

# Living Our Values, Lifting Our World

Impact Report 2024

**servicon**<sup>®</sup>

Healthy Spaces. Thriving People.



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# Introduction

## Message from our President & CEO

Last year, we proudly introduced our inaugural Impact Report, marking a significant milestone in Servicon's long-standing commitment to sustainability and social responsibility. Today, I am honored to present our 2024 Impact Report: "Living Our Values, Lifting Our World."

We continue to integrate sustainability, ethical governance, and social responsibility into every aspect of our business—ensuring that our growth and operations align with our purpose: to elevate the industry and provide healthy environments for people to thrive. This year's report highlights our progress, key lessons, and ongoing efforts to create lasting, meaningful change.

The need for sustainable and responsible business practices has never been more pressing. Climate change increasingly affects communities and industries, while accountability and governance mechanisms face growing challenges. Now, more than ever, companies must lead with foresight and responsibility, ensuring that ethical business conduct and environmental and social stewardship remain central to decision-making. At Servicon, we embrace this duty, knowing that our leadership in social, environmental, and governance practices is essential to building a resilient and sustainable future.

Our commitment to ESG extends beyond our own operations. In 2024, Servicon reached a significant milestone when I was inducted as President of ISSA, the global cleaning industry association. It is an honor to serve in this role, particularly as only the fourth woman to hold this position in ISSA's 100-year history. My leadership at Servicon has always been centered on advancing sustainable cleaning practices and recognizing the critical role of frontline workers. As ISSA President, I bring over 30 years of experience in the cleaning industry and a deep appreciation for the essential work cleaning professionals do to support public health and sustainability. In this role, I am working to reinforce industry best practices, encourage innovation in sustainable cleaning, and ensure that the contributions of frontline workers are recognized and valued. By supporting ISSA's mission to elevate the importance of cleaning, I further align Servicon's governance strategy with our ongoing dedication to sustainability and social responsibility.

In 2024, Servicon strengthened its commitment to employees through development initiatives, well-being programs, and our Culture & Belonging efforts. Through ServiconCares, we broadened our community impact by supporting grassroots organizations that uplift underserved populations. Our sustainability initiatives gained momentum with the growth of green cleaning programs and eco-friendly practices. At the same time, we reinforced our dedication to ethical governance, setting new benchmarks for accountability and integrity.

Our impact is about more than achieving goals—it's about embracing responsibility and innovation. As our industry and world continue evolving, we remain committed to leading the way. Servicon was a pioneer in green cleaning more than two decades ago, and today, we continue shaping a future where business success is inseparable from environmental and social stewardship.

We are deeply grateful to our employees, clients, vendor partners, and communities whose support, trust, and collaboration enable us to make a meaningful impact. Together, we demonstrate that business can be a force for good and that by living our values, we can truly lift our world.

**Laurie Sewell**



**President & CEO  
Servicon**



Laurie Sewell, President & CEO

## Our ESG Strategy

At Servicon, Environmental, Social, and Governance Impact is not just an initiative—it's embedded in our values and operations. Our integrated framework aligns with our business strategy, ensuring every decision reflects our core value of "doing well by doing right."

We have consistently prioritized ethical conduct and responsible operations, strengthening our commitment to sustainability and social responsibility. Our ESG strategy enhances our ability to provide expert environmental, custodial, and maintenance services for complex facilities while meeting client needs and advancing industry standards.

### Our ESG Purpose:

Foster a culture of "doing well by doing right" to create a better future for our employees, clients, communities, and the environment.

### Our ESG Vision:

Create a positive impact on people and the planet while driving profit, ensuring that everyone can thrive today and in the future.

## Our ESG Commitment Pillars

Our commitment to doing right revolves around four core pillars. These pillars form the foundation for ensuring our values and actions benefit the environment, clients, employees, and the communities we serve.

### Sustainability

#### Shaping a Healthier Tomorrow

Adopting practices focused on reducing, reusing, and recycling to protect the planet for future generations.

### Opportunity

#### Empowering and Supporting People

Creating opportunities to empower and support our employees to thrive.



### Ethics & Integrity

#### Leading with Trust

Conducting business ethically and fairly and ensuring compliance with all laws and regulations.

### Community

#### Strengthening Our Communities

Driving positive change and supporting grassroots organizations in the communities where our employees live and prosper.

## About This Report

This report aims to provide transparency and insight into our evolving ESG strategy. It underscores the key areas where Servicon is making a tangible impact: fostering employee well-being, advancing eco-conscious stewardship, and enhancing governance practices. These efforts honor the legacy of our founder while charting a sustainable and inclusive path forward for all stakeholders.

As we refine our ESG approach, we remain committed to accuracy and transparency in our reporting. While significant progress has been made in improving data collection and reporting processes, we acknowledge that some areas are still evolving. We view this as part of our commitment to continuous improvement, taking actionable steps to enhance our tracking and accountability.

This report also includes forward-looking statements regarding our environmental, social, and governance goals based on our current strategies and expectations. We recognize that the evolving nature of ESG frameworks, external conditions, and market dynamics may require us to adjust our objectives. These statements reflect our commitment to transparency as we adapt and deepen our understanding of our impact.

# Company Overview

## About the Company

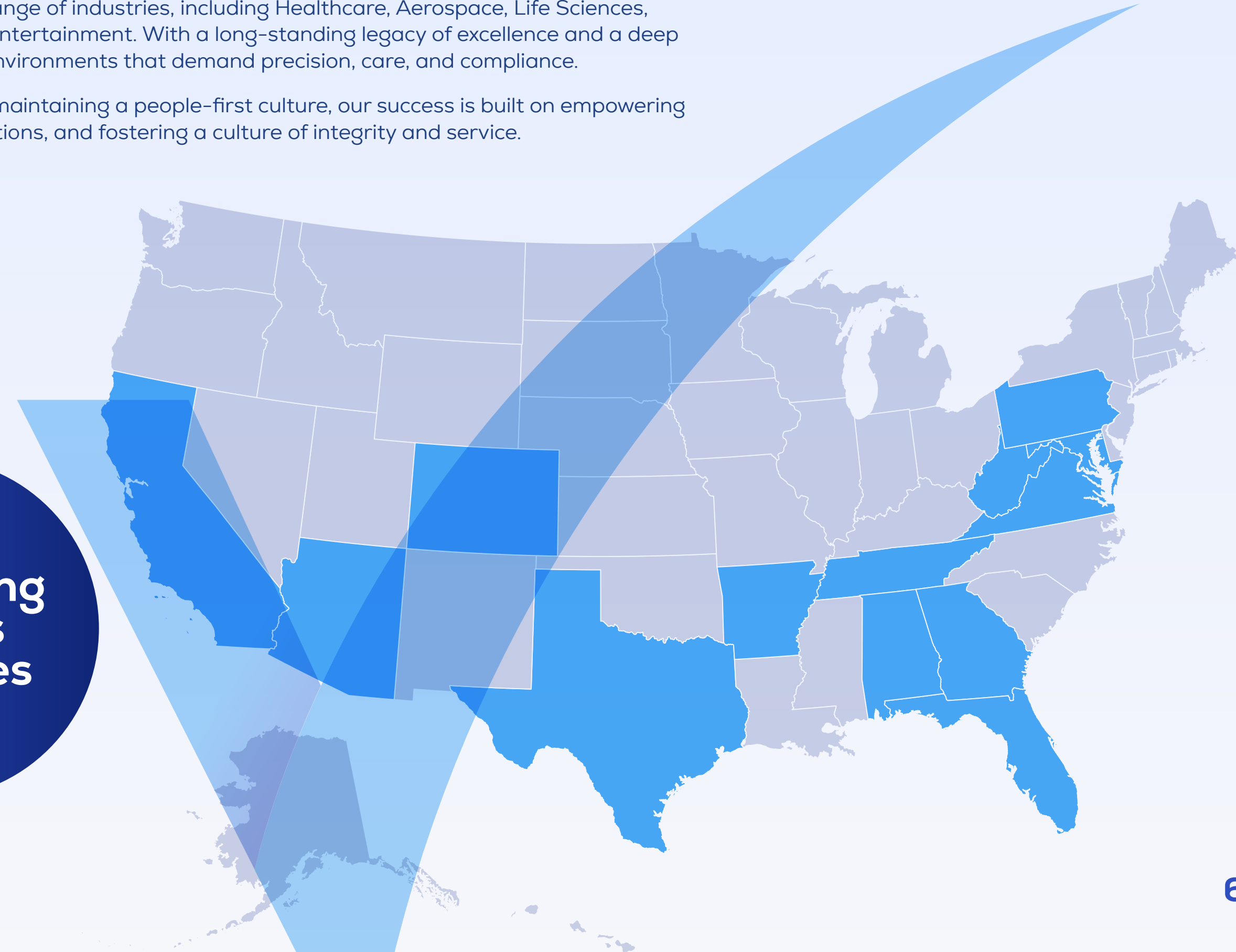
# Caring About People in Complex Facilities for Over 50 Years

Since 1973, Servicon has been a trusted partner in custodial, maintenance, and supply services for large, complex facilities. Our aim is to elevate industry standards by creating clean, safe, and healthy environments where people can thrive.

Headquartered in Culver City, Servicon is a privately held, women-owned company operating across 13 states. We proudly serve a diverse range of industries, including Healthcare, Aerospace, Life Sciences, Municipal, Space, Commercial, and Entertainment. With a long-standing legacy of excellence and a deep commitment to people, we excel in environments that demand precision, care, and compliance.

Delivering world-class service while maintaining a people-first culture, our success is built on empowering employees, exceeding client expectations, and fostering a culture of integrity and service.

Operating across 13 states



# Our Culture and History A Legacy of Helping People Thrive

For over 50 years, Servicon has been guided by a culture of compassion and dedication, a legacy established by our founder, Richard Mahdesian. Drawing from his humble beginnings and military service, Richard championed employee well-being and community prosperity, understanding that when people feel valued, they thrive, as do the communities they serve. This ethos continues to define Servicon as a family-owned business that remains deeply committed to fostering trust, excellence, and a supportive work atmosphere.

Under the visionary leadership of our current President & CEO, Laurie Sewell, Servicon has expanded nationally and introduced ServiconCares, a donor-advised fund to support the communities vital to our company's prosperity. Upholding the legacies of both Richard and Laurie, Servicon remains committed to ethical, sustainable practices while actively supporting the growth and prosperity of all stakeholders.



Richard Mahdesian, Founder



## Employee Quote

Asia Pitcher, Assistant Portfolio Manager

“Some of our clients are developing vitamins and cures for cancer inside the cleanrooms we service. When someone asks, ‘What do you do here?’ I say, ‘I help keep this space safe so my clients can produce life-saving products.’ I’m making a difference.”



# Purpose

Elevate the industry.

Provide healthy environments for people to thrive.

# Mission

We provide exemplary environmental, custodial, and maintenance services for complex facilities.

# Vision

Create healthy environments for a better working future.



# Values



## Respect

Treat all with kindness and respect.



## Truth

Speak and hear the truth, especially when difficult.



## Teamwork

Work together to achieve the best results.



## Accountability

Deliver on our promises.



## Safety & Health

Never sacrifice safety.



## Elevate

Learn and adapt to be our best.



# Awards and Recognitions

## A Testament to Our Outstanding Performance

From the beginning, Servicon has been dedicated to caring for people, communities, and customers in the facilities we serve. This commitment has redefined industry perceptions, emphasizing the importance of integrity, leadership, innovation, and partnership in creating safe, thriving spaces.

Our achievements are reflected in the awards and recognitions we've received from esteemed associations, affirming our alignment with Servicon's purpose and values. These honors inspire us to continue providing industry-leading services and making a meaningful impact.



