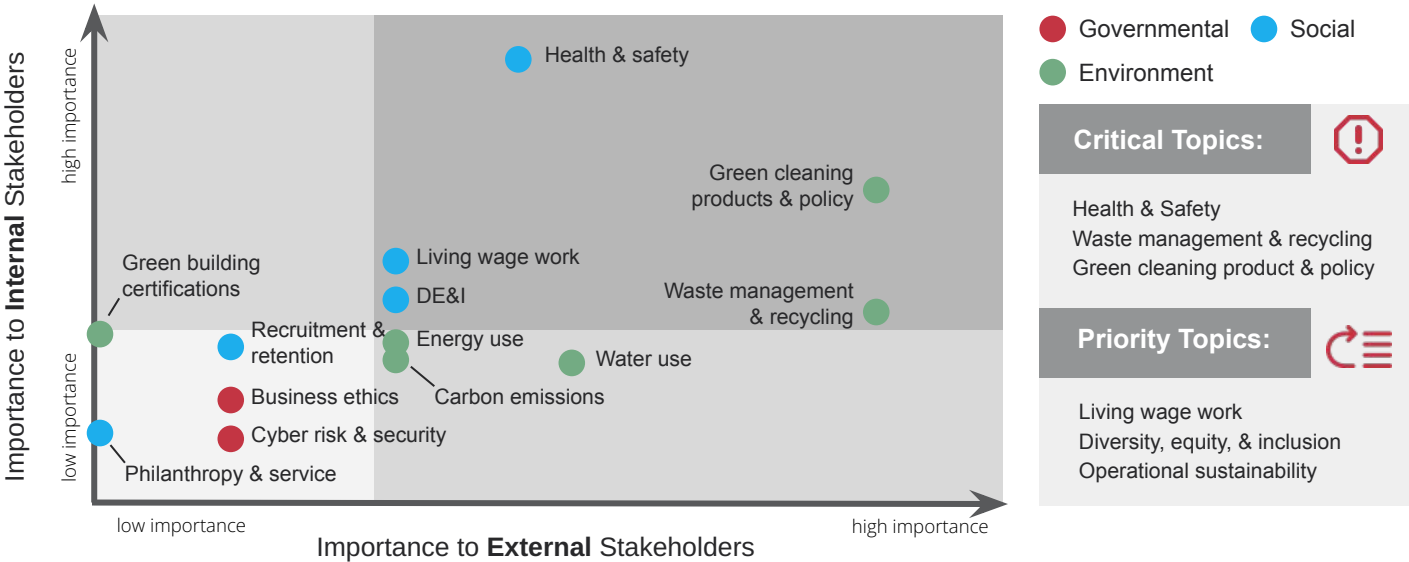
Topics covered by the Code of Business Conduct and Ethics:

- Potential conflicts of interest
- Data privacy & security
- Anti-discrimination & anti-harassment policies
- Record-keeping & public communications
- Anti-corruption policies
- Environmental responsibilities
- Anti-lobbying & political contribution policy

MATERIAL TOPICS & STAKEHOLDER ENGAGEMENT

Janitronics’ approach to ESG is grounded in proactive and regular engagement with our stakeholders, including clients, field and corporate employees, suppliers, and our local Boston community. Janitronics recently conducted a formal Materiality Assessment to help identify and prioritize the ESG topics of greatest importance to our long-term success.

As part of this materiality assessment, Janitronics engaged an external expert to conduct industry benchmarking and identify a list of 13 relevant ESG topics that may impact our business and stakeholders. We then performed interviews with external and internal stakeholders and conducted an internal survey that reached 275 Janitronics employees at all levels of the company. These engagements were designed to identify the ESG topics that are both important to Janitronics’ business and upon which Janitronics can exert a meaningful impact. Using these criteria, the assessment identified critical and priority ESG topics for Janitronics, which inform the sections of this report and are used in the GRI disclosure index found at the end of this report.



In addition to the dedicated materiality assessment process, Janitronics is committed to maintaining open lines of communication with all stakeholders.

