



# Environmental Social Governance





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# Contents

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About Us

Environmental

Green Cleaning Initiatives

Sustainability

Managing our Impact

Certifications & Partnerships

Social

Innovations

Diversity & Empowerment

Safety & Training

Governance

Stakeholders

Compliance



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# About Us

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Founded in 1995, we became one of the leading providers of commercial cleaning solutions in Canada. We offer state-of-the-art, high quality, dependable cleaning services at cost effective pricing. Our substantial base of long-term clients demonstrates the importance that we place on building enduring relationships.

As a JanMasters client, you have the advantage of obtaining multiple services under one contract with a single point of contact, providing an easily outsourced function to eliminate administrative oversight. We provide any combination of services on a local, regional, or national basis.

In everything we do, you'll see how we've earned a reputation for integrity and high-performance levels. Our future vision is focused on maintaining our exemplary reputation to create consistent relationships.

## Core Values

**'Inspiring change in the way people live and work.'**

We aim to inspire change in everything we do, from managing clean environments that enhance productivity and wellbeing, to creating memorable experiences for your occupants.

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# Environmental

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## Commitment to reduce our carbon footprint

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### Education

At the core of our operations is an education first approach. Using ISSA and CIMS standards we continually study and update our policies to produce the best cleaning outcomes with minimal environmental impact.

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### Training

We believe all team members have an impact on reaching our ESG goals. This is why we provide 12+ hours of ESG training for every employee to ensure each person—regardless of position—is working towards our collective objective.

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### Implementation

To ensure effective integration we have designated representatives who take charge of these responsibilities. These representatives are accountable for overseeing their respective teams and ensuring compliance with training, policies, and standards.

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### Tracking

To foster compliance our designated representatives present their updates to the ESG Committee on a quarterly basis. This ensures all teams are aligned with our objectives and provides an opportunity for feedback and discussion.

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# Green Cleaning Initiatives

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82% Eco-Logo or Green Seal Chemicals & Liquid Solutions



**ECOLOGO**



**Green-e**

96% UL Greenguard or Green-E Certified Paper Consumables



12+ Hours of Green Cleaning Employee Training

“Our Cleaning operations enable clients to earn LEED and BOMA points by following our customizable, eco-friendly cleaning program. By collaborating with our chemicals, paper, and equipment suppliers, we can provide sustainable products to our clients that are certified by the Green Seal, and EcoLogo. As a result, these improvements enhance occupants health and productivity, and create a healthy indoor environment.”

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# Sustainability

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## Criteria for a Sustainable Future



### Gender Equality

As a multicultural company, we embrace our workforce and promote diversity. We have contributed significantly to the empowerment of women with over 57% of our workforce made up of women. We have set a high priority to encourage more women to participate in management and leadership development.

### Ethical Approach to Business

Maintain ethical practices in our operating practices; implement sustainable services that positively impact our clients' environmental performance; and act responsible in the local communities where we operate.

### Managing our Environmental Impact

We will ensure that we provide a consistent offering of sustainable practices such as reducing our greenhouse emissions and waste, as well as implementing environmentally friendly practices in our operations to reduce our carbon footprint.



### Health & Safety

Through our Safety Program and Cleaning Commitments, we ensure the safety of our team members and customers.



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# Managing our Impact

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## Identifiable impacts and goals to eliminate our footprint

Category	Goal	Performance Metric
Cleaning Products & Materials Purchases	85% meet sustainability criteria	Cost
New Cleaning Equipment Purchased	100% meet sustainability criteria	Number of equipment items
Cleaning Equipment Inventory	The project inventory will meet the sustainability criteria for 40% of the equipment	Number of equipment items in the overall inventory for the project
Toxic Chemical Usage	Toxic chemicals will only be used when green options are not adequate to clean an area	Number of uses
Company Vehicles	Hybrid alternatives will replace 25% of end-of-life vehicles by 2026	Number of vehicles

# Certifications & Partnerships

## Procurement and sourcing standards, and continual improvement

As part of our ongoing commitment to client satisfaction, we subscribe to various auditing & validation services.

To stay at the forefront of sustainable practices, we constantly identify new products & methods to make our operations more efficient for our clients.



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# Social

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## Commitment to our people, suppliers and clients

### Step 01

#### Education

At the core of our commitment to social responsibility lies our dedication to providing educational opportunities for employees at all levels. We firmly believe in equipping our team members with access to the finest industry practices and standards.

### Step 02

#### Training

Through our expansive network of improvement opportunities, we empower our team with comprehensive knowledge of their role, and foster a deep understanding of the overarching vision of our business.

### Step 03

#### Implementation

By ensuring our employees are fully trained and motivated, we are able to deliver the utmost standard of cleaning services to our clients. Our primary responsibility is to arrive punctually, clean each facility to the highest standard, and not leave until our client is completely satisfied.

### Step 04

#### Tracking

It is our duty to uphold a consistent service for both clients and suppliers. Through continual monitoring and tracking, we guarantee ongoing support for our suppliers and vendors, and can further enhance our services.

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# Innovations

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**We continue to invest in Research & Development to improve safety, productivity, quality, and meet the ever-changing needs of our clients.**



## Work Order Management

With work order management, we can create recurring work orders for our customers as well as one-time orders. It also provides budgeting & tracking capabilities. You can track labor costs, supplies, & revenue for each job.

## Employee Performance

Capture employee performance through our performance reviews. The information about employee performance is directly sent to the Employee Record for viewing.

## Reporting

With metrics functionality, you can easily see important information about your workplace & cleaners. These metrics are available on a dashboard to be customized & read instantly.