Edwin Stevenson - Senior Portfolio Manager, Michael Mahdesian - Chairperson of the Board, Brandy Owens - Portfolio Manager



CIMS - Green Building Certification With Honors



LEED Platinum Certified Training Center



Energy Star Certification



The Highest Verifiable Standards of Sustainability



Culver City's Sustainable Business Certification



Excellence in Sustainability Award



Top Large Business Award



Supplier Resilience Excellence Award



National Classification Management Society



LABC Environmental Stewardship Award



Association for Corporate Growth Legacy Award



Ashkin Green Champion Award



Industrial Security Awareness Council



The Most Respected National Certification for Women-Owned Businesses in the U.S.



National Women's Business Enterprise



Certified Age Friendly Employer

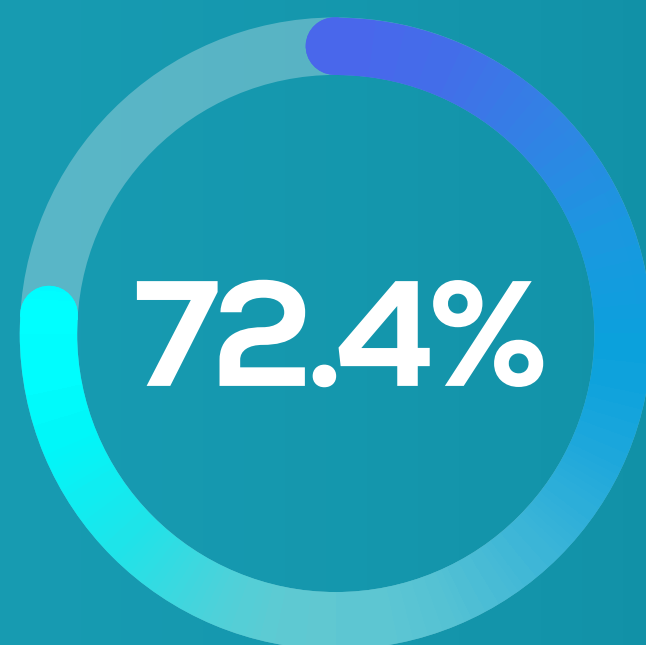
# 2024 Highlights and Key Statistics

## Opportunity

## Community



helping communities thrive



Employee Retention Rate: 72.4%, reflecting a 5% decrease in turnover from the previous year.



Employee Net Promoter Score (eNPS) Scores above 50 are considered "excellent."

\$450,077.66 Charitable Contributions\*

2,000 Meals

packed to fight food insecurity in Los Angeles for the 9/11 Day of Service.



12,545

total training hours completed via LMS and live sessions.



68

graduates completed the Managing at Servicon (MAS) Program. Over 3x increase from 2023.



\$108,164

in scholarships funded\*

\*Donated directly by Servicon and through the company's donor-advised fund, ServiconCares.



Meal Packing for 9/11 Day

# Sustainability



of fleet vehicles purchased in 2024 were electric or hybrid



Weighted ENERGY STAR score for our headquarters and warehouse, ranking in the top 5% of energy-efficient buildings of their type nationwide.



equal to the impact of planting more than 170 acres of trees.



Tree Planting Event with TreePeople

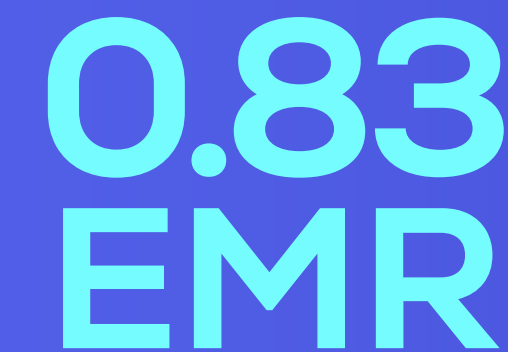
# Ethics & Integrity



Client Net Promoter Score (NPS)  
(national average: 32)



Customer Satisfaction (CSAT)



(Experience Modification Rate)

17% safer  
than industry average



24 Core Safety Toolkits

implemented and delivered twice monthly across key workplace safety topics.

The background is a solid teal color. On the right side, there is a large, light-teal curved shape that resembles a thick arc or a stylized 'C'. On the left side, there is a darker teal shape that looks like a downward-pointing arrowhead or a trapezoid. The word 'Opportunity' is written in white, bold, sans-serif font, positioned to the left of the arrowhead shape.

**Opportunity**

# Empowering and Supporting People

Servicon's people-focused ethos is based on genuine interactions, trust, and opportunities for growth. Our employees are the foundation of our success, and their dedication drives our achievements.

When employees feel valued and supported, they become catalysts for positive change—elevating service quality and making a difference both at customer sites and within their communities. Supporting our people isn't just a strategy; it's a core part of our identity, reflected in our impressive 72.4% employee retention rate. Providing meaningful, ongoing opportunities for people to thrive is at the heart of everything we do.



## Employee Health and Well-Being

At Servicon, we prioritize the well-being of our employees and their families through an extensive benefits program designed to foster a healthy and secure future. Eligibility extends to non-union employees working at least 30 hours per week, as well as their legal spouses, state-registered domestic partners, dependent children under 26, and disabled dependents over 26.

Our benefits program takes a holistic approach to well-being, offering comprehensive support for both physical and mental health. These offerings, available to employees enrolled in our medical plans, combine virtual and in-person resources to empower employees to achieve their health objectives. This program reflects Servicon's ongoing commitment to employee welfare, supporting personal and professional growth, financial security, and overall well-being.

### Servicon's benefits package includes:



#### Medical Coverage Plans

- PPO
- HSA Low Deductible
- HSA High Deductible



#### Prescription Drug Plans

- Preventative Drug Coverage
- Home Delivery Options
- Specialty Medication Support
- 90-day Prescription Discount



#### Flexible Care Options

- Wellvolution Program
- Teladoc
- NurseHelp 24/7
- MinuteClinic
- Urgent Care
- Emergency Room



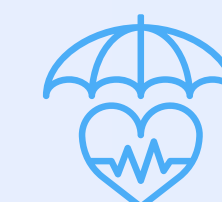
#### Health Savings Accounts (HSA)



#### Dental and Vision Coverage Plans



#### 401(k) Retirement Savings Plan



#### Basic Life Coverage



#### Voluntary Life Coverages

- Employee Term Life
- Spouse of Registered Domestic Partner Term Life
- Dependent Child Term Life
- Accidental Death and Dismemberment
- Short Term Disability Insurance
- Voluntary Accident Plan
- Critical Illness
- Hospital Indemnity
- Pre-Paid Legal
- Pet Insurance.



Jermaine Banks - EVS Technician

### Additional Support Initiatives



#### Grocery Vouchers:

Servicon provides a voucher for Thanksgiving, giving employees the flexibility to purchase groceries of their choice. With no expiration date, the voucher can be used anytime for grocery needs, even beyond the holiday season.



#### Smart Sleeper Program:

New parents receive a six-month, company-paid rental of the SNOO Smart Sleeper, designed to promote safer, longer infant sleep, helping families balance the demands of work and parenting.



#### Easy-to-Access Pay Advance:

Employees can access their earned wages early, reducing reliance on payday loans and avoiding costly overdraft fees.



#### Educational Support:

Servicon offers scholarships for employees' children and grandchildren, and tuition reimbursements for employees pursuing higher education.



#### Home Internet Security Courses:

Free course for employees and their families on staying safe online and protecting against cyber threats.



#### Retirement and Medicare Guidance:

Servicon, in partnership with Transitions Benefit Group, provides employees with comprehensive support in reviewing current benefits, understanding Medicare plans, and receiving guidance on enrollment and cost analysis.



**In 2024, employee use of EAP benefits rose by 14%**

### Services include:

#### ✓ 24/7 Support:

Unlimited telephone access to EAP professionals for referrals.

#### ✓ Licensed Network:

Access to a robust network of mental health professionals.

#### ✓ Counseling Sessions:

Up to eight (8) face-to-face sessions per issue, per calendar year.

#### ✓ Discount Center:

Deals on school supplies, electronics, gifts and flowers, and fitness apps and programs.

#### ✓ Talkspace Online Therapy:

Access to a licensed behavioral therapist anytime, anywhere.

**In 2024, we introduced basic life insurance for all of our uncovered union employees**

### Employee Assistance Program (EAP)

Servicon goes beyond standard benefits by offering an extensive Employee Assistance Program (EAP) to all employees and their families, including household members, at no cost. This program assists employees and their eligible dependents with personal or job-related concerns including, but not limited to:



Marriage, Relationship and Family Problems



Problems at Work



Legal and Financial Issues



Stress and Anxiety



Alcohol and Drug Dependency



Identity Theft



Eldercare and Childcare



Health and Wellness



Medicare and Social Security Benefits



### Pay-On-Demand App

In 2024, Servicon introduced the Branch app, a financial solution designed to enhance employee well-being by offering early access to wages. The fee-free digital wallet allows employees to access up to 50% of their earned wages ahead of payday, with a maximum of \$1,000 per pay period, helping them avoid payday loan fees and costly overdraft charges. Since its launch, over 200 employees have enrolled, making more than 6,000 advances and accessing nearly \$700,000.



#### Employee Quote

Liliana Monter, Payroll Manager

“Payday loan companies charge extraordinary fees for a small advance, often causing people to pay back triple what they borrowed. With a program like Branch, our employees can access their funds in an emergency at no extra cost. To me, that’s a huge checkmark in recognizing how beneficial this is for our employees.”



### New Parent Employee Benefit

Servicon’s SNOO Employee Benefit Program exemplifies our dedication to employee well-being by addressing the challenges of early parenthood. Through this initiative, Servicon offers full-time employees a six-month, company-paid rental of the SNOO Smart Sleeper, a bassinet designed by baby sleep expert Dr. Harvey Karp. The SNOO’s features—gentle rocking and soothing sounds—promote safer, longer sleep for infants, helping new parents manage the demands of both work and family life more effectively.

By promoting healthier sleep patterns, the SNOO Program reduces risks associated with parental sleep deprivation, such as decreased productivity, absenteeism, and burnout. The program also supports retention and job satisfaction, fostering a family-friendly atmosphere that aligns with Servicon’s social impact goals. As the only FDA-authorized bassinet for safe sleep practices, the SNOO reinforces Servicon’s focus on safety and well-being, helping parents balance their personal and professional responsibilities while building loyalty and reducing turnover.



### Mindfulness Pilot Program

In 2024, Servicon launched a six-week Mindfulness Pilot Program at one of our healthcare sites to enhance the frontline staff’s mental and emotional well-being. Led by Erin Grady, a kinetic behaviorist with over 25 years of experience, the program introduced guided meditation, breathing exercises, and relaxation techniques to help employees manage stress and find balance in their daily routines. The program was offered in English and Spanish, with additional on-demand videos for flexibility, allowing employees to integrate mindfulness into their workdays.

This initiative was driven by the dedication of Ruben Muñoz, a Servicon supervisor whose personal experience with mindfulness inspired him to advocate for its benefits. Recognizing the challenges his colleagues faced—such as work-related stress, personal struggles, and emotional fatigue—Ruben and Erin brought weekly group meditation sessions to life in the site’s serene meditation garden.



#### Employee Quote

Ruben Muñoz, Supervisor

“I have a very personal relationships with my employees, every single one of them. I know some are going through divorces, some are dealing with medical issues, and some are even battling cancer. I’m facing my own health experiences too. It’s easy to get caught up in the outside world and forget about our own mental well-being. That’s why meditation is so important—it brings peace, calmness, and helps release stress, allowing us to reset and focus during our workday.”

