

**ANNUAL**  
Corporate Social  
Responsibility  
**REPORT**  
2023-2024





# WELCOME.

Welcome to Bee-Clean Building Maintenance's 2023/2024 Corporate Social Responsibility (CSR) annual report. We are proud to share our progress and achievements in our sustainability journey with you. In this report, you will find an overview of our CSR strategy and initiatives, as well as our efforts to reduce our environmental impact, contribute to society, and create value for our stakeholders.

We hope that this report provides valuable insights into our commitment to corporate social responsibility and our efforts to build a sustainable future.







# OUR CSR ANNUAL REPORT.

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# MESSAGE FROM OUR LEADERSHIP TEAM



I am pleased to present Bee-Clean Building Maintenance's (Bee-Clean) updated 2023/24 Corporate Social Responsibility (CSR) report on behalf of our leadership team. As a company committed to positively impacting the communities where we operate, we believe it is important to be transparent about our social and environmental performance.

As we complete our 2023/24 CSR in summer 2024, much of Canada is experiencing dramatic wildfires or being burdened by their smoke. These events underscore the urgent need for change within our business to reduce our overall carbon footprint. Collectively, we are actively structuring our governance to support and empower our people and communities in their actions that impact our environment.

This report will give you an overview of Bee-Clean's CSR strategy and initiatives, and progress we've made towards achieving our Environmental, Social and Governance (ESG) goals. We have made significant strides in implementing reduction targets, applying Global Reporting Initiative (GRI) Standards, and adding renewable energy sources. We have also made significant strides in enhancing sustainable procurement, energy efficiency, employee engagement assessment, and social responsibility. We are proud to share our accomplishments with you.

At Bee-Clean, we recognize the importance of being an active and responsible member of our communities. We believe that our success is measured by business performance and our contributions to our communities and the environment. As such,

we are committed to continually improving our sustainability practices and fostering a culture of social engagement and responsibility throughout our organization.

In 2024, we completed one of our major sustainability initiatives; installing and commissioning solar panels at our Edmonton office. This project reduces our emissions and reflects our dedication to environmental stewardship. We are also investigating opportunities to renovate our Victoria and Vancouver offices, to improve their environmental performance.

Since our last CSR report, we have completed the InStep GHG emission report on a national basis, which has yielded improved visibility and transparency into our business's impact. Consistent with better self-reporting, we also completed our second EcoVadis submission, a globally recognized platform for evaluating corporate social responsibility and helping us improve the impact of our activities.

In late 2023, Bee-Clean was pleased to finalize a partnership with the Alexis Nakota Sioux Nation, Caucapen (Bee)-Clean. This partnership continues our work to support the calls to Truth and Reconciliation. We believe this partnership builds on Bee-Clean's success with Indigenous business across Canada. It will continue to play a key role in economic reconciliation. By ensuring the full participation of Indigenous Canadians in our economy, we can further support the aims of Truth and Reconciliation.

We would like to thank our employees, clients, and partners for their continued support in our ESG efforts. Together, we can make a positive impact and create a sustainable future for generations to come.



**Rob Scott**  
Executive Vice President, Bee-Clean West,  
Chair of the ESG Leadership Team





## WHAT WE DO

*24 hours a day, 365 days of the year,  
our business is taking care of yours.*

In 1967, Bee-Clean was born out of the vision that we could create a true national leader in commercial cleaning services. We have 21 core branches, and Bee-Clean's head offices are located in Edmonton, Alberta (Western Canada) and Winnipeg, Manitoba (Eastern Canada).

Our services, provided by our 15,000 team members coast-to-coast, include but are not limited to:

- Professional janitorial services
- Day porter and matron services
- Facility assessment: scope, maintenance, cleaning and restoration needs
- Floor and carpet cleaning and refinishing
- Exterior building maintenance, including parking lot sweeping and landscaping
- Post-construction and special occasion clean-up

These services are carried out across all sectors including:

- schools, and post-secondary campuses
- commercial towers and office spaces
- banks and financial institutions
- health care facilities
- industrial facilities
- retail locations and shopping centres
- airports and transportation services
- entertainment/special event venues, conference centres
- and more!

A major advantage of working in so many different places and spaces is that we have developed a wealth of knowledge and experience to draw from. This means that we can anticipate and solve any challenges that may arise and ensure that our clients receive the highest quality of service possible.



