



JANITRONICS  
BUILDING SERVICES

# 2024 IMPACT REPORT



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# Introduction



# Letter from Corporate Responsibility Committee

**At Janitronics Building Services, we prioritize being a responsible organization with everything we do.**

Our 2024 accomplishments reflect our deep commitment to creating a positive impact across our value chain, from our employees and client partners to our communities and the environment. This year marked significant progress in approaching holistic well-being in a way that allows us to maintain our high standards for clean and healthy buildings.

In 2024, we placed special emphasis on ensuring every employee feels valued at Janitronics Building Services. Through regular appreciation events, team lunches, and enhanced appreciation bonus programs, we reinforced our culture of belonging and recognition. These initiatives, combined with our ongoing professional development programs, helped create a more engaged and empowered workforce.

Our commitment to our community reached new heights through active participation in industry leadership initiatives and donations. We strengthened our community bonds by sponsoring BOMA’s Women in Leadership and MassBio’s Bioversity programs. We also donated over \$210,000 and 850 volunteer hours to other organizations in the community. These partnerships reflect our belief that sustainable business practices must include investing in people and communities.

We continue to demonstrate our commitment to environmental stewardship, in line with the priorities of our community stakeholders and client partners. We are particularly proud to maintain our carbon neutrality for the fourth consecutive year through a continued focus on reducing our emissions and supplementing with investments in projects that offset our own footprint.

Keeping in alignment with industry standards, we also updated our Green Cleaning Policy. This enhanced policy now addresses environmental sustainability and the well-being of our workforce and building occupants, creating a more comprehensive and health-conscious cleaning program.

As we reflect on 2024, we are proud of our progress in creating cleaner, healthier, and more sustainable spaces while fostering a workplace where everyone can thrive. We look forward to building on these achievements as we continue our mission of making our world a cleaner and healthier place, one building at a time.

**Janitronics Building Services  
Corporate Responsibility Committee**

## CORPORATE RESPONSIBILITY COMMITTEE



**David J. Connolly**  
President &  
Chief Operating Officer



**Vince Wong**  
Chief Financial Officer



**Erica Cullinan**  
Director of Training &  
Employee Experience



**Angela Whitehurst**  
Director of Client  
Services



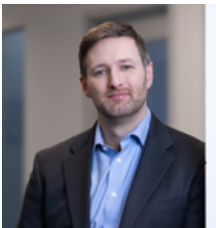
**Timothy Cullinan**  
Senior Vice President



**Jonathan Agostino**  
Director of Operations



**Nykole Nova**  
Lead Payroll Coordinator



**Michael Gesamondo**  
Account Manager

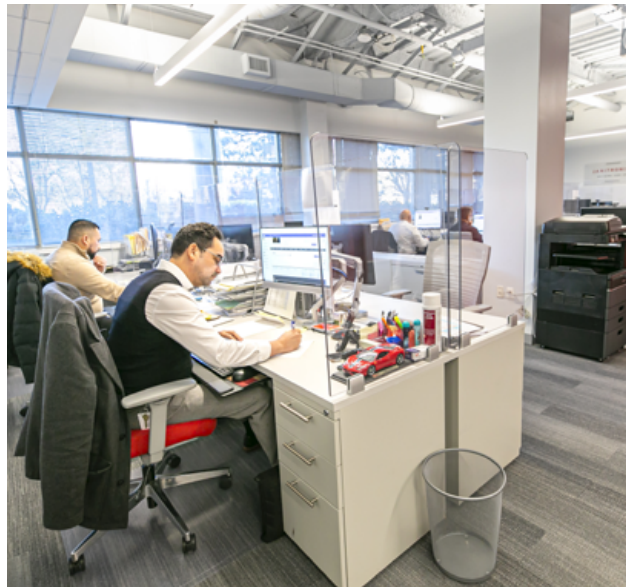


## About Janitronics

Janitronics Building Services is proud to provide comprehensive building services to the Greater Boston region for nearly 50 years.

We provide top-quality building services to a variety of clients, including residential properties, biotech and pharmaceutical companies, healthcare facilities, property owners, developers, and management partners. Through our workforce of over 1,625 employees, we serve and maintain 350 properties.

Janitronics Building Services takes pride in delivering on our mission to make our world a cleaner and healthier place, one building at a time. We do this by focusing on sustainability initiatives, prioritizing employee retention and engagement, and supporting our community through volunteering, charitable contributions, and donations.



## At a Glance: What We Achieved in 2024



### Partnerships

Participated in sponsorships of BOMA's Women in Leadership and MassBio's Bioversity programs.



### Green Cleaning

Updated our Green Cleaning Policy to include environmental sustainability and the well-being of our workforce and building occupants.



### Employee Appreciation

Reinforced our culture of belonging and recognition through appreciation lunches, awards, and bonuses.



### Carbon Neutrality

Maintained carbon neutrality for our fourth year in a row through the purchase of renewable energy credits and verified offsets.



### Employee Development

Expanded our organization-wide training and certifications as well as enhanced performance check-ins.