Stakeholder	Engagement
Customers	In-person or phone engagement on a monthly basis
Field Employees	Weekly onsite staff meetings & newsletters; Employee trainings
Corporate Employees	Weekly staff meetings & newsletters; Employee trainings; Weekly Q&A sessions with COO
Suppliers	Quarterly meetings and ongoing email correspondence
Owners	Weekly calls and monthly financial reporting
Local Community	Participation in numerous local and industry groups, including the Commercial Real Estate Association (NAIOP MA), the Building Owners and Managers Association (BOMA Boston), MassEcon, the Cambridge Chamber of Commerce, the US Green Building Council, the Back Bay Association, Kendall Square Association, and more.

“As you begin work with us, I hope you will always feel that you are working in an environment where your interest, ideas, suggestions and problems can be freely communicated to your managers and coworkers. The Janitronics management team will make every effort to be receptive to your suggestions and responsive to your concerns.”

– Janitronics Employee Handbook

PRIVACY & CYBERSECURITY

With growing cybersecurity threats facing businesses of all sizes, Janitronics is committed to protecting the privacy of our customers and employees. We are consistent with our use of data privacy best practices such as a VPN, password protections, and regular security updates for all programs. In addition, we contract a third-party monitoring service to maintain constant vigilance and identify any system vulnerabilities before they are exploited. We know that maintaining the trust of our stakeholders is of the utmost importance and we are proud to report zero privacy breaches in 2021.

ENVIRONMENT





Janitronics is committed to being a leader in environmental practices. Starting in 2020, Janitronics went carbon neutral by offsetting our entire carbon footprint with verified carbon offsets. While we consider this an important first step, we recognize that the best way for us to make meaningful impact is to reduce our emissions in the first place. To this end, Janitronics has made the bold commitment to become Net Zero by 2025. This means that we will eliminate our Scope 1 and 2 carbon impact entirely, without the use of offsets, by 2025.

Janitronics Environmental Policy:

It is the Company's policy to conduct its business in an environmentally responsible way that minimizes environmental impacts. The Company's goal is to minimize and, if possible, eliminate the use of any substance or material that may cause environmental damage, reduce waste generation, and dispose of all waste through safe and responsible methods, minimize environmental risks by employing safe technologies and operating procedures, and be prepared to respond appropriately to accidents and emergencies.”



PROGRESS TOWARD OUR GOALS

GOAL	STATUS	
Achieve carbon neutrality for our operational footprint by 2022.		Achieved in 2020!
Fully electrify corporate fleet by 2028; Offer incentives for employees to purchase electric vehicles.		Exploring electric and hybrid vehicle options & infrastructure
Achieve Green Seal Certification at the corporate level in 2023.		On hold in 2021, planned for future years
Expand ISSA Cleaning Industry Management Standard certifications among company leadership.		Achieved in 2021 - 20 leaders received ISSA CIMS certification

SUSTAINABLE OPERATIONS

In order to make progress towards our Net Zero goal, Janitronics has implemented numerous operational changes and are in the process of implementing many more. So far, Janitronics has:



Installed **100% LED lighting** in our corporate office with motion sensors and automatic shut-off.



Switched to **paperless timecards and payroll**, a process which included supporting all staff to establish bank accounts and email access.



Conducted **quarterly waste audits** at our corporate office and identified opportunities to reduce and divert waste.



Further reduced lighting requirements by ensuring **plentiful natural light** and utilizing transparent dividers between office spaces.



Introduced a **badge-operated printing system** with default settings that reduce paper and ink usage.



Maintained a locally operated business, which both provides a positive economic impact and keeps our **business travel to zero**.