We are constantly learning and adapting our services to meet the evolving needs of each industry, and we are always looking for ways to improve our processes and procedures while aligning with our mission, vision, and values.



# HIGHLIGHTS 2023/2024

## ENVIRONMENTAL

**20%** GHG reduction by 2030

**17.66** TCO<sub>2E</sub> Saved by our Edmonton office solar panels

**80%** Buy Local (Canadian-based suppliers)



## SOCIAL

**\$30,000** Provided in scholarships and educational support for staff and their families

**39.7%** Visible minorities in the workplace

**2.07** Total Recordable incident frequency



## GOVERNANCE

**2** New policies: Code of Ethics & Sustainable Procurement

**2** New sustainable development goals adopted

**12** GRI standards incorporated into our strategy





# MISSION, VISION, VALUES

## Mission Statement

To provide facility cleaning, and related services, to our clients with outstanding value with a focus on safety, quality, innovation, and customer service. Our efforts will support the quality of life within our clients' facilities and will be performed with pride, professionalism, and integrity.

## Values

We are guided by respectful family values:

- We make safety and security a priority.
- We perform to the best of our abilities with honesty and integrity.
- We commit to the highest standards of professional and ethical behaviour.
- We communicate in an open, collaborative, and positive manner.
- We build strong, productive relationships based on trust and cooperation.
- We care for and respect our communities and the environment.
- We treat everyone with respect and dignity.

## Vision

To be the undisputed, international market leader with a focus on safety, social responsibility, and sustainability. Our valued clients will also see us as the reliable and innovative service provider, employing best practices and premiere products. We will be guided by respectful family values and care about our people, the environment, and the communities we serve.

## Sustainability Statement

Bee-Clean is in business to support and safeguard the health and well-being for our clients, our staff, communities and the environment.



# SUSTAINABLE DEVELOPMENT GOALS

The 2030 Agenda for Sustainable Development, adopted by all UN member states in 2015, offers a unified framework for achieving peace and prosperity for both people and planet, now and in the future. We recognize these are all noble goals that can drastically impact the world around us and create positive change.

In 2021/2022, Bee-Clean adopted five of the 17 possible United Nations Goals as part of our objectives and goals moving forward. In 2024, we have added two new objectives. We recognize that many of our activities have environmental and social impacts which have the potential to be significant. These seven goals shaped our activities since the last CSR Report and set the tone for what we want to work on for the next few years to do our part as a company invested in bettering our communities. Bee-Clean is committed to setting, promoting, and achieving social and environmental movements, practices, and goals. Here's how we plan to integrate these goals into our operations:

3



## GOOD HEALTH AND WELL-BEING:

We prioritize the health and well-being of our employees by providing comprehensive health insurance, wellness programs, and a safe working environment

4



## QUALITY EDUCATION:

Education is essential for personal growth and societal development. We support educational initiatives in our communities, including scholarships, mentorship programs, and partnerships with schools and universities. Within our company, we offer continuous learning opportunities to employees to enhance their skills and knowledge.

6



## CLEAN WATER AND SANITATION:

Access to clean water is a fundamental human right. We are committed to minimizing our water usage and pollution by implementing sustainable water management practices in our operations.

8



## DECENT WORK AND ECONOMIC GROWTH:

We believe in fair labour practices and provide our employees with fair wages, benefits, and opportunities for career advancement. We prioritize diversity, equity, and inclusion in our hiring practices and foster a supportive work culture where everyone feels valued and respected.

11



## SUSTAINABLE CITIES AND COMMUNITIES:

As urbanization continues to rise, we recognize the importance of creating sustainable cities. We invest in technologies and initiatives that reduce carbon emissions.

12



## RESPONSIBLE CONSUMPTION AND PRODUCTION:

We promote responsible consumption by offering environmentally friendly products, minimizing waste, and encouraging recycling and reuse. We educate our customers about the importance of making sustainable choices and provide them with information to make informed purchasing decisions.

13



## CLIMATE ACTION:

Climate change is one of the greatest challenges of our time, and we are committed to taking action to mitigate its impacts. We set ambitious carbon reduction targets, invest in renewable energy sources, and support initiatives that promote climate resilience and adaptation.