### Community

Donated over \$210,000 and volunteered over 850 hours to the communities that support us through quarterly activities.



# Governance

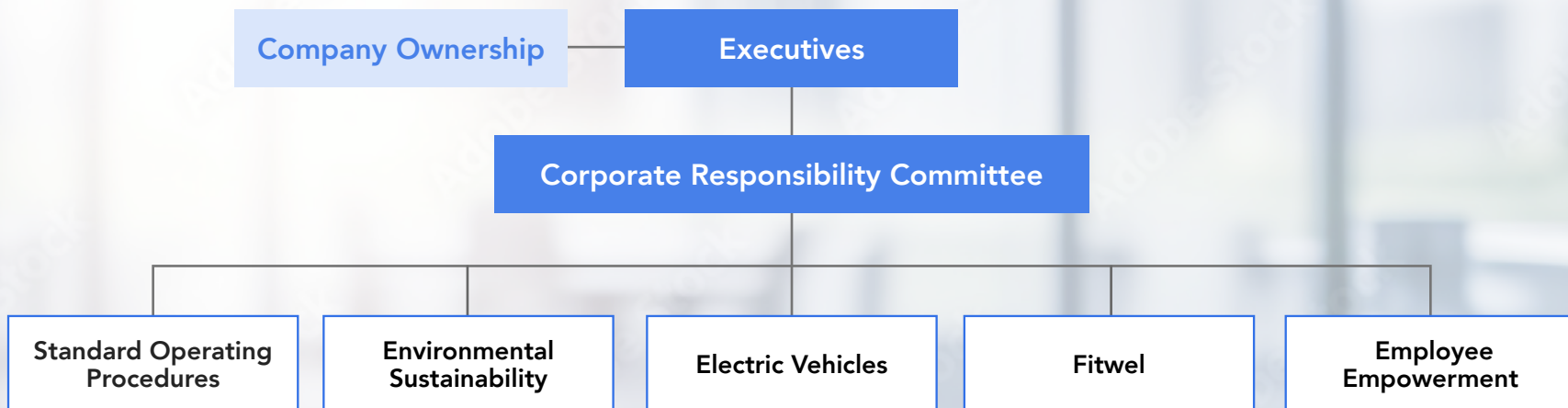


## Governance

**As one of the largest locally-owned and operated janitorial companies, Janitronics Building Services remains committed to strong governance practices that foster effective oversight.**

Our highest governance body consists of the company owners and executive leaders including the President & COO, David J. Connolly, and CFO, Vince Wong. Chaired by the President & COO, this group sets the company's direction, priorities, and impact initiatives. The group oversees day-to-day management, leads impact reporting, reviews quarterly progress, and serves as an escalation point for critical concerns. They meet weekly to assess the health of the company and its impact initiatives.

Supporting the governing body is a cross-functional Corporate Responsibility Committee of passionate employees who meet weekly and drive progress across five subcommittees: Standard Operating Procedures, Environmental Sustainability, Electric Vehicles, Fitwel, and Employee Empowerment. Janitronics Building Services also engages with external consultants and industry experts to guide our initiatives and align with best practices. We publicly report our progress annually using the Global Reporting Initiative (GRI) framework.





## Governance

Beyond our accountability structure, we have policies that guide our stakeholders' behavior.



**Code of Conduct** Provides employees with our ethics policies, including an anti-corruption and conflict of interest policy, human rights statements, and expectations for strong business practices such as record-keeping and data privacy procedures. Every employee formally acknowledges the Code of Conduct upon joining the company.



**Supplier Code of Conduct** Provides suppliers with our expectations and guidelines regarding responsible sourcing. It includes our commitment to human rights, the environment, health and safety, business ethics, and the development of a sustainable supply chain. We require all suppliers and business partners to comply with the Supplier Code of Conduct.



**Employee Fairness Policy** Provides employees with guidance and encouragement to operate in a way that respects the value and dignity of others and how to handle related concerns.

The company's highest governing body is ultimately responsible for ensuring corporate adherence to both the Code of Conduct and Supplier Code of Conduct.



# Stakeholder Engagement & Material Topics

As a local service-focused company, we maintain close connections with our stakeholders.

## Customers and Suppliers

We schedule regular in-person or virtual conversations to foster open lines of communication.

## Employees

We maintain monthly in-person meetings for our management and union employee groups.

## Greater Boston Community

We hold numerous memberships in local and industry groups. We also sponsor and attend over 15 industry events per year.



## Critical and Priority Topics

We previously completed a materiality assessment to identify the corporate responsibility topics most important to our business and stakeholders. These critical and priority topics guide our impact strategy and GRI-compliant reporting.

### CRITICAL TOPICS

- Health & Safety
- Waste Management & Recycling
- Green Cleaning Products & Policy

### PRIORITY TOPICS

- Living Wage
- Employee Fairness
- Operational Sustainability



## Privacy & Cybersecurity

Janitronics Building Services remains dedicated to safeguarding the privacy of our employees and customers.