## Union Benefits

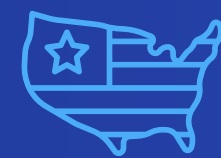
For our union employees, we fund union benefits, reflecting our commitment to supporting and advocating for workers' rights and well-being. Benefits include customized packages designed to meet negotiated terms specific to industries and regions.

In 2024, we introduced basic life insurance for all of our uncovered union employees.

In addition, union employees have access to valuable resources supported by Servicon, such as the Ya Basta and Building Skills Partnerships funds. These programs offer a range of services, including:



Language training



Immigration assistance



Legal support



Professional development



Educational opportunities



Harassment prevention programs.

Over **\$150,000** invested in union training funds to support workforce development



**99.9%** of Servicon employees are paid at least \$0.50 above minimum wage

## Compensation

Servicon provides fair and competitive pay with opportunities for income growth and career advancement. We are committed to equal pay for equal work, regardless of age, gender, or race with fairness and inclusivity as guiding principles.

Our policies include:

### ✓ Above-Minimum Wages

California employees earn at least \$0.50 above minimum wage, and out-of-state employees earn at least \$1.00 above minimum wage, with adjustments based on employment type

### ✓ Equal Pay Commitment

Ensuring equal pay for equal work, regardless of age, gender, or race, to maintain fairness and inclusivity.

## Work Flexibility

Servicon embraces flexibility in the workplace to support employees' diverse needs. Remote work arrangements are available when suitable, allowing employees to balance professional responsibilities with personal life. To enhance well-being and prevent injuries, we provide ergonomic training tailored to home office setups.

## Leave

To support a healthy work-life balance, Servicon provides a range of leave options in full compliance with applicable laws:

### ✓ Paid Time Off

Servicon offers a structured PTO program that includes vacation, sick, and personal days. Accrual increases with tenure, and all employees receive paid time off for their birthday. Long-term employees are also eligible for floating holidays, reinforcing our commitment to well-being.

### ✓ Bereavement Leave

Uncommon in our industry, Servicon offers paid time off for the loss of a family member, supporting employees during difficult times.

### ✓ Extended Leave

We offer extended leave for medical, family, or personal needs—including pregnancy—ensuring equitable access to time off for all employees.

**As a result of changes to the return-to-work program for all leaves, our temporary total disability (TTD) payments for workers' compensation leaves decreased by 23.8% in 2024**



Yancarlos Montoya - EVS Manager

## Servicon's Return-to-Work Program

In April 2024, Servicon launched its revamped Return-to-Work Program, providing structured, compassionate support for employees returning from injury or illness while prioritizing safety, productivity, and accountability. This program helps employees transition back to work smoothly, reducing the risk of re-injury and accommodating temporary restrictions. It also fosters a renewed sense of purpose, enhances mental well-being, and minimizes the stress and isolation that can accompany extended absences.

Each employee's return is guided by a tailored plan informed by Job Hazard Analyses (JHAs), medical assessments, and collaboration between supervisors and operations teams. With a focus on gradual reintegration, job modifications, and clear expectations, the program addresses physical and mental health needs while ensuring a smooth transition back to work.

### Key elements of the program include:

#### ✓ Legal Compliance

Adherence to the ADA, FEHA, and workers' compensation regulations provides a strong and legally sound framework

#### ✓ Clear Communication

Documented accommodation plans and regular check-ins ensure transparency and address concerns

#### ✓ Supportive Resources

Flexible work options, mental health support through the Employee Assistance Program (EAP), and team reintegration efforts foster a positive and inclusive return experience.

Based on conversations during the interactive process and follow-ups with employees, we've found that the program enhances engagement and loyalty. It also improves job satisfaction by providing the necessary support for employees to return to work, demonstrating that the organization values their health and well-being. This, in turn, strengthens morale, boosts retention, fosters inclusion, and promotes a positive organizational culture. As a result of changes to the return-to-work program for all leaves, our temporary total disability (TTD) payments for workers' compensation leaves decreased by 23.8% in 2024 compared to 2023.

# Employee Growth and Development

At Servicon, investing in our employees' growth is key to delivering excellence and long-term success. Our programs provide the training, resources, and career pathways needed to support both professional and personal advancement. From hands-on technical instruction to leadership development and life skills training, we equip employees with the tools to thrive.

Through structured onboarding, continuous education, and career development initiatives, we create an environment where employees can grow while strengthening the organization.

## Learning and Development

Servicon's Learning and Development Program helps employees build the skills, knowledge, and leadership abilities needed to excel in their roles and adapt to the diverse industries we serve. We prioritize continuous investment in our employees, offering development opportunities beyond onboarding to foster professional growth and service excellence. This commitment enhances employee engagement, supports continuous improvement, and aligns with our social impact goals, ensuring a highly skilled and motivated workforce. Our Learning NPS score of 83 surpasses the industry average of 67, as measured by Coursecheck, an industry-recognized training feedback platform.

The Learning and Development Program is delivered through the Servicon Learning Hub, a dedicated Learning Management System (LMS) in English and Spanish grounded in evidence-based adult learning principles. This learner-centered platform integrates rigorous compliance training with hands-on, industry-specific instruction tailored to the sectors we serve.

To reinforce learning, Servicon incorporates daily huddles, monthly in-service training, structured safety rounds, and professional development initiatives. Our "tell-show-do" methodology emphasizes hands-on engagement, supported by regular updates and Standard Operating Procedures (SOPs) to maintain readiness and compliance.

The Servicon Learning Hub provides curated resources in areas like financial literacy, communication, and leadership, offering tailored pathways for career growth. Additionally, we conduct regular "Spot Training" sessions on topics such as stress management, emergency preparedness, and identity theft prevention, ensuring employees are equipped with skills to navigate workplace and personal challenges.

\*Industry average Learning NPS is 67 (via Coursecheck)

\*\*Training hours include in-person training sessions and online training tracked through active engagement in our Learning Management System (LMS)

12,545 hours of training completed\*\*

83\* Learning NPS score across all programs



Tatiana Williams - EVS Technician

## Key Areas of Training:

### Orientation and Onboarding

Comprehensive programs begin on day one and include 30-, 60-, and 90-day checkpoints. These ensure employees understand their responsibilities, align with Servicon's values, and remain engaged with the company mission and vision.

### Compliance and Safety

Regulatory training aligned with OSHA, EPA, CDC, and other standards equips employees to maintain workplace safety, reduce accidents, and improve efficiency. Topics include workplace safety and environmental sustainability, guided by best practices from APIC, AHE, and LEED organizations.

### Client-Specific Training

Designed to meet the unique needs of the industries we serve, this training incorporates regulatory guidelines and addresses high-stakes spaces such as operating rooms, cleanrooms, manufacturing facilities, and government sites.

### Patients First Program

Provides research-based training for healthcare staff, emphasizing the critical role of EVS technicians in patient healing. It includes scripting and engagement techniques to enhance patient experiences and improve HCAPS scores

### Managing at Servicon

Leadership Foundations (MAS): Offers 40 hours of training focused on managing people, the environment, the business, the client experience, and Servicon's core values, supporting leadership development and long-term growth. By the end of 2024, a total of 68 graduates had completed the MAS Program, and all remaining eligible managers were invited to participate.

### Floorcare Training

In response to new business growth, Servicon launched a floorcare training program in 2024. This initiative trains in-house floor technicians to handle a variety of surfaces effectively, while also providing a clear career path for employees looking to advance their skills and grow within the company.

### Infection Prevention

Comprehensive training protocols ensure proper product use, cleaning procedures, and adherence to regulations from the CDC, CMS, TJC, and other regulatory agencies, promoting safe and effective practices.

### Mental Health Training

Prepares employees to handle high-stress situations safely and effectively, ensuring workplace safety and mental well-being.

All of these trainings were developed in-house and are proprietary, designed specifically for our team and not part of our Learning Management System.

### Life Skills and Professional Development

Servicon invests in life skills training to support employees' growth both personally and professionally.

#### Programs include:

- ✓ GED test preparation and ESL courses
- ✓ Financial literacy, debt management, and home-buying assistance
- ✓ Pre-apprenticeship training and career sponsorships

We prioritize continuous learning and career advancement through comprehensive training for both new and existing employees. Our approach combines classroom instruction, hands-on learning, and peer mentorship to ensure practical application of skills.

#### Key initiatives include:

A structured onboarding program with a buddy system to help new hires transition smoothly

The One-on-One Program, fostering regular manager-employee check-ins to build trust and encourage open communication

Internal mobility pathways, including promotions and transfers, to support career growth and reduce turnover

Performance Management to promote employee development, align individual goals with company values, and support long-term success



Jarmell Banks and Jerry Calderon



### Employee Quote

Julia Forsberg, Learning & Development Specialist

“One of the things that makes Servicon such a special place is the large population of employees and leaders whose tenure at the organization exceeds 10, 20, or even 30 years. I had the privilege of consulting and collaborating with some of them while developing our Performance Management Program. Their feedback and insights were invaluable in ensuring that the program was deeply rooted in the rich culture that Servicon has cultivated over the last 50+ years.”

### Performance Management Program

In October 2024, Servicon launched a pilot of the Performance Management Program to establish a structured, data-driven approach to employee performance. Designed to enhance transparency, consistency, and accountability, the program provides a clear framework focused on KPIs, values, and self-development. By defining tangible metrics and behaviors, the program promotes fairness in assessments, mitigates biases, and supports long-term career growth.

Developed through a comprehensive training and feedback-driven process, the Performance Management Program fosters an inclusive environment that reflects Servicon's commitment to social responsibility. A core component of the program is for employees and leaders to embody Servicon's core values in their daily work by integrating both results and behavior into performance evaluations.

By embedding structured performance practices into daily operations, the program not only drives performance improvements but also enables sustainable behavioral changes that align with Servicon's culture. With expansion planned for 2025, we will continue to refine and expand the program, ensuring it remains dynamic and responsive to employee and organizational needs.



Performance Management Program



Managing at Servicon



Fly Compton Foundation Air Fair

## New Employee Engagement Programs

To support new hires and promote long-term retention, Servicon implements structured engagement touchpoints, including:

### ✓ Start-Up Meet and Greets

Facilitating early connections with leadership and peers

### ✓ New Employee Orientation Surveys

Gathering feedback to refine the onboarding experience

### ✓ Monthly Hiring Manager Surveys

Maintaining quality in recruitment and onboarding processes.

## Data-Driven Workforce Planning

To improve hiring effectiveness and ensure market competitiveness, Servicon monitors key recruitment and retention metrics through:

Regular system and paperwork audits to ensure compliance

Market analyses to assess pay rates and industry trends

Monthly reporting on hiring statistics, trends, and KPIs

Ongoing training for managers and supervisors on hiring best practices and interview techniques



## Talent Acquisition

Servicon is committed to attracting, developing, and retaining top talent. Many of our leaders have grown within the company, reflecting our dedication to internal advancement.

Our Talent Acquisition (TA) team aligns hiring practices with Servicon's values and client needs. By fostering a culture of growth and opportunity, we create clear pathways for employees to succeed while contributing to a thriving workplace. In 2024, Servicon strengthened its recruitment and retention efforts through collaboration between TA, HR Business Partners, and hiring teams to optimize workforce planning.

Servicon optimizes its hiring process by leveraging an applicant tracking system (ATS) to streamline job postings, advertising, and candidate sourcing while maintaining requisitions to ensure a steady pipeline of talent. To enhance candidate engagement, we continuously improve the Servicon career site and expand outreach through hiring events, job fairs, community partnerships, and third-party job sites. Additionally, we prioritize a deep understanding of site-specific requirements to align hiring with operational needs and have developed a new employee orientation program tailored to both site- and state-specific standards.