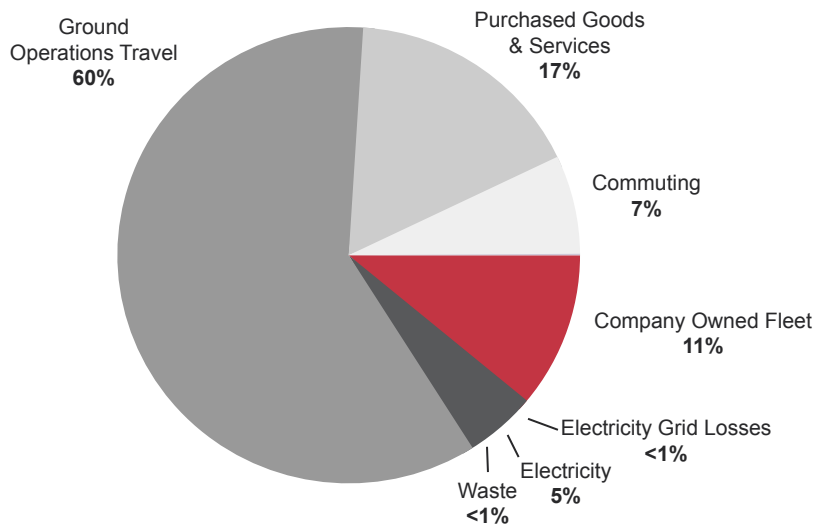
Collaborated with suppliers to find delivery efficiencies and **reduce the impact of transporting cleaning products** to our sites.



Introduced **commute-informed scheduling** for field staff to reduce travel mileage to and between sites, and to enable carpooling whenever possible.

OUR FOOTPRINT

Janitronics has been calculating our annual carbon footprint since 2020. In 2021, our carbon impact totaled **503 MT CO₂e**, broken down as follows:



Our 2021 emissions were slightly elevated compared to 2020 due to two factors. First, our business increased following the COVID-19 pandemic, resulting in increased commuting and ground travel between local sites. Second, we measured an expanded number of emissions categories in 2021, most notably purchased goods and services.

In addition, the Sustainability Committee has guided Janitronics in setting the following goals and targets to keep us on track for Net Zero by 2025:



Switch to 100% renewable energy in our corporate office by 2022.



Replace all company-owned vehicles with electric by 2025.



Update equipment at all sites to energy-efficient models by 2026.



Divert 95% of waste at our headquarters from landfill by 2022.



Review all standard operating procedures to ensure consistency with sustainable recommendations at all sites by default.



Work with property managers and other tenants to install an EV charging station at our corporate office.



Develop an incentive program to encourage corporate and field staff to use electric vehicles, carpooling, or public transit to commute to work.

GREEN CLEANING & HEALTHY BUILDINGS

In addition to reducing the climate impact of our operations, Janitronics is dedicated to using cleaning products and practices that do not harm the environment or the health of our employees and clients. We use green cleaning practices as our standard operating procedure, and our formal Green Cleaning Policy is assured by industry leaders Leonardo Academy and the Ashkin Group. Our cleaning services meet the stringent criteria for Leadership in Energy and Environmental Design (LEED) building management.

Our Green Cleaning practices include:

- ▶ Ensuring 75%+ of cleaning product and material purchases meet sustainability criteria
- ▶ Using manual-powered equipment, cold water over hot, and clean vacuum air filters to the greatest extent possible to reduce energy consumption
- ▶ Prioritizing UL EcoLogo, EPA Safer Choice Standard, Green Seal, and Forest Stewardship Council certified products, which are healthier for our employees and customers
- ▶ Using reusable cleaning cloths in place of paper towels wherever possible
- ▶ Refilling chemicals with the 3M Twist and Fill system, which reduces packaging and shipping

Green cleaning is not the only way that we support healthy buildings for our clients. Janitronics knows the workplace has a huge impact on the health of office space users, and we are committed to providing the best possible experience. Janitronics staff are certified to a variety of healthy building standards, and we provide several “value-add” building services stemming from this expertise. Most notably, we provide consultations that help clients convert lighting systems to energy-efficient LEDs, providing energy and financial savings. We have helped clients save nearly 2 million kWhs to date. We also conduct waste audits for clients on an as-needed basis, helping to identify opportunities to expand recycling or reduce contamination. Finally, all field staff are trained to act as the “eyes and ears” of our clients, providing a vital first line of defense against maintenance issues of all kinds.