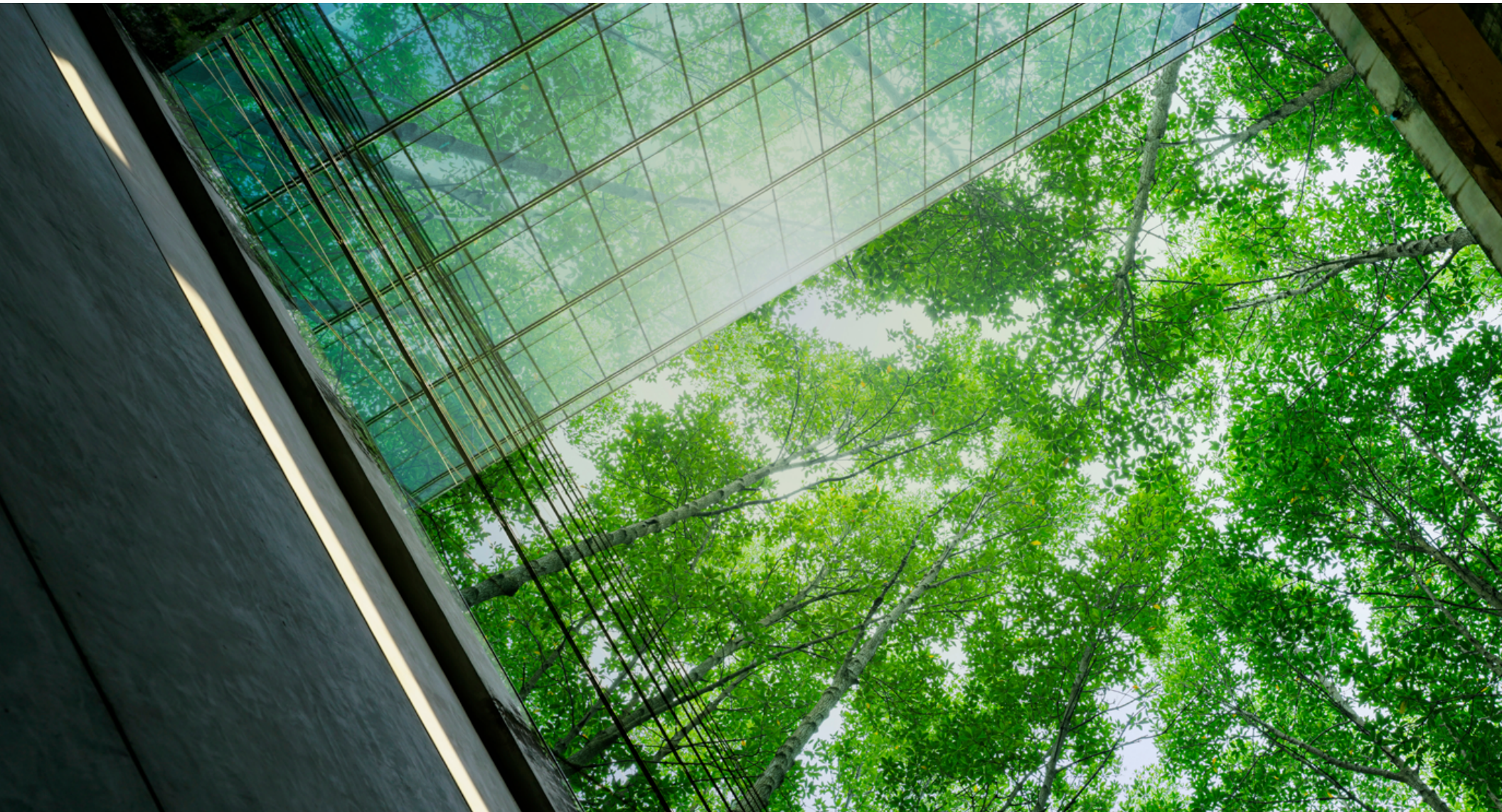
We regularly update our data privacy protocols to align with best practices, including secure password protections, virtual private networks (VPNs), and up-to-date security patches for all programs. We also engage our employees in weekly Bullphish training modules to ensure they stay up to date on cybersecurity best practices.

To provide an additional layer of protection, we contract a third-party service to monitor our systems 24/7 and proactively identify any potential vulnerabilities.