# Recognizing and Celebrating Our Employees

Servicon places a high priority on recognizing and appreciating employees throughout the year through a variety of events, awards, and communication avenues. Our annual awards, such as the Richard Mahdesian Award for exceptional service, the Safety Champion Award, and the Client Business Review (CBR) Rockstar Award, celebrate outstanding contributions to our company. Our quarterly Team Awards honor collaboration and excellence, with monthly employee stories featured on Servicon’s website and our Operations Newsletter highlighting individual achievements.

In 2024, part of our employee recognition efforts was Environmental Services (EVS) Week, during which we celebrated the critical role our EVS technicians play in maintaining safe, clean, and healthy environments for our clients. Throughout the week, we hosted special events, provided tokens of appreciation, and spotlighted our EVS teams’ devotion and hard work.

We maintain transparent and open communication with employees through multiple channels, including social media, emails, e-newsletters, virtual town halls, and personalized phone calls. Our bi-weekly town halls and Sector Unity Program foster collaboration and engagement across the organization.

Regularly assessing employee engagement through annual and quarterly pulse surveys ensures continuous improvement. Our outstanding Employee Net Promoter Score (eNPS) of 60 reflects the effectiveness of these efforts, showcasing our dedication to creating a supportive and engaged workplace.

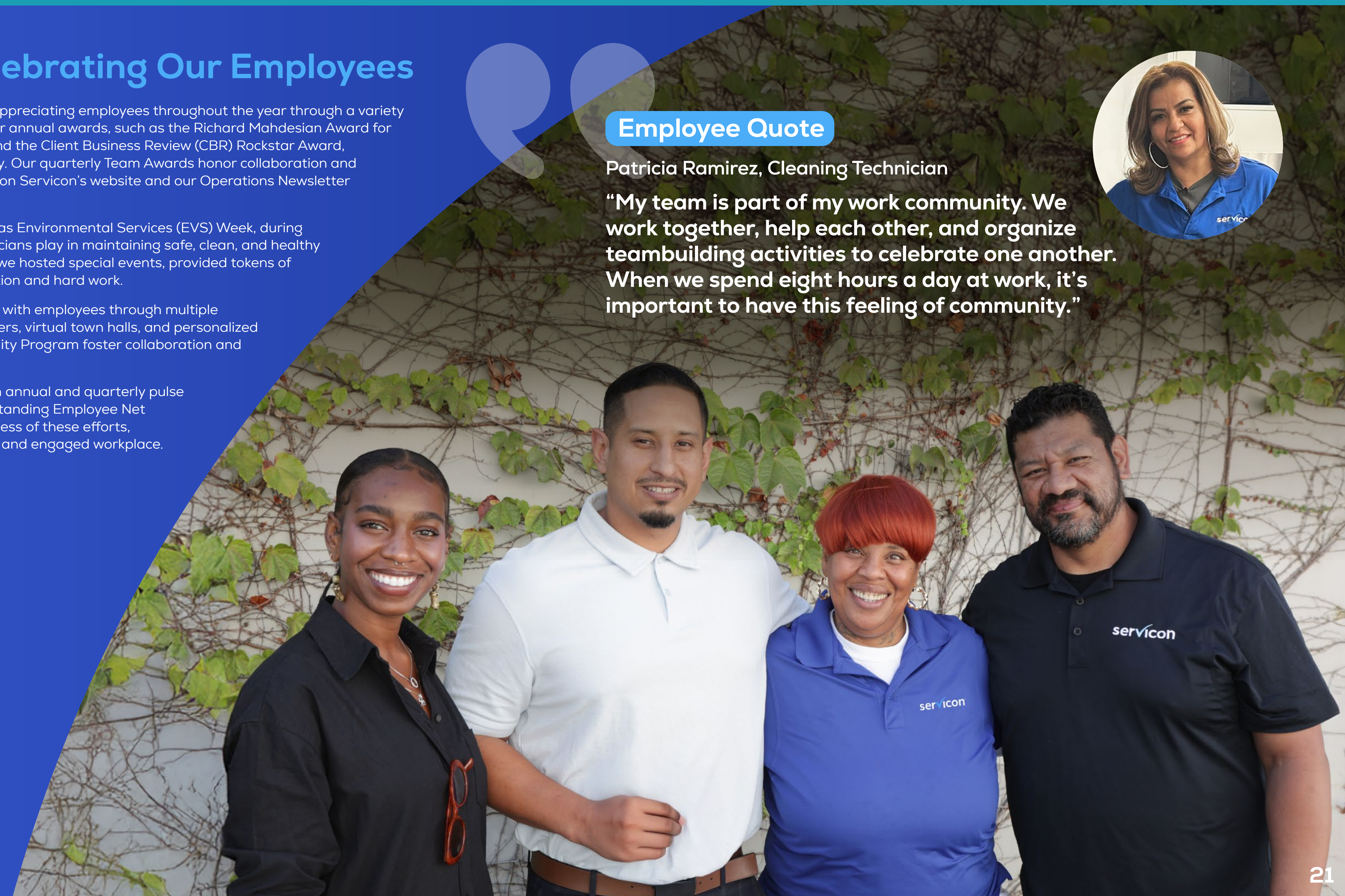


Employee Net Promoter Score

## Employee Quote

Patricia Ramirez, Cleaning Technician

**“My team is part of my work community. We work together, help each other, and organize teambuilding activities to celebrate one another. When we spend eight hours a day at work, it’s important to have this feeling of community.”**



Asia Pitcher - Assistant Portfolio Manager, Joshua Escoto - Assistant Portfolio Manager, Angela Lewis - Housekeeper, Eliseo Burgara - Supervisor

### Servicon’s Workplace Culture and Commitment to Belonging

At Servicon, we are dedicated to building a workplace culture that values, empowers, and supports every individual—while reflecting and enriching the communities we serve. Our Culture & Belonging initiative is a cornerstone of this commitment, focused on creating meaningful opportunities for all employees, nurturing a sense of belonging, and fostering a culture rooted in engagement, fairness, and mutual respect.

We believe that a strong culture of belonging enhances employee well-being, drives innovation, and helps attract and retain top talent. In 2024, we partnered with a consulting firm specializing in workplace culture to conduct a comprehensive assessment of our organizational environment. This included leadership interviews, a company-wide survey, and focus groups conducted in both English and Spanish. The insights gathered are guiding the development of tailored programs and initiatives to enhance the employee experience and strengthen Servicon’s identity as a purpose-driven organization.

Our Culture & Belonging efforts are grounded in Servicon’s values and aligned with our commitment to fairness and opportunity. We recognize that the strength of our workforce lies in its diversity—across backgrounds, roles, and lived experiences. By fostering inclusive practices and a culture of respect, we strive to ensure that all team members feel seen, heard, valued, and supported in their growth.

Servicon leaders play a central role in modeling fairness and cultivating a positive work environment. We regularly review and refine our workplace policies and programs to stay aligned with employee needs and uphold our commitment to inclusion, collaboration, and continuous learning. Every employee and partner contributes to building a workplace where belonging is not just a value—but a daily practice.

#### Our Commitment:



Fostering a Culture of Respect



Building a Collaborative and Inclusive Workplace



Facilitating Workplace Fairness and Equal Opportunity



Encouraging a Sense of Belonging



Ongoing Learning and Awareness



Environmental Services Week Celebration



### WBENC and CAFE Certifications

In 2024, Servicon achieved recertification as a Women’s Business Enterprise (WBE) by the Women’s Business Enterprise National Council (WBENC), reflecting our leadership in a historically male-dominated industry.

Servicon was also designated as a Certified Age-Friendly Employer™ (CAFE) by the Age-Friendly Institute, recognizing our efforts to support employees across all career stages.

**Community**

The background is a solid teal color. It features several overlapping, semi-transparent shapes. On the left, there is a large, light-teal heart shape. To its right, there is a thick, light-teal wave-like shape that curves upwards and to the right. The overall composition is clean and modern.

## Empowering Communities

Servicon's commitment to empowering communities is deeply ingrained in our values. We drive meaningful and lasting change through monetary contributions, charitable events, and volunteerism. These efforts are championed by ServiconCares, our philanthropic arm, and cultivated by partnerships with local organizations and community-led initiatives.

**servicon**<sup>®</sup>  
**cares**  
helping communities thrive

ServiconCares reflects our commitment to giving back by investing in the communities where our employees live and work. We focus on creating meaningful, lasting impact through support for causes such as environmental sustainability, youth development, education, and health and wellness.

We partner with organizations led by individuals who reflect and represent their communities, ensuring that efforts are grounded in lived experience and responsive to real-world challenges. We believe local leaders are best positioned to drive meaningful change, and we prioritize partnerships with groups that have deep, trusted roots in the neighborhoods they serve.

ServiconCares is especially focused on supporting grassroots organizations that are "small but mighty"—those doing impactful work with limited resources. Our goal is to ensure that every contribution makes a tangible difference. We are committed to being a reliable partner for the long term, continuing to show up and offer support as needs evolve.

Through ServiconCares, we put Servicon's values into action—demonstrating the power of social responsibility and intentional community engagement. By aligning our efforts with local needs and investing in strong, authentic relationships, we remain focused on driving meaningful, enduring transformation.



### Alma Family Services

Provides diverse community-based services, including mental health support, child and family development, youth development, special needs assistance, and occupational programs



### Fly Compton Aeronautical Education Foundation

Founded by African American aviation professionals, Fly Compton motivates youth in their community to pursue careers in an industry historically exclusive to higher economic statuses



### LA Brotherhood Crusade

Founded in 1968, this South Los Angeles-based nonprofit empowers growth-potential communities by providing education, health, and career development resources



### Shower of Hope

Supports individuals facing housing insecurity, financial stress, and violence by providing free showers, meals, clothing, hygiene items, case management, and safe shelter opportunities



### Charles Drew University of Medicine and Science

Offers clinical services and education to local Watts students, preparing them for leadership roles in diverse health professions



### Food Finders

Reduces hunger and food waste in Los Angeles by collecting and redistributing nutritious food to food-insecure communities



### Los Angeles Community Action Network (Cangress)

Advocates for the unhoused in Skid Row by mobilizing and influencing public policy to improve environmental, health, and safety conditions



### Swan Within

Utilizes ballet as a therapeutic tool for mental health rehabilitation, supporting LGBTQ+, incarcerated, and foster care youth impacted by trafficking, gang involvement, and sexual exploitation



### Community Coalition (CoCo)

Empowers communities by dismantling racism through targeted campaigns that transform schools, preserve families, nurture local leadership, and build electoral power



### Heart of Los Angeles (HOLA)

Provides free after-school education programs for central and south-central LA youth, offering STEAM-focused classes, arts, athletics, mental health services, leadership programs, and family nutrition support



### 9/11 Day

Transforms the anniversary of September 11 into a National Day of Service by providing meals for food-insecure individuals and engaging communities in meaningful acts of service



### The Play Equity Fund

Enhances the physical and mental well-being of underprivileged youth in low-income Los Angeles neighborhoods by funding school-based sports, coaching education, infrastructure development, and juvenile justice programs that leverage the power of play



### Exceptional Children's Foundation

Assists over 5,000 individuals and families in Los Angeles by delivering high-quality educational, therapeutic, employment, residential, and community programs to overcome developmental, learning, and emotional barriers



### Kidsave

Addresses the overrepresentation of older Black youth in foster care by facilitating successful matches into permanent families through in-person events, scheduled visits, and virtual connections



### Plaza de la Raza

Promotes cultural enrichment in East LA through visual arts, dance, music, and theatre courses, fostering creativity across geographic and social boundaries



### TreePeople

Empowers local communities to take personal responsibility for greening their neighborhoods, providing educational programs, on-the-ground research, and actionable solutions to address the climate crisis.