Many of our employees hold certifications in sustainability, green cleaning and healthy buildings:

- Cleaning Industry Management System (CIMS) certifications
- Fitwel Ambassadors
- LEED Green Associates
- Real Property Administrators
- Current Good Management Practices (cGMP) certifications through the BioPharma Institute
- Corporate Sustainability certifications through NYU Stern
- Facilities Management Administrator

OUR PEOPLE

At Janitronics, we believe that the key to excellent service for our clients is an employee base that is supported, engaged, educated, and considered our number one strength. We prioritize our people in every business decision, from providing training and robust benefits to a strong communication system and focus on wellness. With an average employee tenure of 8 years (12+ for management and above), Janitronics provides our clients with an exceptionally experienced and well-trained staff who truly are the best in the business.

PROGRESS TOWARD OUR GOALS

GOAL	STATUS	
All employees trained in diversity, equity, and inclusion on an annual basis by end of 2022.		In the process of preparing employee trainings
Implement a local volunteering initiative in our employee base's local community by 2022.		In the process of expanding volunteering options
Increase employee participation in volunteering initiatives.		Baselined participation in 2021

BENEFITS

At Janitronics, we believe that the key to excellent service for our clients is an employee base that is supported, engaged, educated, and considered our number one strength. We prioritize our people in every business decision, from providing training and robust benefits to a strong communication system and focus on wellness. With an average employee tenure of 8 years (12+ for management and above), Janitronics provides our clients with an exceptionally experienced and well-trained staff who truly are the best in the business.

Wellness at Janitronics

In addition to these benefits, we strive to promote wellness throughout our work systems and environment. In 2020, we moved our corporate headquarters to a healthier building that includes a full-service cafeteria, ergonomic furniture, fitness center, and walking paths. At Janitronics, we're always looking for opportunities to improve our space, and we're even in the process of pursuing Fitwel certification for our headquarters.



TRAINING

In order to further support our employees' well-being, Janitronics prioritizes investing in and training our workforce. Janitronics contributes to a holistic Training Fund for union employees, which offers broad-ranging education opportunities. Options include first-time homebuyer information, English as a Second Language lessons, and skills-based training for those looking to grow their careers. On the corporate side, Janitronics offers tuition reimbursements for continued education and advanced degrees, and we have even formed a partnership with NYU Stern to enroll interested staff in a Corporate Sustainability certificate program.

Janitronics maintains a top-of-the-line Learning Management System (LMS), SumTotal, which includes custom-made modules focusing on health and wellness in addition to compliance trainings. SumTotal ensures that employees have consistent access to our library of Standard Operating Procedures and that all company and regulatory training requirements are met. Our LMS is used in conjunction with live instructor-led trainings and on-the-job (OTJ) training to ensure that trainings are fully effective.

Employee Category	LMS Training (all employees)	OTJ Training (new employees)
General Field Staff	3.4 hours	7-8 hours
Employees in Lab Environment	6.5 hours	32+ hours
Management	14.6 hours	32+ hours

HIGHLIGHT : EMPLOYEE ON-BOARDING

In 2021, Janitronics formalized an onboarding program that makes employees feel welcomed, equipped, and immediately a part of the team. An Onboarding Team made up of department heads meets weekly to make sure that new hires have the support they need to be successful. Resources include clear training curricula, technology resources like computers and phones, and information about their site and role. The team provides a Janitronics welcome bag to new hires, which includes Janitronics seasonal garments and a binder of information needed to navigate our workflow and benefit systems. In addition, Janitronics has implemented a new hire meet-and-greet with management to make sure that new employees receive an introduction to each person in the office and their roles within the organization. The new hire gets paired up with a "shadow person" who shows them the ropes within the office and at their sites. Through these measures, we strive to demonstrate our investment in our employees'