**We are proud to  
report zero privacy  
breaches in 2024.**



# Environment

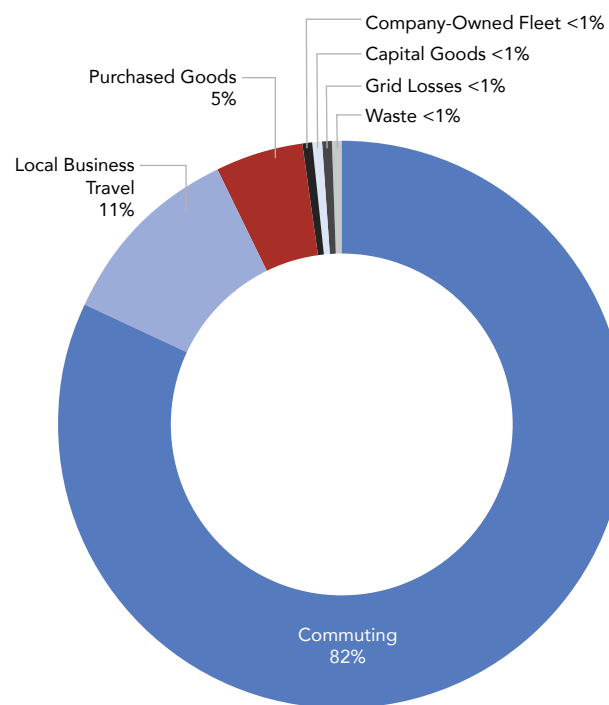




## 2024 GHG Inventory

This year, we completed our fifth consecutive greenhouse gas (GHG) emissions inventory. We maintained carbon neutrality for the fourth year in a row by balancing our entire 2024 GHG footprint through verified Renewable Energy Credits (RECs) and carbon offsets.

Janitronics 2024  
**GHG Inventory by Category**



We reduced our absolute emissions in 2024 compared to 2023. This is largely due to reductions in our commuting and company-owned fleet categories driven by our strategic staffing and continued transition to an environmentally-friendly fleet, respectively.

We continue to focus our efforts on the areas that we have the most control over. Additional details on these actions can be found in the Reducing our Emissions section of this report.

Sources	2023 (MTCO <sub>2</sub> e)	2024 (MTCO <sub>2</sub> e)	% Change
Company-Owned Fleet	44.0	22.1	-50%
Electricity (market-based) <sup>1</sup>	0.0	0.0	-
Electricity (location-based)	25	22.1	-11%
Purchased Goods	215.8	196.3	-9%
Capital Goods	-	17.0	-
Grid Losses	1.4	1.0	-30%
Waste	0.7	0.6	-16%
Local Business Travel	412.3	441.9	7%
Commuting	3,536.8	3,228.1	-9%
<b>Total (market-based)</b>	<b>4,211.3</b>	<b>3,907.0</b>	<b>-7%</b>
Emissions per Employee	<b>2.7</b>	<b>2.4</b>	<b>-12%</b>

<sup>1</sup> In 2024, Janitronics electricity emissions were 22 MTCO<sub>2</sub>e. However, 89.5 MWhs of RECs were purchased to match 100% of Janitronics electricity consumption in the 2024 reporting year. This reduces Scope 2 electricity emissions to zero.

### GOAL

Achieve carbon neutrality for our operational footprint by 2024.



Achieved



## Reducing Our Emissions

Janitronics Building Services prioritizes reducing our emissions before supplementing with additional strategies. Our main reduction activities include procuring renewable energy, electrifying our vehicle fleet, and reducing local operational travel. In 2024, we continued the following initiatives.

**Renewable Energy** For 2024, we procured renewable energy for our corporate electricity use via Renewable Energy Credits (RECs). We are exploring options that provide the potential for direct renewable energy procurement to support local energy development.

**Electric and Hybrid Vehicles** We currently have 1 hybrid and 3 electric vehicles (EV) in our company fleet. We continue to offer a vehicle incentive program as a benefit to our employees. Upon purchase of a hybrid or EV, they are eligible to receive a \$500-\$1,000 reimbursement, respectively. Since its launch, we have had 3 employees participate in the program. We continue to actively work with property management to install an EV charging station at our headquarters in Waltham.

**Reduced Travel** In 2024, we transitioned 60 clients to our dropship offering, which streamlines our delivery systems and reduces miles travelled on supply orders. These operational changes reduce the need to ship products to our warehouse and then back out to the end user.

**Sustainable Operations** We consider sustainability within our operational decisions, such as upgrading to LED lighting. We also included various sustainable attributes into our Life Science Training Center such as motion sensor lighting, pre-owned equipment, energy-efficient electronics, programmable thermostat, and low-VOC paint.

### GOAL

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



**Achieved** for management



**In Progress** for field staff



## Waste Management

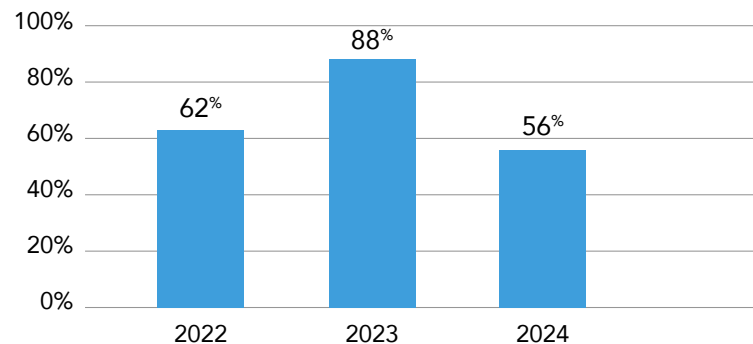
We continue to carry out various initiatives aimed at reducing the impact of Janitronics Building Services' corporate waste.