# Engaging Employees in Community Impact

Servicon employees are integral to the success of ServiconCares. They actively participate in volunteer events that directly impact their communities, such as planting trees, packaging food, supporting local events, and spreading holiday cheer by wrapping gifts for children. This hands-on involvement fosters an atmosphere of empathy and strengthens connections between employees and the communities we serve.

We encourage participation by offering various meaningful and enjoyable volunteer opportunities throughout the year. Whether it's revitalizing urban green spaces, aiding food-insecure families, or supporting local youth programs, these efforts enhance the effectiveness of ServiconCares and reinforce our shared commitment to giving back.

In 2024, ServiconCares partnered with impactful organizations to sponsor events and initiatives addressing critical needs in education, health and wellness, environmental sustainability, and advocacy:



Cece Zuniga - Talent Acquisition Manager



Meal Packing for 9/11 Day



ServiconCares supported revitalizing its headquarters with a painting and gardening project in February. We also sponsored and participated in the Young Women's Empowerment Luncheon, where we celebrated young leaders and encouraged mentorship



In May, we joined their Stamp Out Hunger food drive to sort and distribute meals to families. In September, ServiconCares participated in 9/11 Day, the largest National Day of Service, packing 2,000 meals to fight food insecurity in Los Angeles



In June, ServiconCares sponsored their graduation event, gifting each participant a duffel bag filled with supplies to support their next steps



In March, we hosted a celebratory lunch at Charles Drew University for scholarship recipients, recognizing their dedication to their studies and their goals of improving health outcomes in untapped communities



In April, ServiconCares partnered with TreePeople to plant trees in South Gate, enhancing air quality and providing much-needed shade for the community



ServiconCares sponsored the 100th Anniversary of Aviation in Compton in October, hosting a booth to engage attendees and share snacks while spreading awareness about representation in aviation



In December, Servicon employees wrapped 300-holiday gifts for HOLA (Heart of Los Angeles) students, spreading joy and holiday cheer



Gift-Wrapping for Heart of Los Angeles



### Employee Quote

Gabby Mahdesian, Director, ServiconCares

“Seeing our employees consistently excited to give back to the community in their free time is truly heartening and refreshing. I am also eternally grateful to ServiconCares for the opportunity to meet some of the most inspiring and hardworking people among our partners. They are community leaders and some of the kindest, most passionate individuals who inspire me to be a better person every day.”



# Better Working Future Initiative

Servicon's Better Working Future Initiative is our long-term commitment to advancing the well-being, recognition, and opportunities of essential workers—those who serve at the front lines of healthcare, education, infrastructure, and building maintenance. These workers are the backbone of our communities, yet they often face systemic inequities, limited access to benefits, and a lack of flexible, sustainable career pathways.

Through this initiative, we aim to collaborate across sectors to develop practical, scalable solutions that improve the lives of essential workers, while also strengthening the communities they serve.



Environmental Services Week

# Better Working Future for Essential Workers Symposium

As part of this effort, on May 16, 2024, Servicon hosted the inaugural Better Working Future for Essential Workers Symposium. The event brought together leaders from business, government, and education to explore bold, practical ideas for improving the work environments and long-term support systems available to essential workers such as custodians, nurses, and environmental services (EVS) technicians.

The symposium was moderated by Stephen Cheung, President and CEO of the Los Angeles County Economic Development Corporation (LAEDC), and featured a dynamic panel of cross-sector leaders. Panelists included Laurie Sewell, President and CEO of Servicon, representing the business community; Kelly LoBianco, Director of LA County's Department of Economic Opportunity, offering a civic perspective; Dr. Gail Washington, Dean of the College of Nursing at Charles R. Drew University, providing insight from the healthcare sector; and Chris Cagle, Regional Affairs Manager of the South Bay Workforce Investment Board, speaking to the nonprofit workforce sector and its role in supporting essential worker career development.



Together, these leaders discussed the systemic challenges essential workers often face, including limited access to benefits, constrained opportunities for career growth, and a lack of flexibility in their work environments. The conversation focused on actionable strategies to address these gaps and create more supportive, sustainable paths forward.

The symposium concluded with a shared commitment to piloting collaborative programs that:

- ✓ Expand access to meaningful benefits
- ✓ Develop clear and supported career pathways
- ✓ Advocate for policy changes that uplift essential workers across industries

This event marked the beginning of a broader movement to improve the quality of work and life for essential workers. Servicon is proud to help lead this effort through ongoing collaboration, innovation, and advocacy.

The background features a gradient from light green on the left to dark teal on the right. A large, semi-transparent, downward-pointing arrow shape is positioned in the center-left. A thick, curved, semi-transparent band arches across the middle of the image, starting from the bottom left and curving towards the top right.

**Sustainability**

# Shaping a Sustainable and Healthier Tomorrow

Environmental responsibility is a core value at Servicon, ingrained in our organizational ethos and practices. We integrate sustainable strategies throughout our operations to minimize our ecological footprint, prioritizing eco-friendly products, energy-efficient equipment, and waste reduction initiatives. By continuously assessing and innovating, we drive efficiency and conservation efforts to ensure a greener future.

Beyond our operations, Servicon extends its environmental stewardship to the communities we serve. We collaborate with local stakeholders through strategic partnerships and support volunteer initiatives to promote cleaner, safer spaces and enhance community well-being.



Enrique Diaz - Field Operations Trainer  
Gabby Mahdesian - Director of ServiconCares

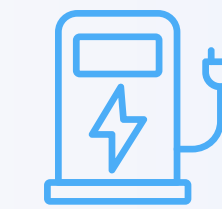


ServiconCares Tree Planting Event with TreePeople

## Sustainability Impact Priorities

Servicon is committed to reducing its ecological impact by enhancing the performance of our facilities and fleet while actively addressing climate change risks

Key initiatives include:



### Fleet Modernization

Transitioning our fleet to a combination of electric and hybrid vehicles to lower emissions and promote cleaner transportation



### Energy Conservation

Implementing targeted energy-saving measures within our facilities and our client sites to optimize resource use and minimize waste



### Supporting Our Clients' Sustainability Goals

Partnering with clients to advance their sustainability goals through waste reduction, energy and water conservation, eco-friendly solutions, and customized recycling programs.

Through these efforts, we aim to be responsible stewards of the environment, using every resource efficiently and reducing waste generation.

**Fleet Electrification**

We aim to transition 75% of fleet vehicles to electric or hybrid models by 2030

# Green Cleaning Program

Servicon leads the way in sustainable services and practices that provide our clients with clean and safe facilities. We offer facility solutions to help clients achieve their sustainability goals while ensuring compliance with environmental regulations.

We place a high priority on promoting human and ecological well-being through our Green Cleaning Program. Aligned with esteemed industry standards like Green Seal GS-42 and LED, Servicon carefully selects eco-friendly cleaning agents and equipment, effectively managing indoor chemical sources while optimizing cleaning tasks sustainably. Continual product testing remains integral to our process, ensuring optimal performance in our client's facilities and delivering effective and cost-saving cleaning outcomes.

Our program focuses on sourcing products with high post-consumer recycled content or from renewable resources. Servicon also fosters partnerships with like-minded sustainability-driven entities and maintains awareness and sensitivity toward vulnerable building occupants.

**Servicon's sustainability initiatives incorporate industry-leading strategies to reduce environmental impact while delivering superior service:**

### Using Green Cleaning Solutions

Employing Green Seal Certified products to ensure eco-friendly practices

### Implementing Ionized Water Cleaning Systems

Reducing reliance on chemical cleaning agents to promote a safer, greener environment

### Sourcing Recyclable Supplies

Using expendable supplies that are made from recyclable materials to minimize waste

### Optimizing Work-Loading Strategies

Designing processes to reduce energy and resource consumption

### Utilizing High-Productivity Equipment

Leveraging tools and procedures that maximize efficiency and minimize ecological impact

### Upgrading Energy-Reducing Infrastructure

Making targeted facility improvements to optimize energy use

### Diverting Waste from Landfills

Implementing recycling programs to reduce landfill contributions

### Using Advanced Dilution Control Systems

Premeasuring or pre-diluting chemicals to prevent overuse and residue buildup

### Adopting Seasonal Thermostat and Lighting Measures

Reducing energy consumption by optimizing building systems

### Employing Smart Restroom System

Monitoring dispensers and tracking product consumption to improve efficiency and resource usage

### Staying Ahead with Cutting-Edge Equipment

Actively researching and adopting innovative products to enhance sustainability.

**100%**  
of our standard daily-use cleaning products are green certified and non-toxic.

  
Our cleaning processes and products adhere to the USGBC Leadership in Energy and Environmental Design (LEED) standards



Gary Salvatierra and Felipa Toriz - Custodial Technicians

## Sustainable Cleaning Technology and Equipment

At Servicon, we prioritize the use of technologies and equipment designed to minimize resource consumption and ecological impact. We implement solutions that reduce water usage, chemical dependency, product waste, cardboard packaging, plastic consumption, and transportation requirements, effectively diminishing waste generation and lowering our carbon footprint. We integrate circular economy principles by using reusable mops and selecting recyclable soap cartridges whenever feasible.

Our approach utilizes advanced dilution control systems and concentrated base chemicals, minimizing resource consumption and the risk of splashes and chemical exposure. We use automated dilution control equipment to dispense cleaning chemicals into both mop buckets and spray bottles. Our automated dilution control systems ensure precise chemical usage, preventing over-dilution, reducing residue, and minimizing health hazards.

Servicon leverages orbital scrubbing technology to improve productivity, reduce water usage, and minimize chemical consumption. Paired with technology that uses engineered water, alkaline salts, and electricity to create a mild cleaning solution, this system lowers environmental impact, enhances operator safety, and supports healthier indoor spaces.

Our sustainable equipment incorporates several earth-friendly features that align with low-emission and high-efficiency practices. These technologies aim to utilize engineered water as a cleaning solution, comply with the rigorous standards outlined by the Carpet and Rug Institute (CRI) Seal of Approval, and integrate protective guards and safety devices to prevent injuries and potential damages.

Our cleaning arsenal consists of a range of equipment, including HEPA vacuum cleaners, wet-dry vacuums, floor buffers and burnishers, and mechanical floor strippers. Our high-filtration backpack vacuums capture particulate matter, which improves air quality and enhances productivity, extending carpet lifespan and reducing replacements.

Advanced cleaning equipment like the Doodle Scrub, IMop, and Kaivac No-Touch systems are integral to our cleaning protocols, promoting efficient, chemical-reduced, and eco-friendly cleaning. All this equipment is diligently enrolled in a routine preventative maintenance program, enhancing its longevity and significantly reducing waste deposited in landfills. Moreover, our equipment selection prioritizes ergonomic design, effectively minimizing noise levels, reducing user fatigue, and minimizing the risk of injury for operators and passers-by.

We also use Delamo Manufacturing's Green Clean Line of products, a proprietary system developed to create plastic cleaning tools from recycled tires. Tires are collected from Southern California landfills, processed in Southern California, and turned into plastics at Delamo's Southern California factory. All of this promotes a smaller carbon footprint by reducing shipping costs across the world and dramatically reducing the use of petrochemicals and oil from the process.

**92%**  
of our cleaning services  
use reusable microfiber  
technology in place of  
paper products.



### Microfiber Technology

Servicon embraces microfiber technology as part of our ecologically conscious approach to cleaning. Endorsed by esteemed organizations such as the EPA, American Hospital Association, and US Green Building Council, microfiber cloths offer numerous benefits. These cloths absorb over seven times their weight in water, enhancing efficiency while reducing resource usage. They reduce product usage and waste generation by requiring fewer chemicals and cleaning agents. Additionally, microfiber cloths are known for their durability, effectiveness, non-abrasive nature, lint-free properties, hypoallergenic features, and non-electrostatic characteristics, prioritizing safety for cleaning personnel and surfaces.

