



JANITRONICS
BUILDING SERVICES

2025 IMPACT REPORT

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Introduction



Letter from Corporate Responsibility Committee

At Janitronics Building Services, responsible growth guides how we lead, serve, and invest in the future. 2025 marked a transformative year for our organization, defined by expansion, innovation, and deliberate preparation for sustained success. We expanded operations and strengthened partnerships while remaining deeply committed to our people, clients, and communities.

We **maintained carbon neutrality for the sixth consecutive year** and improved emissions tracking by adopting the ISSA Sustainability Benchmarking and Reporting Platform, earning the 2025 ISSA Excellence in Sustainability Award. We also initiated the Green Seal Cleaning Certification process, with completion expected in 2026, advancing our commitment to safe, sustainable, and high-performing cleaning standards.

In 2025, **we launched a formal AI policy, supported by ethics-based training** to ensure responsible adoption and demonstrate our continued dedication to innovation. We **expanded our professional development programming**, offering a broad suite of training opportunities to build technical capabilities and leadership skills. Through governance policies, we advanced our approach to risk management and upheld our commitment to responsible leadership.

By investing in programs that strengthen professional growth across our industry, we reinforced our culture of leadership. As the **marquee sponsor of BOMA's Women in Leadership program**, we supported the development of emerging women leaders in commercial real estate.

We **contributed 1,508 total volunteer hours to our communities**, including 808 company-sponsored hours and 700 additional hours completed independently by employees. Along with **\$280,000 in charitable contributions**, these efforts reflect our continued commitment to strengthening the communities where we live and work.

Reflecting on 2025, we **built momentum across the organization**, from professional development to sustainability leadership. We deepened our investment in people, refined our systems, and elevated our operational standards, laying a powerful foundation for the future. With a shared sense of purpose and a clear path forward, we remain energized for the year ahead, ready to continue **making our world a cleaner, healthier place, one building at a time.**

**Janitronics Building Services
Corporate Responsibility Committee**

CORPORATE RESPONSIBILITY COMMITTEE



Erica Cullinan
Director of Training &
Employee Experience



Jonathan Agostino
Director of Operations



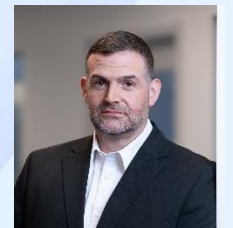
David J. Connolly
President &
Chief Operating Officer



Vince Wong
Chief Financial Officer



Timothy Cullinan
Chief Business Officer



Bryant Sullivan
Vice President of
Business Development

About Janitronics

For nearly 50 years, Janitronics Building Services has been delivering premier commercial janitorial solutions across Massachusetts and the Greater Boston area. Our workforce of over 1,620 employees serves more than 360 properties, with clients in life sciences, higher education, commercial real estate, and healthcare.

We continue to grow through innovation, digital transformation, and workforce development, while maintaining a 24/7 commitment to service and safety. These efforts strengthen operational resilience and ensure our clients' buildings remain impeccably clean, safe, and well maintained so they can focus on what they do best.

Through sustainability initiatives, employee engagement, and community investment, we remain focused on creating healthier spaces and delivering lasting value to the communities we serve.



At a Glance: What We Achieved in 2025

Workforce Development	Policies	Green Cleaning	Sustainability
Launched a suite of yearlong education and development opportunities and completed our Leadership Coaching Program.	Launched a formal AI Policy with ethics-based training and formed a committee to steer AI initiatives across the organization.	Initiated the Green Seal Cleaning Certification process to advance safe, sustainable, and high-performing service standards.	Maintained carbon neutrality and adopted the ISSA Benchmarking and Reporting Platform, earning the 2025 Excellence in Sustainability Award.
Digital Hiring	Event Carpooling	Industry Leadership	Community Impact
Digitized our employment application process across all job sites, with a significant reduction in paper usage expected starting in 2026.	Formalized a carpooling methodology for management team events, trainings, and site visits in 2025, with implementation beginning in 2026.	Sponsored 32 local and industry events and maintained our role as the marquee sponsor of BOMA's Women in Leadership Program.	Donated \$280,000 and contributed over 1,508 total volunteer hours (company-sponsored and personal employee time).

Governance



Governance

As one of the largest locally owned and operated janitorial firms, Janitronics Building Services **continues to broaden its governance practices to support clear accountability, effective oversight, robust performance, and proactive risk management.**

In 2025, Janitronics' highest governing body is composed of executive leaders, including President & COO David J. Connolly, CFO Vince Wong, and Founder & CEO Donald Brecher. This group meets weekly to guide the company's strategic direction, oversee daily operations, review progress on impact initiatives, and serve as the primary escalation point for company-wide concerns.

Governance efforts are also supported by engaged employees who drive initiatives through dedicated project teams. We also collaborate with external consultants and industry experts to ensure our work aligns with best practices and supports risk management.

To promote transparency and shared accountability, we track and report our progress using the ISSA Sustainability Benchmarking and Reporting Platform and continue to structure our reporting around the Global Reporting Initiative (GRI) framework.

In 2025, **our oversight approach evolved from formal subcommittees to strategic focus areas: Environmental Strategy, Professional Development, Controlled Environments-focused training, and Fleet Strategy.** These areas ensure cross-functional alignment across leadership, field operations, and corporate planning while helping our leaders address various operational risks. The groups operate under the company's highest governing body and are supported by leadership-led working groups and project teams, ensuring accountable decision-making.