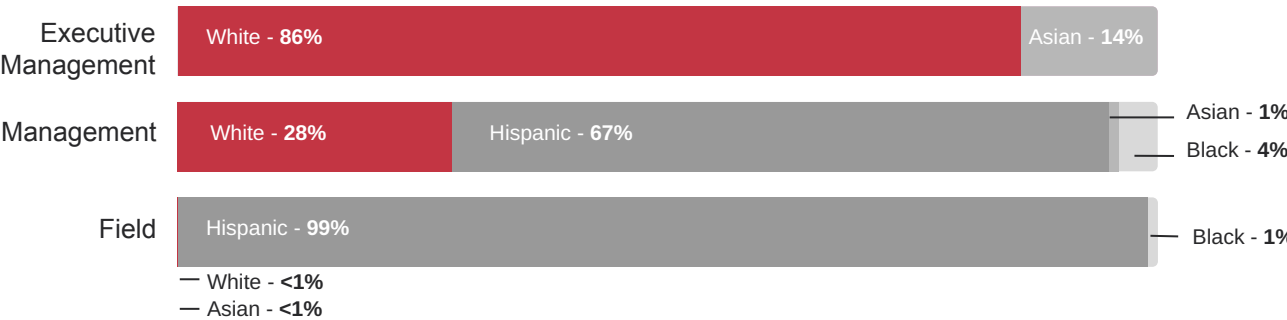
DIVERSITY, EQUITY & INCLUSION

As a highly diverse company, Diversity, Equity, and Inclusion (DEI) is a top priority at Janitronics and we are proud to have a culture that is supportive and welcoming to all. We ensure that all employees feel included by providing robust and accessible communication infrastructure that is available in both English and Spanish. We believe in rewarding our amazing employees with opportunities to grow within the company. Many senior and executive leaders at Janitronics started out in entry-level roles at the company and have risen into key decision-maker positions. In addition to providing valued perspectives, prioritizing upward mobility is key in promoting diversity in management and executive management levels of our company.

In 2020, we set a goal of increasing diverse representation in our executive team to 50%, and we will continue to work toward this goal in the coming years.

In 2022, we plan to introduce a DEI Committee and set short-term goals, including developing DEI training and conducting a full review of our policies for opportunities to expand equity. We believe that our differences make us a stronger company and we’re committed to supporting our employees in every way.

Racial Breakdown



Gender Breakdown



HEALTH & SAFETY

Our employees' safety is of the utmost importance. During the COVID-19 pandemic, we have leveraged every tool at our disposal to protect the health of our employees. In addition to revising protocols to ensure social distancing, we have focused on employee engagement through support, training and resources delivered by email and our Learning Management System. We conduct weekly wellness check-in calls with employees who have contracted COVID-19 and established call-in lines in English and Spanish to provide support to any employees with questions. We also send out monthly and weekly health newsletters to share COVID-19 safety precautions and resources on dealing with the emotional impact of living through a pandemic.

In 2021, we initiated an outreach program regarding COVID-19 vaccinations. Janitronics developed a collaboration with COLOR to provide transportation to vaccination sites, and a partnership with Better Life Pharmacy brought booster clinics right to employees' work sites. We also began tracking the vaccination status of employees and are proud to report a vaccination rate of more than 98% among our staff by the end of 2021. These efforts are a continuation of our dedication to employee health, which also includes free annual flu shots, telehealth services, and medical insurance.

We also utilize best practices for occupational health and safety. We conduct regular and thorough safety trainings online and in-person, including site- and job-specific trainings as well as a mandatory annual training with a written test. Supervisors make regular inspections of work sites and hold regular safety meetings. Our supervisors also meet with executive management and human resources on a quarterly basis to plan and implement further improvements in our safety program. All of these practices contributed to our low recordable injury rate of 1.05.



OUR COMMUNITY

As a local company, Janitronics is committed to supporting and uplifting our communities in Greater Boston. We fold this value right into our business, with nearly 90% of our procurement spend going to local distributors and 98% of our executive management hired from the Boston Metropolitan Area. We are proud to support other local and diverse companies, including the woman-owned business through which we source the majority of our cleaning products.

PARTNERSHIPS & GIVING

In addition, Janitronics is consistently one of the top donors in our community. We are honored to have community partnerships with organizations that support our giving priorities of children, health services, and community services. Some examples of our community engagement in 2021 include:



Medical Research Donations: Our support for health services in 2021 includes donations to the American Heart Association, National Brain Tumor Society, Boston Children's Hospital, McLean Hospital, and the Dana-Farber Cancer Institute. We are grateful to support the health of our community members.