# Fleet Management

Environmental stewardship is central to Servicon’s operations, and our fleet management strategy reflects a strong commitment to reducing emissions, improving efficiency, and supporting sustainable growth. In 2024, we expanded our fleet by 22% to meet business demands, while making meaningful progress toward our sustainability goals.

**As part of this expansion, we are prioritizing the integration of more sustainable vehicle options, including hybrids and EVs. In 2024, we installed EV charging stations at our Supplies warehouse and expanded charging infrastructure at our Headquarters Office to support future electric vehicle adoption.**

Currently, 26% of our fleet consists of hybrid or electric vehicles, with a goal to transition 75% of our fleet to electric or hybrid models by 2030.

In 2025, we will introduce a BrightDrop Zevo 400, an all-electric cargo van with a 270-mile range on a full charge.

The transition to an electric fleet presents unique challenges for service-based operations. Service and utility vehicles must balance cost, range, and cargo capacity. Given the current limitations in national and client-site charging infrastructure, hybrid vehicles remain the most practical near-term solution. This hybrid approach allows us to maintain operational efficiency while reducing our environmental impact.

Our partnership with a national fleet provider offers access to vehicle research, client feedback, and the latest in clean vehicle technologies. We regularly evaluate emerging models and attend industry expos to stay informed and make data-driven decisions. As part of our 2025 strategy, we are limiting new vehicle acquisitions to those essential for growth, prioritizing optimal vehicle utilization, driver performance, and strict adherence to maintenance schedules. This not only conserves resources and reduces unnecessary manufacturing emissions but also maximizes the efficiency of our existing fleet.

To further enhance safety and sustainability, all Servicon fleet vehicles are equipped with Geotab telematics technology. These devices provide real-time data on mileage, fuel consumption, idling, speed, and braking. In late 2024, we activated an audible alert to proactively reduce speeding incidents. Maintenance data and fuel card usage are integrated into monthly performance reports shared with account managers. These reports identify areas for improvement and highlight top-performing drivers through a “Top 10” dashboard, leading to measurable reductions in speeding and idling.

Through this comprehensive and adaptive approach—combining vehicle strategy, data insights, and driver accountability—Servicon continues to reduce its environmental footprint while supporting the essential work our teams perform across diverse service sites.



## Employee Quote

Lucy Perez, Faciliites Solutions Administrator

**“It is a true balance; we needed a common vehicle that can transport people, cargo, and equipment, making the least impact on our environment and our budgets. We do independent research of commercial vehicles, and we work with our fleet partner, Enterprise, to select the right vehicle that supports all those requirements.”**

SERVICON



**84%**  
of fleet vehicles purchased in 2024 were electric or hybrid

# Sustainability Starts with our Building

Servicon's steadfastness to sustainability extends to our corporate facilities. We are continually rolling out new programs and initiatives at the office to enhance our sustainability efforts and reduce our environmental footprint.

Our corporate office is powered by self-sustaining solar energy, a key initiative that significantly reduces our carbon footprint. In 2024, we expanded our efforts to encourage green commuting by installing additional EV charging stations, increasing the number of stations to ten.


Energy efficiency remains a top priority. We utilize energy-efficient LED lighting across our facilities and have integrated smart thermostats to optimize heating and cooling systems, adhering to recommended energy-saving settings. All desktop computers, laptops, and monitors are equipped with power management software to minimize energy consumption during idle periods.

In December 2024, Servicon achieved outstanding ENERGY STAR scores, reflecting our continued commitment to energy efficiency and environmental responsibility. Our corporate headquarters earned a score of 94, while our distribution center achieved an even higher score of 95. These ratings place our facilities in the top 6% of energy-efficient buildings of their type across the United States, underscoring our efforts to operate sustainably and reduce our environmental impact.

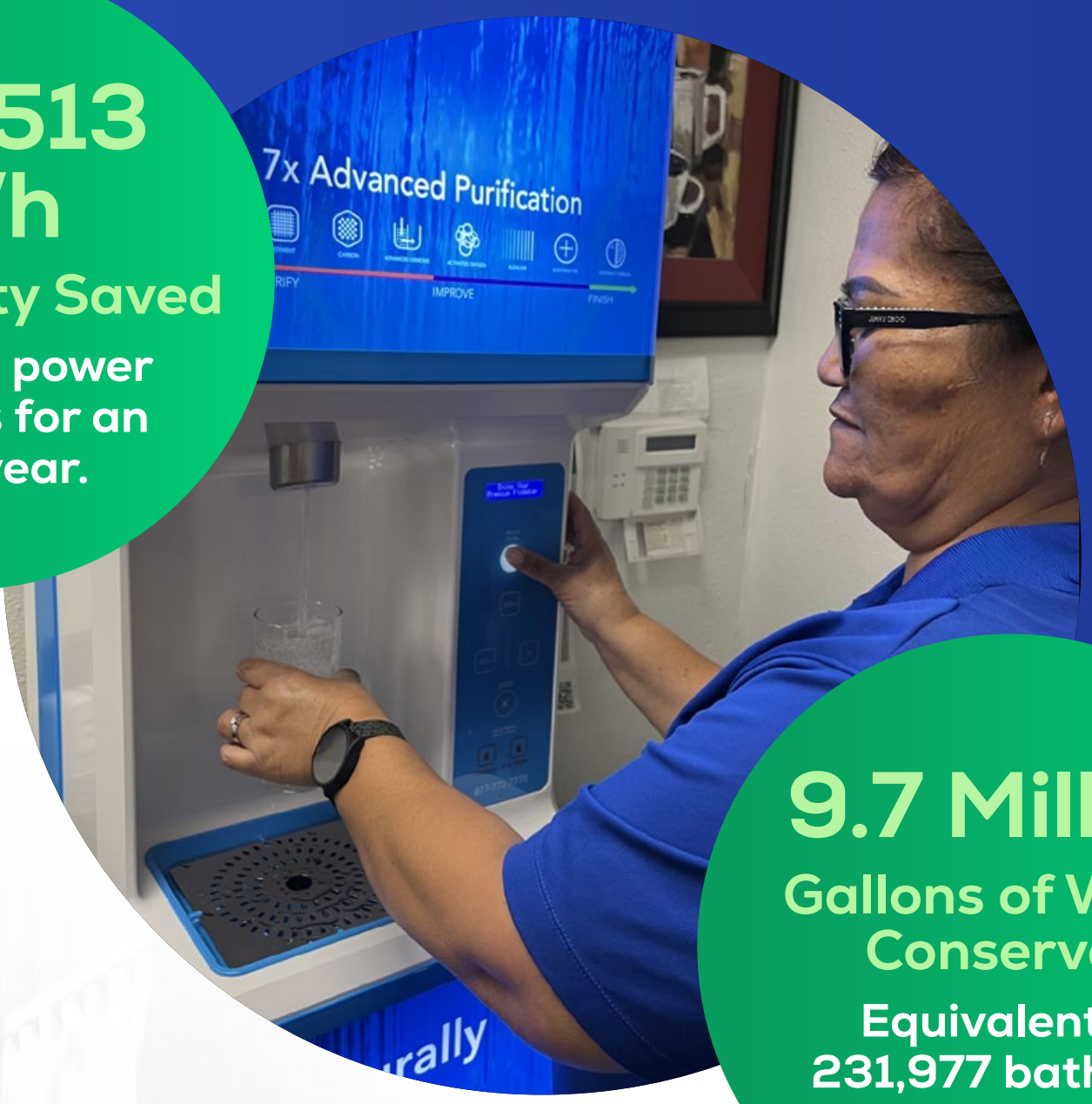


Weighted average ENERGY STAR score across our facilities:

**95%**



**409,513 kWh**  
of Electricity Saved  
Enough to power 37 homes for an entire year.



**9.7 Million Gallons of Water Conserved**  
Equivalent to 231,977 bathtubs of clean water.



## Employee Quote



Sara Requeijo, Office Manager

**“To encourage our employees to adopt green habits, we send out regular emails with helpful tips and share data on our sustainability efforts to highlight our impact. But what really makes a difference is the conversations we have in person. We love chatting about green practices when everyone’s in the office, making it easy and fun to learn together. It’s all about creating a supportive culture where everyone feels inspired to pitch in!”**

## Eco-Friendly Office Practices

At Servicon, we believe that small, consistent actions lead to meaningful change. Guided by our commitment to sustainability, we've introduced a range of initiatives in our offices to reduce waste, conserve resources, and create a more environmentally conscious workplace.

One of our main priorities has been reducing single-use items. We've replaced plastic utensils with reusable silverware and installed a filtered water station to encourage refillable bottles, reinforcing our policy against purchasing disposable water bottles. Even offering smaller soda cans has helped minimize waste from unfinished drinks.

To avoid food waste and support thoughtful planning, our office manager sends a poll in advance to confirm who will be onsite. This simple step ensures accurate headcounts for meal orders, reducing excess food while making sure employees enjoy a fresh, quality meal. It's a practical way to support both sustainability and employee care.

We've also made improvements in waste management by adding compost bins, enhancing recycling signage, and installing water-saving aerators on taps. Employees are encouraged to adopt energy-conscious behaviors, such as turning off lights when not in use and keeping thermostat settings within energy-efficient ranges.

In June, we hosted an e-waste recycling drive and continue to use our Servicon corporate office as a collection site for e-waste year-round. Thanks to collective efforts, our e-waste drive resulted in the responsible recycling and proper disposal of over 170 electronic devices and accessories, including 65 laptops securely recycled with a Certificate of Destruction to ensure data security.

As we look forward, we plan to add motion-sensor lighting and continue exploring new ways to reduce our environmental footprint through smarter office practices.

Together, these everyday efforts reflect Servicon's broader sustainability goals and help build a workplace culture where environmental responsibility is part of how we work.

## Achieving Client Goals Together

Servicon knows we can significantly impact sustainability by collaborating closely with our clients. Forging strong client partnerships, we help advance their sustainability goals through customized solutions. We assist our clients' sites with waste reduction, linen optimization, energy efficiency, water conservation, and eco-friendly supplies and equipment selection. We extend support by designing recycling and trash collection programs crafted to minimize the reliance on plastic trash can liners and maximize diversion rates. Our collaborative efforts have led to our clients receiving esteemed sustainability awards, acknowledging their commitment to recycling single-use PPE items and reducing landfill waste.

Servicon also offers facility maintenance services to support clients' environmental requirements for energy conservation, water conservation, effluent control, alternative energy use, carbon footprint reduction, and regulatory compliance. We offer our clients assistance in installing and maintaining more sustainable equipment, including green energy technologies, HVAC systems, and charging stations, ensuring long-term conservation stewardship.



Josefina Madrigal - EVS Technician



Estefani Felix - Portfolio Manager Michael Mulvey - Senior Portfolio Manager Todd Lawrence - Senior Portfolio Manager

The background is a solid blue color. A large, white, stylized arrow points from the left towards the right, starting from the middle of the left edge and ending near the right edge. A thick, curved blue line starts from the bottom left and curves upwards and to the right, ending near the top right corner. The text "Ethics & Integrity" is written in white, bold, sans-serif font, positioned in the middle of the white arrow.

# Ethics & Integrity



## Leading with Trust

Integrity is integral to everything Servicon does. Decades-long relationships with clients are a testament to the trust we have earned as a reliable and responsible partner. Our governance structure, led by the Board of Directors, senior leadership, and legal team, ensures transparency and accountability across all operations.

Our leadership team guides our internal processes and is committed to upholding high ethical standards. Tools like the “Value of a Servicon Leader” framework are embedded into performance reviews and promotions, ensuring honesty and integrity remain central to decision-making. Strategic planning, supported by employee surveys, market analysis, legal trend reviews, and stakeholder input, drives our future direction while safeguarding ethical practices.