Governance

Beyond our accountability structure, we maintain a set of formal policies that guide the behavior of our employees, suppliers, and business partners.



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



Supplier Code of Conduct Provides suppliers with our expectations and guidelines regarding responsible sourcing. It outlines our commitments to human rights, environmental responsibility, health and safety, business ethics, and the development of a sustainable supply chain. We require all suppliers and business partners to comply with this policy.



Employee Fairness Policy Provides employees with guidance on operating in a manner that respects the value and dignity of others, including clear pathways for addressing related concerns.



Artificial Intelligence Policy In 2025, Janitronics formalized a company-wide AI Policy to guide the responsible and ethical use of emerging technologies under clear governance and oversight. The policy outlines key principles for data privacy, security, and approved use cases, ensuring that all AI applications align with our business values and compliance standards.

To Support Implementation and Accountability:

This policy reinforces our responsible innovation, leadership development, and strong governance.

- **All management personnel received live training** from an external consultant, Quality Matters, covering AI risks, ethical considerations, and policy safeguards.
- **We established an AI Committee**, led by company leadership and composed of **four employees certified through MIT's Artificial Intelligence: Implications for Business Strategy program**, to guide initiatives and evaluate tools.

Oversight & Accountability

The company's highest governing body is responsible for oversight of and adherence to all of the above-referenced company policies.



External Standards & Reporting

In 2025, Janitronics advanced its leadership in sustainability reporting through the adoption of the ISSA Sustainability Benchmarking and Reporting Platform, a robust tool that enables deeper insight, industry benchmarking, and data-driven decision-making across operations. This step reinforces our commitment to long-term environmental performance and supports responsible, scalable innovation.

Our efforts were **recognized with the 2025 ISSA Excellence in Sustainability Award**, celebrating our progress and vision in building a more sustainable, high-performing service model. As a Founding Sponsor and Platinum Partner of the ISSA Platform, we continue to help shape the future of sustainability in the cleaning and facility services industry.

In addition, two members of our leadership team actively serve on the ISSA Sustainability Committee, a global network of more than 200 industry professionals across 17 countries dedicated to advancing sustainability in the industry. Through monthly participation in working groups, our team contributes to the development of education initiatives, reporting tools, and industry guidance that support practical implementation across the market.



Janitronics Building Services Earns the 2025 ISSA Excellence in Sustainability Award



Together with our alignment to the Global Reporting Initiative (GRI) framework, these advancements strengthen governance oversight, enable us to manage risks, elevate reporting transparency, and reinforce our leadership within the industry.

Stakeholder Engagement & Material Topics

As a service-focused organization rooted in our local communities, Janitronics regularly engages with stakeholders to align impact priorities and business objectives.

In 2025, we built upon this commitment through:



Employees: Monthly management and union meetings, fostering open communication and responsiveness.



Community: Sponsorship of over 30 events and participation in 18 active memberships in both local and industry verticals, augmenting our community focus.



Clients and Suppliers: Virtual and in-person touchpoints, reinforcing collaboration and service quality.



Stakeholder Engagement & Material Topics

Stakeholder Feedback & Client Satisfaction

To ensure our impact priorities remain aligned with stakeholder needs, we will conduct a client satisfaction survey in 2026, building on the first survey completed in 2023. Insights from the survey will help us better understand evolving client expectations and strengthen service delivery, communication, and impact planning.

Resilience & Preparedness

To further support operational readiness, we plan to update our Business Continuity Plan in 2026. This update will enhance risk mitigation, improve emergency response coordination, and help ensure uninterrupted service delivery. We currently have three office locations to service clients should our corporate facility experience disruption.

Current Material Topics

We have identified key areas where Janitronics can have the greatest impact across our operations and communities.

Critical

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

Priority

- Living Wage
- Employee Fairness
- Operational Sustainability



Privacy & Cybersecurity

Janitronics remains committed to protecting employee and client data through strong privacy and cybersecurity practices.

In 2025, we:

- Updated privacy protocols, including secure passwords, multi-factor authentication (MFA), VPN use, and patching.
- Launched monthly cybersecurity training via Huntress.
- Implemented 24/7 third-party monitoring for real-time threat detection.

We are proud to report zero privacy breaches in 2025.

Environment



2025 GHG Inventory

In 2025, Janitronics completed its sixth consecutive greenhouse gas (GHG) corporate emissions assessment. While we maintained our carbon neutrality through the purchase of verified Renewable Energy Credits (RECs) and offsets, our total market-based emissions increased by 12.35% compared to 2024. This change was driven primarily by an increase in employee commuting associated with workforce growth and expanded operations.

Total market-based emissions increased from 3,907 MTCO₂e in 2024 to 4,389.39 MTCO₂e in 2025. This change reflects the continued growth of our workforce and service footprint. Despite this increase, Janitronics remains focused on improving the quality of emissions data, reducing emissions where feasible, and maintaining carbon neutrality as we scale.

In 2025, we prioritized actions within our direct control, including **adopting the ISSA Sustainability Benchmarking and Reporting Platform, advancing plans for fleet electrification, and strengthening emissions tracking methodologies**. These efforts support a transition from measuring emissions and achieving neutrality toward sustainable, long-term reductions.