- **Composting our single-use coffee capsules**
- **Switching to reusable dishes**
- **Removing all paper and plastic cups**
- **Installing centralized recycle stations in the kitchen, copy center, and supervisors' offices**
- **Recycling document shredding and electronics**

In 2024, the percentage of our waste diverted from the landfill decreased for a total diversion rate of 56%. This shift is largely due to an increase in client and employee events, resulting in an overall increase in our waste production and non-recyclable or compostable waste types. We increased data collection days by 24%, improving our waste tracking and data accuracy.



### WASTE DIVERTED FROM LANDFILL



#### GOAL

Divert 90% of waste at our headquarters from landfills by 2027.



**In Progress**

56% waste diverted from landfill in 2024



## Green Cleaning & Healthy Buildings

At Janitronics Building Services, our commitment to sustainability is reflected in our LEED-compliant Green Cleaning Policy, which is designed to enhance worker safety, reduce the use of harmful chemicals, and improve indoor air quality. The policy also ensures cleaner surfaces, protects building materials, and minimizes the environmental impact of cleaning products. In 2024, we aligned with industry standards by updating this policy to include training on safety and ergonomic practices, addressing exploitative labor practices, and reducing risks like chemical exposure and workplace injuries. Additional information on our approach to health and safety can be found in the Health and Safety section of this report.

**85% or more of our cleaning products** and supplies meet sustainability standards and we prioritize water- and energy-saving practices.

**All equipment purchased** in 2024 met efficiency and ergonomic guidelines under our Sustainable Procurement Policy.

We build meaningful, non-transactional client partnerships, so we can deliver lasting value like helping clients achieve their sustainability goals. Our team of 16 Fitwel Ambassadors and 5 LEED Green Associates conducted waste audits for 10 clients in 2024 and identified opportunities for increased improvements.



### Employee Certifications

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

- 46 ISSA Cleaning Industry Management Standard (CIMS)
- 36 Current Good Management Practices (cGMP) certifications through the BioPharma Institute
- 16 Fitwel Ambassadors
- 5 LEED Green Associates
- 3 Pivoting towards an ESG Mindset certifications through NYU Stern
- 2 Corporate Sustainability certifications through NYU Stern
- 1 Foundations of Contamination Control using Essential Cleanroom Standards IEST
- 1 Cleanroom Operations IEST
- 1 Green Building Education Services Fall Challenge
- 1 Facilities Management Administrator through BOMA
- 1 Foundations of Real Estate Management BOMA



# People





## Our People

**Our people remain the driving force behind every decision at Janitronics Building Services.**

We prioritize our employees and support their well-being through robust benefits, strong communication systems, a steadfast focus on wellness, and comprehensive training.

### GOAL

**Train all employees on employee fairness topics on an annual basis by the end of 2024.**



**Achieved**

### EMPLOYEE SPOTLIGHT

#### KENIA ANARIBA AVILA

Janitronics Building Services congratulates Kenia Anariba Avila for her Employee Appreciation Award nomination. Hired as a part-time cleaner less than a year ago, Kenia has recently advanced to a full-time Day Porter role. Our operations team praises Kenia for her responsibility, positive attitude, dedication to clients, and innovative ideas. One of our valued client partners states, "She is my hero for the excellent work she does."



## Living-Wage Pay & Benefits

Our employees power our mission for a cleaner, healthier world. We support their well-being by providing living-wage pay, with entry-level field wages exceeding the Massachusetts minimum by up to 59%, depending on location. Management employees also receive competitive compensation, including an annual cost-of-living pay update.

All field employees are members of the Service Employees International Union, gaining access to 100% employer-paid family medical insurance with dental coverage, pension contributions, employer-funded training, and legal funds. Union, part-time, and full-time employees also receive generous paid time-off benefits. Through these offerings we empower our team to thrive on and off the job.



Janitronics Building Services prioritizes filling vacant positions internally to support our employees' career growth and retain institutional knowledge and expertise. Our tenured employee base is an indicator that our culture and benefits foster a sense of support, engagement, and value among our employees – with an average employee tenure of 6 years (9+ for management and above). As a result, we provide our clients with an exceptionally experienced and well-trained staff who are truly the best in the business.

**In 2024, we provided additional bonuses to all management and union employees as a sign of appreciation for their hard work and dedication.**





## Employee Engagement

We emphasize open communication to stay connected with our employees' experiences. We use employee feedback surveys as a key tool for fostering engagement by providing a safe space for sharing opinions, concerns, and ideas. Beyond surveys, we directly engage with both our management and union employees through monthly meetings.

In 2024, we enhanced our employee engagement through 1:1 performance check-ins for approximately 85 employees based on feedback from prior employee interviews. Our trusted HR advisors met with employees to cover recent achievements, career development, and personal priorities. Over 80% shared positive feedback about the company and their roles. Next steps include formalizing the process, training managers to lead conversations, ensuring biannual check-ins, and refining questions for continuous improvement.



### Quarterly Team Building Events

Janitronics Building Services held quarterly team-building sessions for our management employees with the support of Simon Sinek's Optimism Company. Through sessions such as "Growing Leaders, Fostering Trust, and Building Trusting Teams," "Infinite Mindset," and "Building Meaningful Relationships" participants developed their soft skills and enhanced the strength of their teams.