In order to integrate the adoption of these objectives into our business, we have initiated a process with EcoVadis. It is a global sustainability rating platform that assesses and evaluates the environmental, social, and governance (ESG) performance of companies by assigning them a score based on various sustainable development criteria. This assessment enables us to assess our sustainable performance and identify areas for improvement, intending to have an impact on our seven chosen sustainability objectives.



# CERTIFICATIONS

Bee-Clean is a leader in the janitorial industry, consistently addressing the environmental and sustainability needs of our clients. Guided by ISO 26000, we have seamlessly integrated social responsibility into our core values and operational practices. This commitment is reflected in the rigorous standards we uphold, our industry-leading innovations, and the certifications we have earned which include:

- **CIMS-GB with Honours**

- CIMS-GB certification demonstrates that Bee-Clean delivers quality, customer-focused services with a comprehensive green cleaning program based on LEED: EB O&M (v4) green-cleaning criteria. Bee-Clean was one of the first cleaning companies in Canada to achieve the CIMS-GB criteria in 2011.
- In 2024, we again earned certification with Honours, coming off the heels of the 2024 CIMS-GB audit which took place in Calgary, Vancouver, Toronto, Ottawa, Belleville, and London. This certification is valid for two years (July 2024-July 2026)

- **CIMS ISSA Certification Expert**

- I.C.E. certification means our experts can provide training & consultation for companies regarding compliance with the CIMS standard in preparation for the CIMS certification process.

- **COR certifications** (British Columbia, Alberta, Manitoba): a provincial program, a formal recognition awarded to organizations that demonstrate a high level of commitment and compliance in occupational health and safety.

- Bee-Clean is also certified in the **Carpet and Rug Institute CRI** program, a member of the **Green Building Council**, and **LEED compliant**. We are committed to purchasing products that are LEED compliant and are third-party certified by organizations like **Green Seal** and **Eco Logo**. In addition, we have developed a sustainability and green cleaning program, "Pathways to Green Buildings."

- Winner of **Canada's Best Managed** program (maintained since 2020, Gold Standard)



## Resources and Recycling

Bee-Clean encourages the purchasing of green cleaning products and materials, for this we rely on third-party certification programs such as EPA, Green Seal, and EcoLogo to determine the origin of the fibre sources going into the paper products we procure.

Our products meet the following environmental standards:

- Ecologo Certified or Green Seal Certified
- FSC (Forest Stewardship Council) accreditation
- Recycled fiber
- Biodegradable
- Meets EPA standards
- Cleaning Industry Management Standard (CIMS) Green Building Certified (ISSA)



## Indigenous Relationships

Bee-Clean is committed to corporate social responsibility with an emphasis on Indigenous relations. We believe in real-life change and reconciliation in action. Bee-Clean is recognized as a leader in the Indigenous business community for its efforts in Indigenous relations. We have attained the Gold Progressive Indigenous Relations (PAIR) designation, which certifies we are committed to strong progressive Indigenous relations through all our business practices. Bee-Clean is an active participant in the Canadian Council for Indigenous Business (CCIB). Our firm belief in reconciliation through economic development is one of the many reasons why Bee-Clean ventured into our first Indigenous partnership in 2012. Since that time we have built partnerships across Canada with various Nations.



# GRI STANDARDS

The Global Reporting Initiative (GRI) provides a framework for companies to track and report their sustainability efforts through guidelines for collecting, verifying, and reporting ESG data. Adopting this standard was a natural progression in our corporate sustainability initiatives. In 2024, we chose to integrate 12 of the 31 indicators, with plans to progressively incorporate all sector-specific standards recommended by GRI in the coming years.

## In the environmental category, we have selected 5 indicators:

- GRI 302-1
  - Energy consumption within the organization
- GRI 303-3
  - Water withdrawal
- GRI 305
  - Emissions (scope 1, 2, 3)
- GRI 306-3
  - Waste generated
- GRI 307-1
  - Non-compliance with environmental laws and regulations

## For the social category, we also identify 4 indicators:

- GRI 102-8
  - Employment detailed
- GRI 102-41
  - Employees covered by collective agreement
- GRI 403-9
  - Occupational health & safety
- GRI 404-1
  - Average hours of training per year per employee

## For the governance category, we include the general disclosure and procurement practices for a total of 3 indicators:

- GRI 102
  - Organizational profile
- GRI 204-1
  - Proportion of spending on local suppliers
- GRI 308-1
  - Supplier Environmental Assessment

For details on the selected indicators and the results for 2023, please see pages 31-33 of the Appendix.