GOAL

Achieve carbon neutrality for our operational footprint by 2025.



Achieved

GOAL

Fleet electrification goal restated to 2030

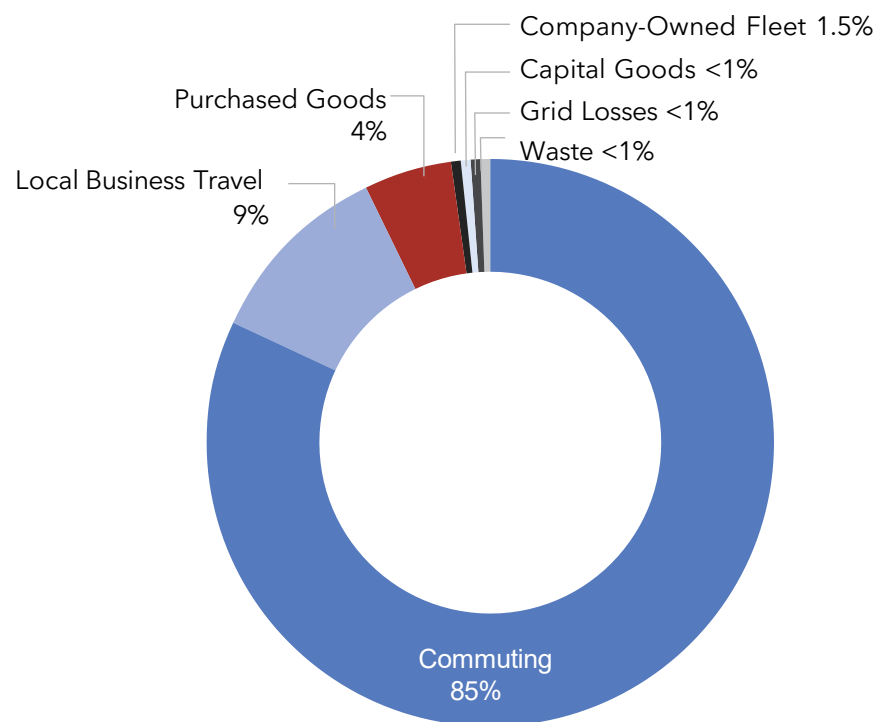


In Progress

* In 2025, we restated our goal to fully electrify our corporate fleet by 2030, reflecting a more realistic timeline based on building ownership logistics, with EV charging stations scheduled for installation in 2026.

2025 GHG Inventory

Janitronics 2025
GHG Inventory by Category



Sources	2024 (MTCO ₂ e)	2025 (MTCO ₂ e)	% Change
Company-Owned Fleet	22.1	67.5	205%
Electricity (market-based)¹	0.0	0.0	0%
Electricity (location-based)	22.1	19.7	-10%
Purchased Goods	196.3	175.5	-10%
Capital Goods	17.0	9.7	-42%
Grid Losses	1.0	0.0	-100%
Waste	0.6	0.6	0%
Local Business Travel	441.9	393.0	-11%
Commuting	3,228.1	3,743	16%
Total (market-based)	3,907.0	4,389.3	12%
Emissions per Employee	2.4	2.6	8%

In 2025, Janitronics implemented the ISSA Sustainability Benchmarking and Reporting Platform, improving emissions data accuracy and categorization. As a result, changes in certain categories including company-owned fleet, local business travel, and grid losses reflect methodological enhancements and more precise reporting rather than solely operational changes.

In 2025, Janitronics matched 100% of its electricity consumption through the purchase of 81 MWh of Renewable Energy Credits (RECs) sourced from hydro, solar, and wind projects in the United States and retired for the reporting year. As a result, Scope 2 (market-based) electricity emissions were reduced to zero. This achievement reflects our commitment to supporting renewable energy generation in the markets where we operate.

Reducing Our Emissions

As our operations expand, we remain focused on supporting responsible growth and investing in forward-thinking strategies that prioritize emission reductions wherever feasible. In 2025, we met our goal of carbon neutrality while setting the stage for new reduction efforts in 2026.

Renewable Energy We maintained carbon neutrality by offsetting all Scope 1, 2, and 3 emissions with verified Renewable Energy Credits (RECs) and carbon offsets. We have used regionally sourced offsets since the start of our carbon neutrality efforts, ensuring alignment with our operational footprint.

Fleet Innovation Our corporate fleet consists of a total of four electric or hybrid vehicles as of 2025. While no new EVs were added this year, we continued our transition strategy by trading in two gas-powered vehicles for a more fuel-efficient transit van, reducing emissions per mile traveled. We also restated our goal to fully electrify the fleet by 2030 and finalized plans to install EV charging stations at our Waltham Headquarters in 2026.

Travel & Waste Goals We began planning initiatives to encourage employee carpooling to company trainings, site visits, and events to reduce travel-related emissions. We also plan to explore composting options at our corporate headquarters to further reduce landfill waste. Both initiatives will be piloted in 2026.

Digital Transformation We implemented digital hiring systems across all job sites, focusing primarily on streamlining the application process. This transition is expected to significantly reduce paper usage beginning in 2026 while improving efficiency and candidate experience.