We rigorously adhere to all laws and regulations, advocate for human rights, and abstain from supporting products or services that harm the environment or exploit vulnerable populations. By partnering with organizations that share our values, we reinforce our commitment to ethical business practices.

Matthew Levit, Carlie Elwell, and Jerome Ong

## Governance: Upholding Transparency and Accountability

Servicon’s Board of Directors oversees the company’s governance, ensuring financial prudence, ethical standards, and compliance with laws and regulations. The Board prioritizes the welfare of stakeholders, including employees, vendor partners, clients, and communities, while aligning ESG initiatives with core values. It monitors ESG goals and Key Performance Indicators (KPIs), assessing risks and opportunities to sustain the company’s vision and values.

Senior executive leaders play a critical role in shaping the ESG strategy by providing guidance, monitoring risks, and evaluating progress. They ensure timelines are met and oversee resource allocation and budgeting for ESG priorities. Servicon’s policies, which guide decision-making and behavior for employees at every level, cover safety measures, social responsibility, and compliance with applicable laws and regulations.

In 2024, Servicon completed a comprehensive overhaul of its policies through the year-long Policies and Procedures Project. This initiative centralized, reviewed, and published all company policies, enhancing clarity, consistency, and accessibility. The updated framework strengthens governance, aligns with best practices, and fosters an atmosphere of accountability.

### Key Policies Include:

- Product Safety and Hazardous Materials
- Waste Minimization and Pollution Prevention
- Sustainability
- Emergency Response and Preparedness
- Equal Opportunity
- Dignity and Respect
- Freedom of Association
- Wages, Benefits, and Working Hours
- Free Choice of Employment
- Human Rights
- Child Labor
- Anti-Bribery and Corruption
- Data Protection
- Money Laundering and Theft.

Servicon’s policies cultivate ethical management and accountability. A review committee comprising legal, risk management, human resources, finance, and operations representatives ensures policies remain relevant and effective. Managers set a positive example by maintaining high ethical standards and nurturing a workplace culture centered on compliance with moral and legal obligations.

### Non-Discrimination and Anti-Trust

Servicon is unwavering in its commitment to equal-opportunity employment practices. We prohibit any form of unlawful discrimination, including but not limited to discrimination based on gender, race, religion, or any other protected class. Our inclusive policies promote fairness and foster a work environment where dignity and respect are paramount.

Employees are safeguarded against mistreatment, including sexual harassment, physical and verbal abuse, coercion, and other forms of misconduct. Comprehensive anti-harassment training and anonymous reporting channels ensure a safe and supportive atmosphere for all employees.

We uphold the right of employees to associate freely, communicate openly, and share their views without fear of reprisal. Employees are encouraged to participate in workers' unions and councils and to exercise their rights to representation and association as they see fit.

### Legal Updates and Compliance

Servicon closely tracks legislation and new laws affecting our operations and clients. Our legal department regularly updates the organization and delivers bi-annual training to managers to ensure compliance with evolving legal requirements.

We have implemented numerous safeguards to limit wage and hour exposure. These include PAGA and class action waivers in all California CBAs, minimum wage tables to ensure compliance with local wage ordinances, and attestation processes for meal and rest periods.



Sarah Lemus - Supply Chain Coordinator,  
Marcos Lopez - Warehouseperson

### Responsible Sourcing

Servicon is committed to creating strong partnerships across our supply chain by supporting businesses that align with our values and contribute to the communities we serve. We actively track and report supplier diversity to ensure meaningful opportunities for a broad range of businesses, helping to strengthen local economies and promote innovation. Our diversity spend in 2024 accounted for 12%, including both self-reported and certified expenditures.

In 2024, we enhanced our reporting system by collaborating with our finance and supplies teams to implement an environmental, social, and governance questionnaire for each new vendor. Additionally, we began tracking supplier engagement metrics in our HRIS system, enabling greater transparency and accountability in our efforts to build a more collaborative and inclusive supply chain.



Finance Team

## Financial Stewardship

Servicon's Finance Department plays a vital role in promoting transparency, accountability, and cross-functional collaboration. Through strong governance practices and a focus on continuous improvement, the department supports the company's broader ESG goals and long-term stability.

Structured into three core areas—Accounting, Payroll, and Financial Planning & Analysis—the department ensures clear responsibilities, seamless coordination, and consistent oversight across all financial functions. The team stays current with regulatory standards through regular training, strong relationships with external partners, and ongoing updates aligned with the latest FASB guidelines. These efforts help maintain financial transparency and ensure Servicon remains compliant in an evolving regulatory environment.

To mitigate risk and safeguard financial integrity, the department has implemented rigorous internal controls, including dual authorization, segregation of duties, daily deposits, systematic reviews, monthly reconciliations, physical inventory counts, and cybersecurity protections. Independent third-party audits are conducted annually to reinforce accountability.

In 2024, the Finance team introduced stronger oversight controls to enhance invoice processing and vendor accountability. They also partnered with Talent Acquisition to streamline new hire data entry into the payroll system—reducing manual input, minimizing errors, and easing administrative workload.

Whether working with IT to address system vulnerabilities or supporting Operations in managing uniform inventory, the Finance Department serves as a trusted partner across the organization, helping ensure that resources are managed responsibly and effectively.

## Data Privacy and Cybersecurity

### Safeguarding Operations, Workforce, and Clients

At Servicon, cybersecurity and data protection are paramount. Recognizing their critical importance in serving a diverse range of high-security clients, we prioritize a robust security posture and proactive risk management permeating every aspect of our operations. By instilling this culture, we aim to minimize risk, enhance resilience, and maintain the trust of our clients.

### Comprehensive Cybersecurity Framework

Our IT security policies address core areas critical to safeguarding valuable information assets, including:

#### Cybersecurity Program:

- Comprehensive policies addressing emerging technologies, including AI
- Regular security audits and penetration testing
- Advanced network security measures supporting remote work

#### Endpoint Protection:

- Robust device management software and regular patch updates
- Implementation of multi-factor authentication (MFA)
- Enforcing complex password requirements

#### Data Management:

- Stringent data retention policies
- Automatic encryption of Personally Identifiable Information (PII) to prevent data loss

#### Training and Education:

- Ongoing cybersecurity awareness training for employees
- Monthly phishing simulations to identify and address vulnerabilities

### Compliance and Best Practices

Guided by the Department of Defense's Cybersecurity Maturity Model Certification (CMMC) 2.0, Servicon ensures adherence to the highest standards. Employees undergo comprehensive cybersecurity training during onboarding, complemented by monthly campaigns to reinforce best practices. Our networks are fortified with advanced encryption, firewalls, access controls, and network segmentation to ensure data integrity. Suspicious activities or violations are promptly reported and addressed.



### Advancing IT Infrastructure

Managing IT at Servicon requires balancing robust security controls with user-friendly systems, integrating rapid technological advancements, and supporting a diverse workforce with varying technical skills across corporate and field operations. To meet these challenges, Servicon has implemented key improvements to enhance security, efficiency, and accessibility. These efforts ensure a proactive approach to IT management, mitigating risks while upholding industry-leading best practices.

## 2024 Key Outcomes

#### Enhanced IT Support

Introduced bi-weekly onsite IT support and improved the Customer Data System (CDS) to streamline requests and issue resolution

#### Project Management Tools

Adopted tools like Jira and Agile to improve collaboration, efficiency, and timely project delivery

#### Strengthened Security and Compliance:

- Implemented two-factor authentication for financial systems
- Rolled out an AI-powered email filter to enhance cybersecurity
- Upgraded firewall infrastructure to bolster network protection

#### Expanded IT Policies and Training

Developed 12 new IT policies covering password management, termination protocols, and other critical governance areas, along with enhanced training materials to support all users

These advancements reinforce Servicon's commitment to a secure, efficient, and forward-thinking IT infrastructure.



## Driving Digital Transformation

In 2024, Servicon embarked on a transformative journey in technology and process optimization, reinforcing its commitment to exceptional governance. This digital transformation redefines how the company scales and adapts to growth while prioritizing efficiency, security, and transparency.

A key focus is transitioning from manual, fragmented systems to standardized, scalable, and auditable processes. Achievements include integrating automation and rule-based controls in billing, sales, and other critical functions, improving consistency, reducing errors, and increasing transparency. These enhancements also help new team members step into roles with confidence and clarity.

Servicon's digital transformation project reimagines business processes with technology-driven solutions, workflow optimization, and standardized, auditable processes across departments. This project centralizes financial workflows, minimizes manual tasks, and enhances real-time data visibility. Interim improvements are underway to ensure a smooth transition to this advanced system.

By integrating tools like Jira and Agile Project Management, Servicon has improved collaboration, transparency, and efficiency. These tools enable teams to work iteratively, track progress, and address challenges promptly, fostering continuous innovation and adaptability.

This resolve to continuous improvement, innovation, and collaboration exemplifies Servicon's dedication to governance integrity and the people driving its success.



### Employee Quote

Ray Chastine, Director, Information Technology

**“What excites me most is helping Servicon scale to its growth ambitions and building systems that can adapt to whatever the future brings.”**

*Carolyn Weinhold - Director of Administration, Oscar Gamboa - Information Technology Manager, Esteban Guzman - Senior Systems Administrator, Tom Schurman - Chief Strategy Officer, Liz Griffin - Project Manager II, Kevin Higginson - Senior Business Process Analyst, Ray Chastine - Director of Information Technology*

# Safety

## Safe and Secure Spaces for All

Safety is integral to Servicon’s operations, demonstrating our unwavering commitment to employee well-being and operational excellence. We foster a zero-harm atmosphere by empowering employees to prioritize safety and prevent incidents. Every team member is responsible for adhering to safety protocols, protecting themselves and their colleagues, and reporting potential hazards. Leaders reinforce this mindset by celebrating safe practices and ensuring compliance at all organizational levels.

We mandate the use of personal protective equipment (PPE) for specific tasks and deploy proactive worksite safety assessments to identify and mitigate risks. When incidents occur, we conduct comprehensive analyses to uncover root causes and implement measures that enhance safety behaviors and practices. Oversight by the Safety Department, which reports directly to executive leadership, ensures continuous improvement through regular safety discussions and assessments.

## Strategic Safety Measures

Our safety strategy emphasizes compliance with regulatory bodies such as the Occupational Safety and Health Administration (OSHA), safeguarding employee and client welfare, and adhering to third-party vendor compliance using tools like Avetta and ISNetwork at select client sites. Ergonomic practices are a key focus, supported by deploying innovative equipment such as the iMop, Power Dump Dolly, and Square Scrub to reduce injuries and improve efficiency.

### Servicon integrates advanced technology and innovative practices to:

- ✓ Create safer working environments
- ✓ Reduce workplace injuries
- ✓ Limit exposure to harsh chemicals
- ✓ Enhance productivity.

Proactive measures include rigorous safety training programs, monthly safety briefs addressing common incidents, and compliance topics. We track injury-free days and provide a 24/7 nurse response service for immediate medical attention. Additionally, Servicon’s safety incentive programs cultivate a mindset of accountability and reward safe practices.

In 2024, Servicon achieved an impressive Experience Modification Factor (EMR) of 0.83, as published by the Workers’ Compensation Insurance Rating Bureau. This low rating reflects the company’s strong commitment to workplace safety and effective risk management.

Additionally, in 2024, we streamlined our processes by integrating Leaves of Absence (LOA) with Risk Management to improve claim coverage and simplify the employee leave experience. A new return-to-work procedure was introduced to standardize and expedite employee reintegration.



Safety Training Program

## Key Safety Resources

By embedding safety into daily operations and fostering a proactive safety culture, Servicon ensures a safe working environment for all stakeholders.