Timmerman Traverse for Life Science Cares: Janitronics was proud to sponsor a fundraising hike for Life Science Cares, an organization that mobilizes the biotech community to support anti-poverty nonprofits, education groups, and job training programs. The hike, completed by 20 Boston Biotech leaders, raised over \$500,000.



Community Events: Janitronics loves supporting our community coming together. In 2021, we sponsored a variety of events including the Annual BOMA Boston Golf Tournament, MassBioEd Foundation's 20th Anniversary Celebration, and Patriot Week by Massachusetts Fallen Heroes. All these events provide an opportunity for unique people, industries, and organizations to come together to celebrate the wonderful community we all work within.



VOLUNTEERING

Janitronics employees are highly engaged with their community and love volunteering their time for great causes. To ensure our employees have the time and space to prioritize volunteering, we offer our employees paid time to volunteer and are proud of everything they contribute to causes they are passionate about. Some volunteering highlights from 2021 include:



Community Sports

Our very own warehouse manager, Rafael Moscat, spends his time organizing The Stars baseball league for children 6-18 who may not otherwise have access to the sport. After last year's season was postponed due to COVID, he has worked incredibly hard to organize the 2021 season for over 150 kids and 14 teams.

Autism Awareness

Janitronics welcomed Mary Perez from Mary's Mission into two projects at Janitronics to help her learn both professional and social skills. We are grateful for the employees who volunteered to help support Mary.



Board Representation

Janitronics' Vice President of Marketing & Business Development and BOMA Board Member, Dorrian C. Fragola, became the inaugural Co-Chair of BOMA's Diversity, Equity and Inclusion Committee in 2021. Dorrian spent countless hours on the important initiative of making the building services industry more welcoming and inclusive to people of all backgrounds by providing programming, training and resources. We are grateful for Dorrian's commitment to this work.



Life Science Cares

Janitronics' Vice President of Client Services, Tim Cullinan, volunteered with his daughters to help prepare food pantry bags for immigrant families at an event organized by Life Science Cares. We are grateful for their work to help move the needle on issues of poverty while building connections with the community.



CONCLUSION

We are proud of the work we do and the way we are engaging with the future of our industry. Our customers are our partners, and we are participating in an important moment for change. Thank you for reviewing our work in this annual report.

The issues we most care about: our community, our employee family, and the beautiful world around us, are now part of the equation. Sustainability and measuring ESG are not passing fads; rather, they are concepts that anchor our work and help us demonstrate our successes, our long-term commitments and our company culture.

We are moving forward to improve our environmental impact, enhance our community relations, and to articulate best governance practices. By doing this in a comprehensive way, directed by our leadership and engaged by our front line employees, we are resonating with our customers. These issues are material to their business objectives. Now with increased regulatory concern and institutional asset managers starting to require ESG achievements, we are well positioned. Our work helps our customers to engage with their investors, to attain better GRESB rankings, and to qualify more space as LEED or Fitwel certified.

Janitronics is ready to meet the needs of the biotech and commercial office space industry to address ESG. Because we care, and we are mobilized, and we are getting better every day, we will help our customers get better on ESG as well. We welcome your feedback and your teamwork on this journey. We look forward to better workplaces, better communities, and a better world.



JANITRONICS
BUILDING SERVICES

APPENDIX

Detailed Carbon Footprint

	2021 (MTCO ₂ e)	2020 (MTCO ₂ e)	Measurement Notes
Scope 1			
Natural Gas	0	27	Moved to new HQ with no natural gas
Company Owned Fleet	55	161	
Scope 2			
Electricity	23	10	
Scope 3			
Electricity Grid Losses	1	1	
Ground Operations Travel	302	Not Measured	2020 Ground Business Travel emissions were measured as company-owned fleet and commuting emissions
Air Business Travel	0	1	
Purchased Goods & Services	85	9	Expanded PG&S categories measured in 2021
Commuting	36	90	
Waste	<1	18	Refined waste measurement methods in 2021 to record Janitronics waste only
TOTAL	503	317	+58% change
Emissions Per Corporate Employee	13	8	