GOAL

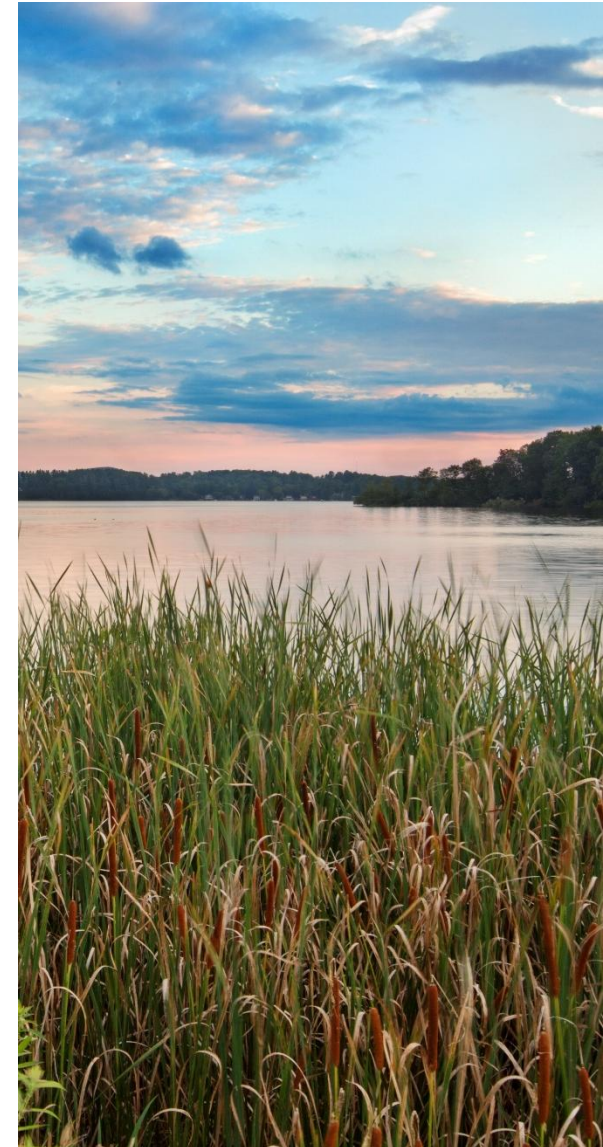
Develop an incentive program to encourage management and field staff to use electric vehicles, carpooling, or public transit to commute to work.



Achieved for Management



In Progress for Field Staff



Waste Management

In 2025, we diverted 49% of corporate office waste from landfills through improved waste practices at our headquarters, including the following ongoing efforts:

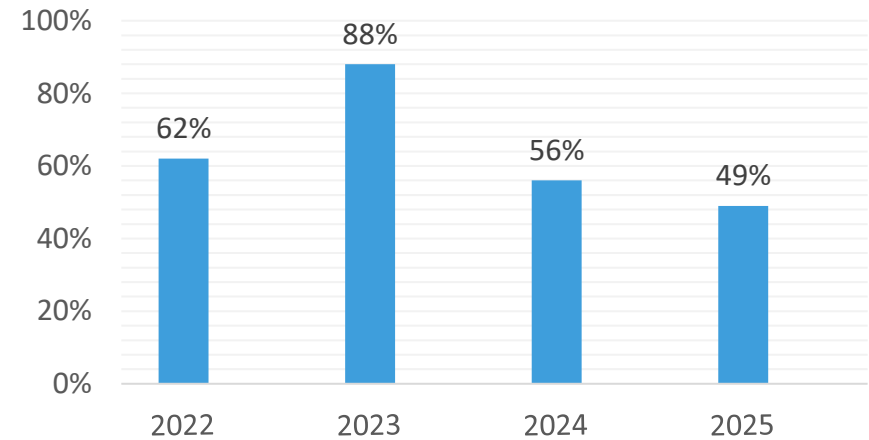
- Composting single-use coffee capsules.
- Utilizing reusable dishes throughout our headquarters.
- Eliminating all paper and plastic cups from common areas.
- Maintaining centralized recycling stations in kitchens, copy centers, and supervisor offices.
- Recycling electronic equipment and document shredding materials.

Our diversion rate decreased from 56% in 2024 to 49% in 2025. This change was primarily driven by a steady increase in client and employee events. These events generated higher volumes of waste, including materials that were not recyclable or compostable under existing waste streams.

In 2026, we will explore additional waste reduction and diversion opportunities, including composting pilots and event-specific waste strategies.



WASTE DIVERTED FROM LANDFILL



**Waste diversion data reflects corporate office operations only.*

GOAL

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



In Progress

49% waste diverted from landfill in 2025

Note: This goal was restated in 2025 to align with industry standards and reflect improved waste tracking data and operational realities. The updated target allows for a more achievable and impactful path forward while continuing to advance our sustainability commitments.

Client Waste Audits

Janitronics builds meaningful, partnerships with clients by delivering value beyond day-to-day service. Our in-house team of Fitwel Ambassadors and LEED Green Associates supports client sustainability goals and environmental performance by conducting on-site waste audits. In 2025, **our specialists completed waste audits for 15 clients**, identifying practical opportunities to improve diversion rates, reduce contamination, and strengthen recycling compliance.