### Safety Toolkits

24 core interactive toolkits, trained twice monthly, covering frequent incidents, OSHA compliance, and workplace safety topics

### Supervisor Safety Certification

In-person training for supervisors on safety leadership, training techniques, equipment use, and incident response

### Risk Assessments

Safety professionals conduct risk assessments for all site startups within the first 30 days, developing a Rolling Action Item List (RAIL) to track and address hazards

### Quick Brief Checklists

Concise guides for immediate safety awareness

### PPE Guides

Clear instructions on proper personal protective equipment use

### Monthly Incident Reports

Reports with actionable recommendations for continuous improvement

### Safety Metrics & Yellow Card Program

Servicon tracks both leading and lagging safety metrics, such as training completion and incident frequency. Sites failing to meet key safety benchmarks enter the Yellow Card Program, which includes:

- ✓ Development of a new RAIL to address deficiencies.
- ✓ Unannounced site visits from HR for safety compliance checks.
- ✓ Weekly Safety Huddles to reinforce safety practices and accountability.

# Fleet Safety

Recognizing driving as one of the most high-risk tasks, Servicon has established a comprehensive fleet safety program:



**100%**  
of authorized drivers completed defensive driving training within 60 days of authorization

## Driver Authorization via Employer Pull Notice

Using SambaSafety's Risk Index Score, we assess driver risk based on license and claims data, ensuring only low to medium-risk drivers are authorized

## Training

All drivers complete an interactive defensive driving course through a learning management system, achieving 100% compliance within 60 days of authorization

## Centralized Vehicle Maintenance

Enterprise Fleet Management provides monthly reports for recalls, oil changes, and citations. Facilities work with operations to address maintenance issues promptly.

## Hired Autos

Non-exempt staff are prohibited from using hired autos except in limited cases. Personal vehicles are not permitted to transport supplies



2025 GM Brightdrop All-Electric Delivery Van

## Mitigating Risk for Clients

Servicon understands that our operations are fundamental to the client's risk mitigation strategy. Because of this, we carry robust insurance products to protect our operations and clients. They include general liability, automobile, employment, cyber, crime, property, and excess coverage. This supplemental coverage directly flows over our general liability, auto, and employment, providing ample coverage in the event of a large incident. Additionally, we maintain third-party crime insurance coverage.

Unless required otherwise by a client, we utilize green, non-hazardous cleaning products and ready-to-use (pre-diluted) products or dilution stations to minimize exposure risks, prioritizing both effectiveness and safety. We also provide specialized cleaning services for cleanrooms and other critical environments where contamination control is paramount. Our expertly trained technicians follow strict Standard Operating Procedures (SOPs) aligned with Good Manufacturing Practices standards, using validated cleaning agents, HEPA-filtered equipment, and controlled entry protocols to minimize particle load and microbial presence. These measures safeguard product integrity, support regulatory compliance, and reduce operational risk for clients.

Since vicarious liability may run to a client for any employment claims, Servicon has established a legal updates team of human resources professionals and lawyers to track, implement, and audit any changes in employment law. The team utilizes several advanced tools, including wage tables, which automatically ensure all wages paid meet local, state, and federal minimum wage rules.

Through these comprehensive risk management strategies, Servicon helps protect our clients' operations, supporting compliance, resilience, and reduced risk in an ever-evolving business landscape.



GMP Cleanroom Training



# Delivering Quality Service

## Commitment to Service Excellence

At Servicon, upholding high-quality standards is essential to delivering exceptional service to our clients and the communities we serve. For over five decades, Servicon has continuously adapted to technological advancements, particularly in industries such as healthcare, aerospace, life sciences, municipalities, entertainment, and commercial real estate. By acknowledging the uniqueness of each client and facility, we tailor our organizational strategies and programs to meet the evolving needs of every sector we operate in.

To ensure a well-rounded client experience, Servicon employs consistent communication cadences and ongoing training. Our comprehensive response procedures for complaints, callbacks, and emergencies are designed to navigate challenging environments seamlessly. Hiring subject matter experts and cross-training employees ensures adaptability to varying client demands.

Sharing key Social and Environmental Impact metrics and initiatives is integral to this process, empowering clients with insights into our efforts to create long-term value. Through transparency and accountability, we strive to minimize environmental impact, promote social well-being, and uphold ethical business practices.

## The Servicon Client Experience Program

The Servicon Client Experience Program aligns with our clients' goals, missions, and values. This comprehensive initiative integrates client experience data to generate actionable insights. We deepen our understanding of client satisfaction by employing state-of-the-art tracking tools and protocols, customized scorecard metrics, and regular surveys—including the semi-annual Client Satisfaction Survey. Executive and operational teams meticulously review these insights to inform service adjustments and refinements.

In March 2024, Servicon received two prestigious Supplier Excellence Awards from Northrop Grumman Corporation, recognizing our commitment to operational excellence and resilience. Out of 20,000 suppliers, Servicon was one of only 10 honored with both the Supplier Resilience Excellence Award and the Top Large Business Award. This recognition highlights our critical role in supporting Northrop Grumman's manufacturing and distribution goals and affirms our impact across the defense industrial base through our high ESG standards.

## Client Business Reviews (CBRs)

Held several times annually, CBRs embody transparency and continuous improvement. These sessions involve collaborative discussions with clients, focusing on data trend analysis, special projects, employee development, compliance updates, and evolving facility needs.

Servicon team members play a vital role in enhancing the client experience by aligning their efforts with client goals. Teams are trained to identify key performance indicators (KPIs) and adapt swiftly to clients' needs. Observations of service areas serve as valuable insights during CBRs, driving data-informed service enhancements, including reporting equipment or facility issues.

## Standard Operating Procedures (SOPs): The Servicon Way

To enhance service delivery and outcomes for clients, our company continually refines its standard operating procedures (SOPs). By documenting "the Servicon way" and consolidating key activities into well-defined guidelines, we create on-the-job training programs that are field-tested and risk-verified. Designed by subject matter experts, vetted by the Risk and Safety Department, and approved by leadership, Servicon's SOPs ensure operational consistency and foster client trust by delivering optimized results.

## Leveraging Systems and Technology for Quality and Compliance

Servicon employs advanced platforms to ensure service quality and compliance. At the heart of our approach is SmartInspect, a quality assurance application local supervisors use to measure crew performance meticulously. SmartInspect generates the Quality Success Percentage (QSP) metric and offers insights through reports such as Quality Reports, Deficiency Reports, and Quality Trend Reports, facilitating continuous improvement.

### SmartInspect Applications Include:

#### ✓ Weekly Comprehensive Inspections

Evaluating service delivery and addressing deficiencies promptly

#### ✓ Formal Quality Assurance Inspections

Conducted on a predefined schedule using devices like smartphones and tablets equipped with SmartInspect software configured for specific client requirements

#### ✓ Simple Check

A QR Code system providing real-time updates on cleaned and disinfected areas

#### ✓ Smart Tickets

A work order program logging safety or maintenance issues, validated through bi-monthly joint inspections involving client participation

These insights are shared with employees and made accessible to clients through customizable live dashboards, fostering transparency and trust.



## Client Satisfaction: A Core Metric

Client satisfaction is at the core of Servicon's mission. We utilize a third-party satisfaction tool to measure Net Promoter Scores (NPS)—a key indicator of customer loyalty. While the national average NPS is 32%, Servicon stands out with an impressive 69%, firmly placing us in the "world-class" category. In the commercial sector, our NPS reaches 82%, reflecting the exceptional quality of service and trust our clients place in us.

In addition to NPS, we track Customer Satisfaction (CSAT) scores to gauge overall client experience. In 2024, we achieved a CSAT score of 90%, ranking us within the national top tier of "excellent." Our commercial sector CSAT is an outstanding 95%, with healthcare and aerospace sectors close behind at 92%.

Our unwavering commitment to service excellence, transparent communication, cutting-edge technology, and client-centric strategies ensures we consistently deliver outstanding results and build long-term partnerships with our clients.

## Appendix Performance Table

The data in the table below reflects activities, outcomes, and performance measures for the fiscal year ending December 31, 2024. Please refer to the accompanying Performance Table Notes for additional context and definitions.

### Opportunity

#### Employee Well-Being

- Employee Engagement – eNPS: 60
- Employee Retention Rate: 72.4%
- Voluntary Turnover Rate: 12.8%

#### Learning and Development

- Total Training Hours: 12,545
- Average Training Hours per Employee: 5.7
- Total Leadership Training Hours (MAS Program): 1,240
- Average MAS Leadership Training Hours per Participant: 15

#### Pay and Compensation

- % Hourly Workforce Paid ≥ \$0.50 Above Minimum Wage: 99.9%%

#### Diversity

- % Women – Companywide: 62.5%
- % Women in Leadership (Manager and Above): 37.8%
- % People of Color (POC) – Companywide: 95.0%
- % POC in Leadership (Manager and Above): 83.5%
- Supplier Diversity Spend (as % of total spend): 12.0%

### Community

- Community Impact Spend: \$450,077.66
- Total Scholarships Funded: \$108,164
- Employee Volunteer Hours: 670

### Sustainability

#### Procurement

- % Green Paper Products Purchased: 85.0%
- % Chemical Cleaning Supplies – Green Certified & Non-Toxic: 100%
- % of Cleaning Services Using Microfiber Instead of Paper Products: 92%

#### Greenhouse Gas (GHG) Emissions (Metric Tons CO<sub>2</sub>e)

- Total Emissions: 651
- Scope 1 (Direct Emissions): 622
- Scope 2 (Indirect, Electricity): 0
- Scope 3 (Other Indirect – Waste): 33.8

#### Energy

- Solar Energy Consumption (kWh): 123,679
- % Renewable Electricity: 100%
- Natural Gas Consumption (CCF): 256
- Fleet Fuel – Gasoline (gallons): 482
- Fleet Fuel – Diesel (gallons): 1,781

#### Waste

- Total Waste Generated (lbs): 106,812
- Recycling Rate: 32.0%

#### Water

- Water Consumption (gallons): 143,966

### Ethics and Integrity

#### Governance

- Board of Directors:
  - Total Members: 5
  - % Women: 80%
  - % People of Color (POC): 20%

#### Compliance

- Compliance Training Completion Rate: 84%

#### Safety

- On-Time Safety Toolkit Completion: 82.4%
- Total Recordable Incident Rate (TRIR): 10.2
- Experience Modification Rating (EMR): 0.83

#### Data Privacy and Cybersecurity

- Cybersecurity Training Completion Rate: 97%
- Cybersecurity Training Hours: 1,752

#### Client Experience

- Customer Satisfaction Score (CSAT): 90

### Performance Table Notes

1. Total Training Hours includes in-person training sessions and online training tracked through active engagement in our Learning Management System (LMS).
2. MAS Program refers to Managing at Servicon: Leadership Foundations Program.
3. Average MAS Leadership Training Hours are based in Cohort 2 data only; Cohort 3 was mid-program as of 12/31/2024.
4. Supplier Diversity Spend includes both self-reported and certified diverse suppliers.
5. Community Impact Spend includes direct donations from Servicon and allocations via the ServiconCares donor-advised fund.
6. Greenhouse Gas (GHG) emissions, energy consumption, waste generation, and water usage data reflect activities at Servicon's headquarters and warehouse facilities
7. Scope 1 emissions include emissions from natural gas and fleet operations.
8. Scope 3 emissions reflect waste-related indirect emissions.
9. Energy consumption data reflects solar usage only.
10. Experience Modification Rating (EMR) is based on the 2024 WCIRB publication for California.

#### Disclaimer

This report includes brief summaries of certain policies and programs for general reference. For the full details, please refer to the official policies and employee handbook.



**servicon<sup>®</sup>**

**Healthy Spaces. Thriving People.**