## Celebrating Our Employees

We are committed to fostering a workplace where our employees feel like they belong. To support this, we published our Employee Fairness Policy in 2023. The policy was shared publicly to ensure accessibility, distributed to all salaried employees, and provided in both English and Spanish to union workers. To foster a fair hiring process, we use multiple job platforms, implement blind resumes, and require unconscious bias training for hiring managers.

We celebrate our employees through various recognition programs such as Tenant Appreciation Awards, promotion announcements, and dedicated events like lunches and appreciation

nights. Our quarterly Employee Recognition Lunch honors those who go above and beyond, inviting them to our headquarters for office tours, leadership meetings, and a formal recognition ceremony with certificates and gifts.

In 2024, we celebrated observances that align with the cultures and identities of our employees such as Black History Month, International Women's Day, Pride Month, Juneteenth, and Indigenous Peoples' Day. With a workforce largely comprised of Hispanic/Latinx employees, we honored Hispanic Heritage Month with two luncheons featuring traditional cuisine.



### **BOMA Women in Leadership Initiative**

Launched in 2024, BOMA's Women in Leadership Initiative is a year-long program designed to enhance personal and professional growth and development for women in the commercial real estate industry. The group of selected BOMA members meets monthly with programs focused on empowerment, growth, education, and networking. Janitronics Building Services was proud to support our employee Esther Pena's participation in this innovative industry program.

*"Since it began this past summer, I have attended workshops about empowerment in the work environment, financial and investment literacy, women's health and nutrition, and various networking events among female industry leaders. The program will continue until the summer of 2025, and I look forward to continuing to learn and creating meaningful connections with fellow professionals."*

– Esther Pena, Project Manager, Women in Leadership participant



# Training

Our employees are our greatest asset, and we support their growth through comprehensive training and development opportunities. Onboarding includes peer shadowing, detailed training resources, Corporate Responsibility Committee introductions, and management connections. Employees undergo a formal 60-day check-in which highlights their strengths and identifies improvement areas, ensuring new hires have the tools to succeed.

All employees receive extensive job training. Our learning management system, SumTotal, offers compliance education and wellness modules, alongside instructor-led and on-the-job training tailored to specific roles. Employees are paid for all training completed outside work hours, with 1,138 hours of off-the-job training completed in 2024.

We also invest in personal and professional development for all employees. For example, employees are eligible for tuition reimbursement for certifications like CIMS, Fitwel, NYU Stern, and cGMP. Additionally, we contribute to a Training Fund for union employees, providing varied learning resources. Management employees meet twice yearly with the President & COO to discuss development strategies. In 2024, the average management training increased by 3 hours.



## 2024 TRAINING REPORT

Employee Category	LMS & Instructor-led Training Hours (all employees)	OTJ Training Hours (new employees)
General Employees	4	9
Employees in Lab	32	40+
Management	32.17	40+

# Training

## LIFE SCIENCE-FOCUSED TRAINING

Our Good Manufacturing Practices (GMP) cleaners—employees working in lab environments—require specialized training to ensure all cleaning and sanitizing tasks are performed with precision and accuracy. They receive extensive classroom and hands-on field training in cleanrooms and controlled environments for industries like electronics, aerospace, and assembly, as well as the life sciences, including biotechnology, healthcare, pharmaceuticals, and medical devices. Through this training, these employees become certified in the field of Cleanrooms and Controlled Environments – Housekeeping and Sanitation Theory, Techniques and Procedures.



## Quality Audits

The Life Science Audit Program serves as an internal review that focuses on the performance of cleaning and sanitization for our clients with controlled environments. The activities performed by our GMP cleaning team are observed and recorded to ensure processes are executed in accordance with our client site-approved Standard Operating Procedures. The activities observed during the audit process include:

- **Cleaning and sanitization protocols**
- **Material transfer and solution prep**
- **Gowning, personnel flow, and hygiene**
- **Good documentation practices**
- **Facility overall visual appearance**
- **Visual damage to any surfaces**

In 2024, we exceeded our goal in both Quality Audits completed and activities observed.



## Good Documentation Practices (GDP) Retraining Initiative

We perform GDP training using SumTotal and Training Center curriculum. In 2024, we instituted an additional on-site, instructor-led GDP training for all life science employees working in controlled environments. The training was focused on data integrity and compliance throughout the documentation process, and the critical nature of GDP in GMP and cleanroom environments. The training sessions totaled 305 training hours.



## Health & Safety

**Janitronics Building Services cares about the health and safety of all our employees and on-the-job safety is of the utmost importance.**

We maintain a comprehensive occupational health and safety management system that is compliant with federal, state, and local regulations, covering 100% of our employees.

We conduct regular and thorough safety trainings online and in person, which deliver site- and job-specific information, as well as mandatory annual training with an assessment. Our supervisors conduct regular inspections of work sites and hold safety meetings. They also meet with executive management and human resources quarterly to plan and implement further improvements to our safety program.