These waste audits are designed to quantify waste streams, identify behavioral disposal gaps, and drive measurable reductions in landfill waste over time. Audits are conducted by floor or tenant area during nightly service to capture real disposal behavior. Trash, recycling, and compost are weighed separately and documented with photos for transparency. Audit insights support tenant education, informed adjustments to bin placement and signage, and credible sustainability reporting. They also help clients reduce hauling costs, minimize regulatory risk, and align operations with their environmental priorities.



Healthy Buildings & Cleaning Practices

At Janitronics, healthy buildings are achieved with high standards, certified products, and a workforce trained to deliver consistent, science-driven cleaning practices.

In 2025, Janitronics **initiated the Green Seal Cleaning Certification process**, with completion expected in 2026. This certification supports safe product use, consistent service delivery, and healthier indoor environments for building occupants.

Our Green Cleaning Policy, updated in 2024, continues to guide our approach by establishing clear standards for sustainability, product selection, and occupant well-being.

This program is further reinforced by an annual third-party review conducted by the Leonardo Academy, ensuring ongoing alignment with industry best practices and continuous improvement.

In 2025, **we maintained our product standards, with 85% or more of cleaning products and supplies meeting environmental criteria**, promoting safer cleaning practices.

In alignment with our Sustainable Procurement Policy, **all equipment purchased in 2025 met ergonomic and energy-efficiency benchmarks**, supporting employee safety and operational efficiency.



Employee Certifications

Janitronics employees hold certifications in sustainability, green cleaning, and healthy building standards, including:

- 68 ISSA Cleaning Industry Management Standard (CIMS)
- 36 Current Good Management Practices (cGMP), BioPharma Institute
- 18 Fitwel Ambassadors
- 5 LEED Green Associates
- 3 Pivoting Towards an ESG Mindset Certifications, NYU Stern
- 2 Corporate Sustainability Certifications, NYU Stern
- 1 Foundations of Contamination Control Using Essential Cleanroom Standards
- 1 Cleanroom Operations, IEST
- 1 Green Building Education Services Fall Challenge
- 1 Facilities Management Administrator, BOMA
- 1 Foundations of Real Estate Management, BOMA
- 1 My Green Lab Accredited Professional Certification
- 3 My Green Lab Ambassador Certifications

People



Our People

With more than 1,628 employees supporting over 360 client sites, our workforce remains the foundation of our performance and progress. In 2025, Janitronics expanded training access, enhanced career development programs, and strengthened workforce support systems through the following initiatives:

- Advanced professional development pathways.
- Finalized plans for an onsite union training program set to launch in January 2026.
- Streamlined onboarding and hiring tools.

Through expanded feedback mechanisms, recognition programs, and targeted upskilling, we continue to foster a workplace rooted in trust, opportunity, and shared success.

GOAL

Train all employees on employee fairness topics on an annual basis by the end of 2025.

 Achieved

EMPLOYEE SPOTLIGHT

Arnold Quintillas Buruca - GMP Cleaner

Arnold Quintillas Buruca supports our Life Sciences team at one of our premiere sites, where he's earned high praise from both peers and clients. In 2025, he completed his Biopharma Certification, increasing his knowledge of GMP and cleanroom areas. Arnold was nominated for our Employee Appreciation Lunch and featured in our 2025 website photo shoot, **a reflection of the pride and professionalism he brings to every shift.**



Living-Wage Pay & Benefits

Our employees power our mission to make the world a cleaner, healthier place. We support their well-being through living-wage compensation and comprehensive benefits that promote stability and care.

In 2025, **entry-level field wages remained up to 59% above the Massachusetts minimum wage, depending on location.** Management employees receive competitive pay with annual cost-of-living adjustments, reinforcing our commitment to financial security at every level.

All Janitronics field employees are members of the Service Employees International Union (SEIU), which provides all eligible employees to 100% employer-paid family medical and dental coverage, pension contributions, union-led training, and legal support. This structure enables stability and career development while representing a meaningful differentiator for Janitronics.



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.

Union employees received an additional paid sick day to further support work-life balance added in 2025. These benefits help our team members thrive both on and off the job.



Employee Engagement

Understanding employee perspectives remains central to our growth, leadership development, and operational performance. To further enhance employee engagement, Janitronics **expanded the use of feedback surveys following all training sessions**. Survey insights directly informed our professional development roadmap and helped align future offerings with employee and programmatic needs.

Beyond formal training feedback, employee engagement is reinforced through structured and consistent communication channels. Our life sciences monthly meetings provide a dedicated forum for quality alignment, compliance updates, and peer collaboration across GMP teams. Weekly staffing calls ensure proactive workforce planning and site support, while Weekly Project Work calls bring cross-functional leaders together to address operational priorities, track progress, and maintain accountability across initiatives. These recurring touchpoints strengthen communication, transparency, and shared ownership of results.

Quarterly Team Building Events

Quarterly meetings remained a key forum for recognition, communication, and connection. These in-person events bring employees together to celebrate achievements, share company updates, and reinforce Janitronics' values. In 2025, we were honored to welcome back Kristen Hadeed of Simon Sinek's "Optimism Company" to lead two training sessions on Building Trusting Teams. The series, which focused on communication, feedback, and psychological safety, was our most highly rated training of the year.

Looking ahead, **we plan to pilot a new KPI-based evaluation framework in 2026**, further refining our feedback channels. This methodology will use pre- and post-training self-evaluations to assess knowledge growth and training effectiveness, beginning with our largest learning sessions. This initiative will help us better align development efforts with tangible, measurable outcomes, and employee career goals.