## Inspections

Clients will be able to view routine inspections, giving them confidence that their cleaning services are being performed accurately & receive real-time reporting on the results.

## Inventory Management

You can control all supplies & track inventory with this feature. Additionally, you can track and manage inventory budgets per location & manage supply requests from staff & clients.

## Client Portal

Customers can request services, supplies, provide feedback, & or provide compliance reports. Clients can also request progress tracking to stay informed.

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# Diversity & Empowerment

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## Empowerment

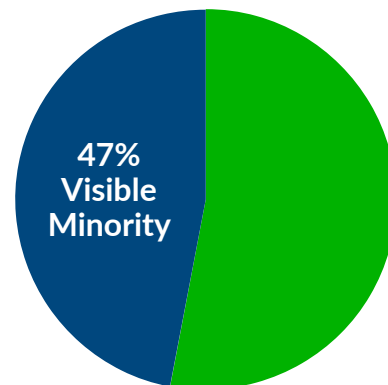
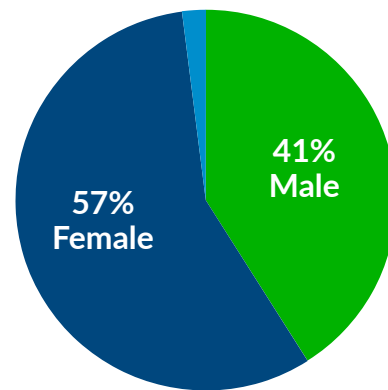
If an employee experiences anything unsafe about a work process or working environment, they are able to use Stop Work Authority. Any unsafe situation can be reported online using our reporting system. We will review all submittals to determine the appropriate action. The result is a culture that identifies and controls hazards before they lead to accidents.

## Diversity & Inclusion

At JanMasters, we continue to build an inclusive culture that values and fosters diversity. Diverse perspectives, ideas, and backgrounds contribute to a more engaging and stronger work culture. In order to demonstrate that commitment, we have created a supportive working environment and a corporate culture that welcomes and promotes equal opportunities for all employees.



### Staffing





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# Safety & Training

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## Policies, procedures, and safety development

### Health & Safety

We are committed to protecting our employees, customers, and the communities in which we operate. We strive to provide every employee with the skills, knowledge, and personal responsibility to work safely every day. We have implemented several health & safety programs that aim to educate, engage, and empower our employees.

### Anti-Harassment, Discrimination, and Ethics

We are committed to creating a safe working environment where everyone is treated with dignity, decency, and respect. Annual training on anti-harassment, discrimination, and ethics is provided to all employees. An online reporting portal is available to employees at JanMasters to report unethical behavior.

### Training & Development

JanMasters strives to develop its employees' full potential by providing them with training on policies, regulations, and procedures related to the cleaning services industry. As part of our Training & Development, we offer online and in-person training sessions. To ensure consistency throughout the organization, employees will go through up to 36 hours of training in the onboarding process, covering all aspects of the organization, from procedures and expectations, to safety and operational performance.

- » General Cleaning Training Program
- » Restroom Care Training Program
- » Green Cleaning Training Program
- » Blood-Borne Pathogens Program
- » Infection Control Training Program
- » Janitorial Safety Training Program
- » WHMIS Training
- » Safe Work Practices Handling Lead

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# Governance

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## Corporate transparency and ethical practices

### Step 01

#### Education

The Vice President of Operations assumes the role of leader for the ESG Committee and bears the responsibility of delivering timely updates to department leaders regarding ESG policies, benchmarks, KPIs, and new initiatives. Our ESG policies are aligned with the United Nations Sustainability 17 Goals.

### Step 02

#### Training

Every department leader is assigned a role on the ESG committee to deliver training to their teams and report on progress. It is the duty of these leaders to ensure that each individual on their team comprehends their role in advancing the ESG initiatives.

### Step 03

#### Implementation

The designated representative assumes the responsibility of training, implementing, and monitoring all benchmarks specific to their respective department. Once the ESG team approves a policy, each representative takes charge of implementing the necessary changes within their department.

### Step 04

#### Tracking

To ensure the achievement of our goals, it is crucial to engage in ongoing monitoring of KPIs. Each ESG representative compiles monthly reports, and quarterly meetings are held with all committee members to assess JanMasters' progress towards each goal.



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# Stakeholders

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## Their expectations and our approach

### Clients

Our customers expect us to support their efforts to ensure clean, healthy, and safe work environments every day. They also expect and deserve transparency about labor relations and safety practices.

### Team Members

Our team members expect safe and decent working conditions, development opportunities, and a safe working environment.

### Suppliers

We rely on multiple vendors and partners for services and products. As a business partner and employer, our vendors expect us to operate in a responsible manner.

### Communities

The communities where we operate expect the company to act responsibly and in a way that generates positive effects for their community.

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# Compliance

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## To ensure transparency and assurance to our clients

### Internal Controls

When serving our clients, it is our responsibility to manage their health and safety, environmental risks, as well as the labour rights of our employees. Our rigorous internal controls ensure that we always maintain our standards. By focusing on compliance, we create value for our customers

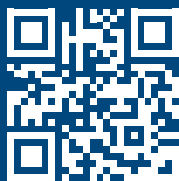
### Model of Operation

JanMasters ensures transparency throughout our service delivery model so that we meet our customers' needs for compliance. We follow a well-defined set of business fundamentals to include our values, purpose, and leadership principles, backed up by mandatory policies, processes, and internal audits.



# *JanMasters*

## Contact Us



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