In 2024, we continued sharing monthly employee safety email communications with more than 65% of employees engaging in these notices on average. These communications included company-wide communications and life science specific topics to provide our employees with targeted health and safety information such as ergonomics, flu prevention, and compliance reminders. In 2024, we had a recordable injury rate of 1.3 and 0 incidents of noncompliance with regulations.



## Health & Safety

We take a holistic approach to employee well-being by providing a variety of health and wellness benefits to support our employees both on and off the job. These benefits include free annual flu shots, telehealth services, medical insurance for all full-time employees, and office-based wellness activities.

### Fitwel Certification

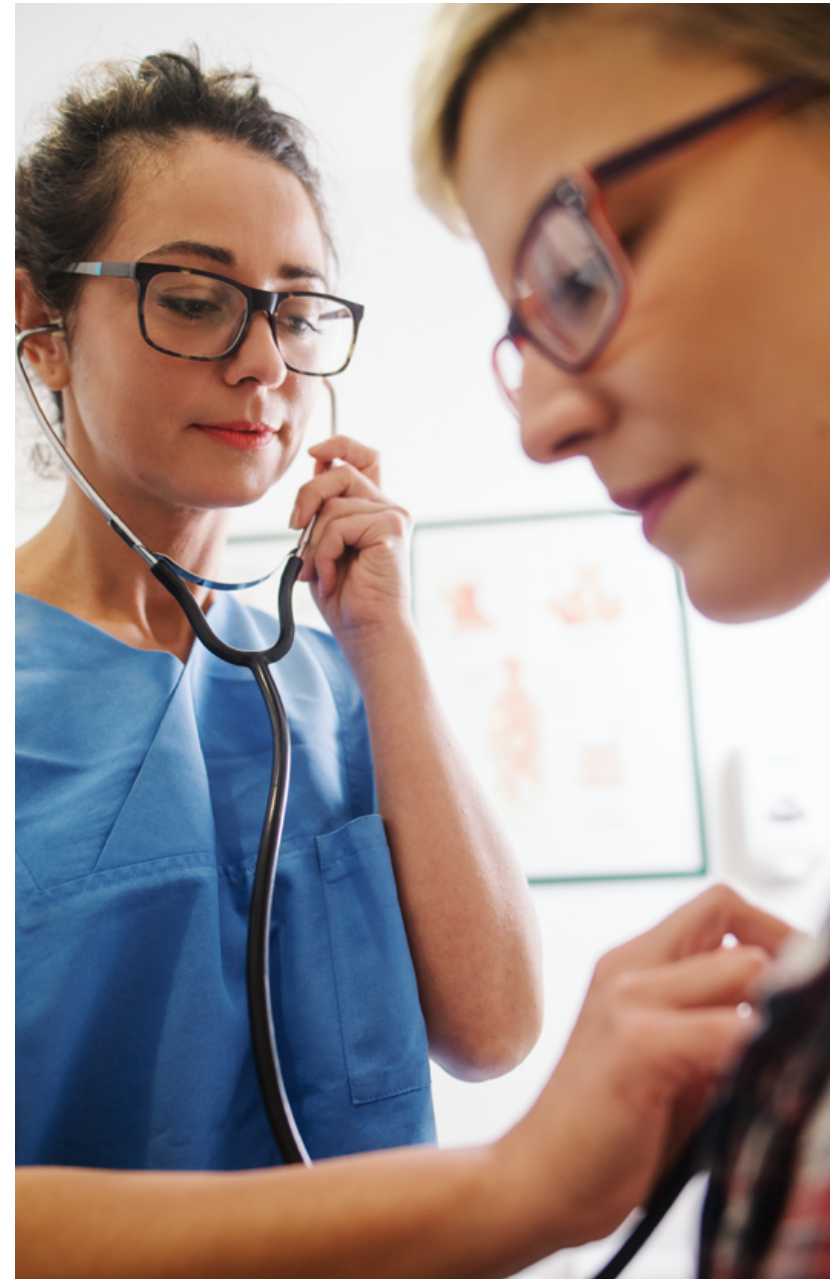
As of year-end 2024, we were just shy of receiving Fitwel certification for our office and are working toward resubmitting our application. As part of this process, we are working with our property management team to address gaps. We continue to deliver several wellness-focused initiatives including:

- Walking club that meets biweekly to provide employees with an opportunity to be active and explore the community
- Yoga series that provides our employees with a guided chair yoga sequence and meditation
- Farm share seasonal fruits and vegetables delivered to our corporate office

### Health Benefits

We recognize the need for individuals and their families to have access to quality health care without cost barriers.

We offer a comprehensive health and dental insurance benefit package to all permanent full-time employees and their dependents. The plan is a robust PPO which includes 100% reimbursement of the plan deductible and low co-payments for prescription drugs. In 2024, we added an optional vision plan for our employees.