Recognition & Belonging

We believe that a culture of appreciation enables engagement, belonging, and performance. In 2025, we celebrated our employees in meaningful ways, honoring contributions, fostering connection, and spotlighting excellence across roles and teams.

We hosted quarterly appreciation luncheons to recognize exceptional performance across our organization. Managers from across our sites nominate outstanding employees each quarter to attend a celebratory luncheon in their honor. These recognition events are held at our corporate headquarters and provide a meaningful opportunity to bring teams together and celebrate excellence.

Efforts to foster an inclusive, respectful workplace remained a focus in 2025. The Employee Fairness Policy, originally rolled out in 2023, remains a key foundation for this work. We also recognize and celebrate observances that reflect the diverse cultures and identities of our workforce, including 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 a company-hosted lunch featuring traditional cuisine, bringing teams together to celebrate community and heritage.



The event includes a guided tour of our warehouse operations and Life Sciences Training Facility, offering employees greater visibility into the infrastructure and resources that support their daily work. Executive Leadership joins the luncheon to personally thank each nominee, present a certificate of appreciation, and provide a commemorative gift in recognition of their contributions.

BOMA Women in Leadership Initiative

Janitronics is honored to be the marquee sponsor of BOMA’s Women in Leadership program, supporting the growth of women across the industry and encouraging pathways to leadership within our own organization.

“Being part of the Women in Leadership program gave me the opportunity to connect with other professionals, share real challenges, and strengthen my leadership voice. It is one of the most impactful professional experiences I have had.”

— Angela Whitehurst, Director of Client Services



Educational & Professional Development

At Janitronics, we continue to expand professional development across the organization by increasing access to skills-based learning and conducting major leadership initiatives. **In 2025, we introduced expanded development programs that combine regulatory expertise, operational standards, and leadership skill-building to support long-term performance.** These efforts support our culture of growth and continuous learning.

Leadership Development

We **completed the final phase of our multi-phase Leadership Coaching Program in 2025**, equipping 10 managers with tools to lead with clarity, build trust, and foster team resilience. Led by an external consultant, these sessions focused on feedback, delegation, coaching, and psychological safety.

Technical & Operational Skills

To further support technical growth, we delivered **live, instructor-led Excel training** for all skill levels. This year-long series provided employees with practical tools to strengthen data fluency, improve reporting accuracy, and enhance operational efficiency.

We also continued our **long-standing partnership with Cleanroom Management Associates** to provide specialized cleanroom training for our life sciences teams. Led by a respected industry expert, these sessions reinforced ISO-aligned impact assessment principles, contamination control strategies, and clean build protocols. These training programs strengthen our expertise in managing controlled environments and supporting client compliance requirements.

Systems & Continuous Learning

We continue to leverage our company-wide Learning Management System (LMS), which all employees complete annually. The LMS ensures consistent onboarding, compliance education, and policy reinforcement while providing transparent tracking and reporting for internal teams and client partners.

In 2025, **we increased our Education and Professional Development program by three hours per manager and recorded over 2,000 total training hours** completed by our management team. These employee-driven hours reflect a culture of growth-minded leadership and a shared investment in continuous improvement.

Our education and learning initiatives ensure our workforce is well trained, operationally aligned, and prepared to meet the evolving demands of our clients.



Educational & Professional Development

Specialized Life Sciences Training

Janitronics continues to demonstrate leadership in specialized training for the Life Sciences Division, one of our fastest-growing business areas. These programs equip our Good Manufacturing Practices (GMP) cleaners to work in highly regulated laboratory environments that require rigorous technical knowledge and compliance with client protocols.

GMP cleaners undergo extensive classroom instruction and hands-on training in cleanrooms and controlled environments

across biotechnology, pharmaceuticals, medical devices, and other scientific fields.



To ensure ongoing quality, we maintain a dedicated Life Sciences Audit Program to evaluate GMP team performance, including:

- Cleaning and sanitization protocols
- Material transfer and solution prep
- Gowning and personnel flow
- Good documentation practices
- Hygiene, facility appearance, and equipment condition

In 2025, we built on previous success **by expanding access to instructor-led retraining on Good Documentation Practices (GDP) through in-person sessions and our LMS platform.** These sessions helped reinforce precision, accountability, and regulatory alignment across GMP teams. The positive impact was experienced by both client partners and internal teams, refining quality control and affirming our culture of high performance in high-stakes environments



EMPLOYEE SPOTLIGHT

Connie Correia- Senior Director of Quality and Compliance, Life Sciences

With over 35 years of experience, Connie Correia leads Janitronics' GMP compliance across all life sciences accounts. She is known for her attention to accuracy in everything from audit preparation to operational excellence.



Connie oversees our Life Sciences Quality Audit Program, ensuring every site meets regulatory standards while supporting internal teams and client partners. Her leadership reflects a deep commitment to consistency, collaboration, and continuous improvement. **"I'm grateful for a career I love and the opportunity to work alongside a dedicated team and amazing clients."**

Employee Health & Safety

Workplace safety is a shared responsibility and a foundational value at Janitronics. With teams operating at more than 360 client sites including high-risk environments such as laboratories, cleanrooms, and healthcare facilities we prioritize safety training, accountability, and proactive risk management.