# Community





## Supporting Local

**For nearly 50 years, we have proudly served the Greater Boston area and remain committed to giving back to our community.**

We prioritize hiring local candidates and sourcing from local suppliers, with 100% of our management team hired from the Boston area and 98% of our procurement spend in 2024 directed to local businesses. To further support our community, we actively participate in various Boston- and Massachusetts-based organizations, including:



### Bioversity

Janitronics Building Services is a proud sponsor of Bioversity, a workforce development nonprofit operating lab-based training center at the Southline Boston development. Bioversity creates pathways for traditionally overlooked Massachusetts residents to launch life-changing careers in life sciences. Its free, stipend-supported, 8-week (160-hour) program equips students with the technical and professional skills needed for early-career scientific operations roles.

We have supported Bioversity since its inception, and in 2024 our support included:

- No-cost cleaning services for Bioversity – Southline Boston
- Attended five Bioversity Career Fairs
- Attended four Bioversity Cohort Graduations
- Supported MassBio's Bioversity MA inaugural "Celebrate Bioversity" fundraising event



## Donations & Volunteering

We aim to give back to our communities through regular volunteer and donation events. In 2024, Janitronics Building Services donated more than \$210,000 to a variety of charitable causes, and our employees dedicated more than 850 hours of volunteer time. Our community events can be largely categorized into supporting veterans, increasing food security, and donation drives.

We sponsored a meal for New England Center and Home for Veterans—an organization in Boston that specializes in providing programs and services that enable success, employment, and independent living for veterans. A group of our employees also participated in Wreaths Across America Day where they placed wreaths on veteran graves to honor those who served.

Janitronics Building Services participated in four events to help sort and pack food with Greater Boston Food Bank, the largest hunger-relief organization in New England. Additionally, Janitronics team members, family, and friends picked apples that were donated to the Washburn House and CASPAR (Cambridge and Somerville Programs for Addiction Recovery). Both organizations provide short-term residential stabilization and support for people coping with early recovery from substance use and mental health disorders.

Individuals on our teams provided laptops to Las Hijas de la Altagracia, a home for orphaned girls in the Dominican Republic, and Christmas gifts to Wonderfund for children involved with the Massachusetts Department of Children and Families. We also donated various school supplies, whiteboards, and coats to other donation drives in our community.



### EMPLOYEE SPOTLIGHT

#### RAFAEL MOSCAT

Janitronics Building Services' warehouse manager, Rafael Moscat, continues to give back to the community by directing the Stars Baseball League – a non-profit organization that offers a comprehensive youth baseball program to children ages 6-18 in the communities of Roslindale, Hyde Park, Jamaica Plain, Roxbury and Dorchester. The Stars provides the opportunity for kids to practice, learn, and play the game of baseball in a healthy environment.

Each year, Rafael coaches a team of 10+ kids from the local program in the Dominican Republic for a one-week tournament. In 2024, the tournament was not only a sportsmanship experience, but also a reunion for some players who had not seen their family members in several years. We are so proud of Rafael for going above and beyond to make a difference in so many kids' lives every year.



#### Walk for Perkins

The Janitronics team participated in the Everybody In! Walk/Move for Perkins event, supporting children with disabilities. The team raised over \$4,000 putting us in the top three fundraising teams for the event.

## Conclusion

**Janitronics Building Services continues to advance our mission of making our world a cleaner and healthier place, one building at a time, with 2024 marking a year of expansion in our role as a responsible corporation.**

This year, we deepened our commitment to the issues that matter most to our stakeholders by enhancing our Green Cleaning Policy, maintaining carbon neutrality, and strengthening our employee and community engagement. The heart of our success lies in the partnerships we have built with our employees, communities, and clients, reflecting our belief that sustainable success requires investing in both people and the planet.

As we continue to express our values through action, we are discovering innovative ways to contribute to our clients' success while ensuring all building occupants enjoy healthy, safe, and productive workspaces. Our enhanced approach to sustainable operations and community engagement has strengthened our ability to deliver exceptional value to our clients.

Our dedication to creating positive change drives every decision we make, positioning us to meet evolving market demands while maintaining our commitment to environmental stewardship and social responsibility. We look forward to continuing this journey with our partners and creating lasting impact in the communities we serve.





# Appendix

## GHG INVENTORY

	2024 (MTCO <sub>2</sub> e)	2023 (MTCO <sub>2</sub> e)	2022 (MTCO <sub>2</sub> e)	Notes
<b>SCOPE 1</b>				
Natural Gas	0	0	0	
Company-Owned Fleet	22	44	86	
<b>SCOPE 2</b>				
Electricity (market-based)	0	0	0	Renewable electricity was sourced through the purchase of RECs.
Electricity (location-based)	22	25	24	Renewable electricity was sourced through the purchase of RECs.
<b>SCOPE 3</b>				
Purchased Goods and Services	196	216	109	Paper incorporated into PGS.
Capital Goods	17	-	-	Capital goods accounting began in 2024.
Electricity Grid Losses	1	1	1	
Ground Business Travel	442	412	375	
Air Business Travel	0	0	0	
Waste	<1	1	<1	
Commuting (union and non-union)	3,228	3,537	3,879	
<b>Total (market-based)</b>	<b>3,929</b>	<b>4,211</b>	<b>4,475</b>	
Emissions per Employee	2.4	2.7	3.0	