In 2025, 50 managers completed **CPR certification**, enhancing company-wide emergency preparedness and equipping leadership with critical skills that support workplace and public safety. Additionally, **30 managers earned their OSHA-30 certification**, reinforcing our leadership team's knowledge of workplace safety standards and compliance. We also **maintained our company-wide safety and compliance communications** to keep employees informed on protocols, seasonal risk factors, and emerging best practices.

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.

All new employees are required to complete health and safety modules through our LMS, with annual recertification to maintain compliance with OSHA standards.

In 2025, our **Total Recordable Incident Rate (TRIR) was 1.679**. We recorded 0 incidents of noncompliance with applicable health and safety regulations.



Employee Health & Wellness

We support employee well-being through a holistic approach, offering health and wellness benefits that extend both on and off the job. These offerings help foster a healthy workplace culture while promoting balance and care beyond the job site.

Fitwel Certification

As of the end of 2025, we were close to qualifying for Fitwel certification for our corporate office - due to the many health-promoting programs and features we have implemented. With a new management team for the property in place as of 2025, we hope to revisit this goal in the coming year as we continue to improve our workspaces for health and performance.

We remain committed to wellness through a variety of office-based programs, including:

- Free annual flu shots
- Telehealth services
- A biweekly walking club that encourages movement and community
- A guided yoga and meditation series
- Seasonal farm share deliveries of fresh fruits and vegetables to our headquarters

Our seasonal farm share is sourced from Siena Farms, a family-run farm in Sudbury, MA, now in its 21st year of operation and cultivating 50 acres of protected farmland. Growing over 100 varieties of vegetables, flowers, and mushrooms, Siena Farms supports both our employees' wellness and the regional food system.

Health Benefits

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

All full-time employees and their families continue to have access to a robust health and dental insurance package. Our PPO plan includes full reimbursement of the deductible and low co-payments for prescription drugs. We also provide an optional vision plan, added in 2024, to further support our employees' needs.



Siena Farms, Sudbury MA

Community



Supporting Local

Philanthropy has been a core part of Janitronics since our founding, shaping a legacy of service that continues to guide us today. In 2025, we carried that legacy forward by supporting regional organizations, hiring locally, and prioritizing local procurement, ensuring our growth continues to benefit the communities we serve.

We were honored to receive the **Boston Business Journal's Corporate Citizenship Award for the 13th consecutive year**, recognizing our place among the top charitable contributors in Massachusetts. In addition, **we sponsored 32 local and industry events** supporting community engagement and regional partnerships. Our philanthropic reach included support for Champions for Children, Big Brothers Big Sisters, Boston Children's Hospital, Special Olympics, and many others.

In alignment with our community-first approach, **94% of our procurement spend went to local suppliers, and our entire management team was hired from the Greater Boston area.** We also remained active participants in 18 Massachusetts-centered industry groups and nonprofit initiatives, underscoring our long-standing investment in local communities.



Proud member of:
Waltham Chamber of Commerce



Donations & Volunteering

Giving back remains a cornerstone of Janitronics' identity. In 2025, we supported causes across Massachusetts through charitable drives, active volunteerism, and community partnerships. Our team contributed over **1,508 volunteer hours, supporting families, veterans, and vulnerable populations with care and dignity.** This total reflects a refined tracking methodology that now includes both company-sponsored volunteer hours and employee volunteer service completed on personal time, including over **800 hours through company-sponsored initiatives and more than 708 hours volunteered independently by employees.**



The Janitronics team honored its commitment to service by supporting a range of initiatives in 2025:

- **Joined Wreaths Across America in Waltham to honor veterans** through wreath-laying and remembrance ceremonies.
- Volunteered with the **Greater Boston Food Bank.**
- Took part in Apple Pa-Looza, donating apples to Casper Inc. in Cambridge (a recovery treatment center) and **Bread of Life in Malden** (a social services organization).
- Organized a **diaper drive benefiting the Boston Diaper Network.**
- **Collected backpacks, food items, and school supplies** for children and families served by Bread of Life.
- **Volunteered with Dignity Matters,** packing and preparing feminine hygiene products for women and girls in need.
- **Shopped and wrapped holiday gifts for 35 children** involved with the Massachusetts Department of Children and Families (DCF) through the Wonderfund.

Donations & Volunteering

Our culture of service extends beyond company-organized initiatives. Employees also support organizations within their own communities by serving in leadership, coaching, mentorship, and volunteer roles.

In 2025, Janitronics employees contributed their time to:

- Marlborough Youth Football (Executive Board Member)
- Central Mass Select Football (Executive Board Member)
- Billerica Youth Soccer (Coach)
- Billerica Pop Warner (Volunteer)
- Braven Professional Mentor Program (Mentor)
- Ron Burton Training Village (Volunteer)
- 3 Kings Community Event, Dominican Republic (Volunteer and Sponsor)
- American Heart Association Heart Walk (Volunteer)
- Raphael's Stars (Coach)
- Alcoholics Anonymous

EMPLOYEE SPOTLIGHT

Michele Worth - Vice President of Administrative Services



As Vice President of Administrative Services, Michele Worth has shaped Janitronics' internal operations for nearly three decades. In 2021, she also led a pivotal shift in how we serve our communities by launching a structured, employee-centered volunteer program.

Under her leadership, our philanthropy efforts evolved into active volunteerism, creating shared opportunities for staff to give back alongside their colleagues.

Michele's leadership has embedded community engagement into our culture. **We recognize her role in expanding our volunteerism efforts and reinforcing the belief that giving back is not just a program, it is a core part of how we grow together.**



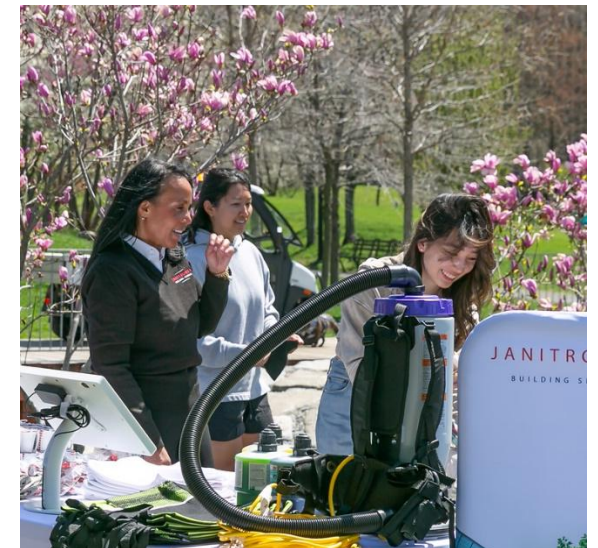
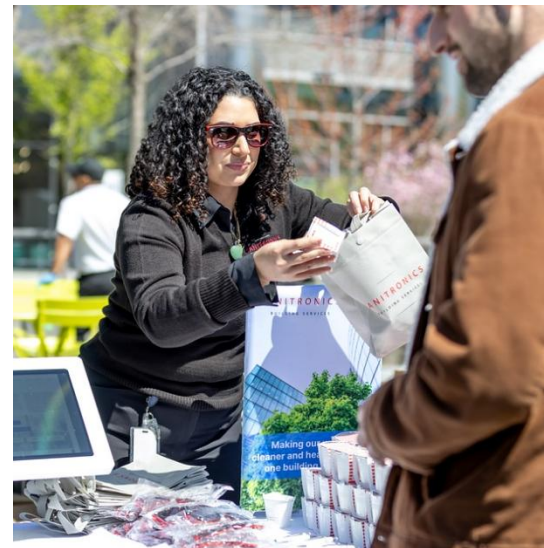
These personal commitments reflect the same spirit of engagement and responsibility that defines our broader community impact.

Earth Day Events

In 2025, Janitronics supported several client-led Earth Day initiatives across the Greater Boston area, highlighting our role as both a service partner and environmental resource. Celebrations took place at large-scale commercial and life sciences facilities with LEED and WELL certifications, recognized for their environmental performance and commitment to green building standards.

These events provided educational opportunities for tenants while supporting our clients' sustainability goals. At each event, **our team hosted a Janitronics booth featuring our latest Impact Report, sustainability-focused materials, branded items, and a display of the eco-friendly equipment used across our portfolio.** Team members engaged directly with tenants and property managers to discuss green cleaning practices, product standards, and operational strategies that support healthier buildings and environmental responsibility.

Through these engagements, we shared practical sustainability strategies in an open, conversational setting, connecting our day-to-day cleaning practices to the broader environmental goals of the buildings we support.



Conclusion

Janitronics Building Services continues to advance our mission of *making our world a cleaner, healthier place, one building at a time*. In 2025, we expanded our impact through operational growth, deeper stakeholder engagement, and strategic investments in sustainability, training, and innovation. We proudly maintained carbon neutrality, improved our waste diversion efforts, and initiated Green Seal Certification, affirming our role as a leader in responsible operations.

Through these efforts, we enhanced the resilience of our operations and reduced risk while remaining committed to the people and communities who drive our success. From digitizing hiring systems and launching an AI Policy to enhancing safety training and supporting local nonprofits, every step was grounded in our values.

At the heart of our progress is the belief that **meaningful change happens through collaboration**. By investing in our employees, elevating service standards, and prioritizing environmental performance, we will continue to create healthier spaces and long-term value for our clients and communities.



Appendix

GHG INVENTORY

	2025 (MTCO ₂ e)	2024 (MTCO ₂ e)	2023 (MTCO ₂ e)	Notes
SCOPE 1				
Natural Gas	0	0	0	
Company-Owned Fleet	67	22	44	2025 data reflects ISSA platform adoption; increase due to improved methodology and reporting accuracy.
SCOPE 2				
Electricity (market-based)	0	0	0	Renewable electricity was sourced through the purchase of RECs.
Electricity (location-based)	20	22	25	Renewable electricity was sourced through the purchase of RECs.
SCOPE 3				
Purchased Goods and Services	176	196	216	
Capital Goods	10	17	-	Capital goods accounting began in 2024.
Electricity Grid Losses	0	1	1	2025 data reflects ISSA platform adoption; decrease due to improved methodology and reporting accuracy.
Ground Business Travel	393	442	412	2025 data reflects ISSA platform adoption; decrease due to improved methodology and reporting accuracy.
Air Business Travel	0	0	0	
Waste	<1	<1	1	
Commuting (union and non-union)	3743	3228	3537	
Total (market-based)	4,389	3,907	4,211	
Emissions per Employee	2.6	2.4	2.7	