Integrating GRI standards into CSR reports will enable Bee-Clean to effectively communicate our sustainability performance, align with global best practices, and demonstrate our commitment to responsible business practices.



# MATERIALITY MATRIX

In 2024, we conducted a materiality assessment of Bee-Clean’s stakeholders.

- Internal: Shareholders and employees
- External: Trade unions and customers

The goal was to establish a systematic and transparent framework for evaluating, prioritizing, and addressing sustainability challenges and opportunities. It has helped us to identify the key issues that form the basis of our ESG strategy, and to focus our efforts on those issues that are most relevant and impactful concerns, both internally and externally. We conducted a survey exclusively in Alberta as a pilot study, intended to pave the way for its future implementation across Canada. Operational employees were not surveyed, as they do not all have access to Bee-Clean’s electronic devices. This situation will be remedied for future surveys.

Our materiality assessment identified 19 important ESG topics under 4 themes which we also cover in the rest of our ESG reports:

- Social
- Cross-Sectoral
- Environment
- Economic

Each respondent was asked to indicate the degree of importance they attached to the topics in carrying out their activities. Here is a visual of the results obtained from the survey. The dark blue zone indicates priority topics for both internal and external stakeholders.

We can observe that the main priority for all our stakeholders concerns working conditions and health & safety. In order to meet their expectations, Bee-Clean has emphasized this theme in its ESG initiatives since the last CSR Report. In addition, this matrix has enabled us to observe that the environmental theme appears to be a priority for external stakeholders. To comply with their expectations, we have implemented actions during 2023-2024 to improve our environmental impact. In conjunction with awareness-raising initiatives among our employees, to elevate the importance they attach to this theme, like external stakeholders.







## GOVERNANCE

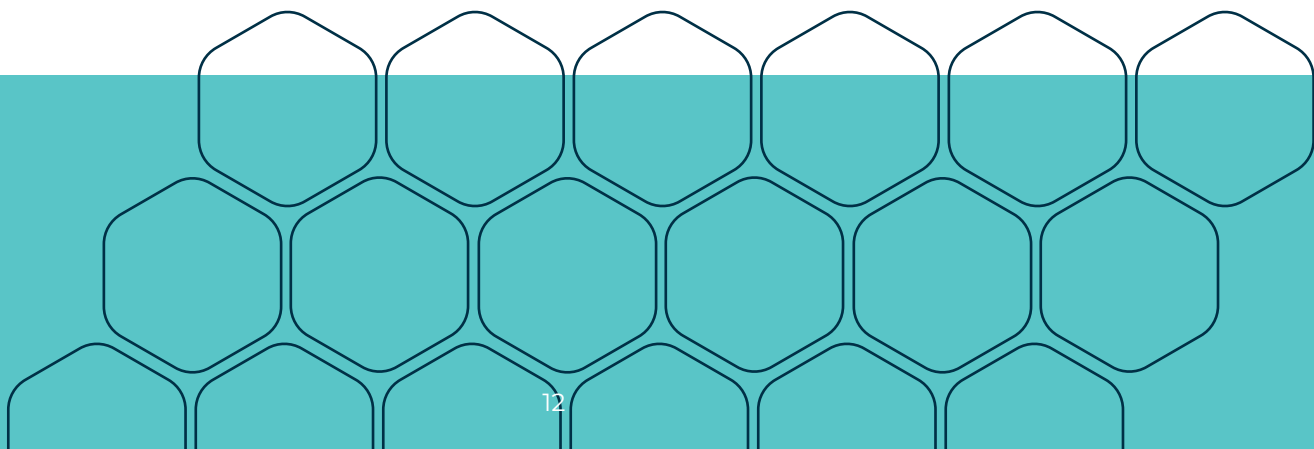
Bee-Clean places a high priority on strong governance in driving responsible and ethical business practices. In this section, we shed light on our commitment to transparent decision-making, sound internal controls, and the overall framework that guides our corporate social responsibility (CSR) initiatives. By upholding robust governance principles, we aim to foster trust among our stakeholders and ensure the sustainable growth of our organization.

Transparency and accountability are the pillars of our governance structure. We maintain open lines of communication with our stakeholders, ensuring that their voices are heard and considered in our decision-making processes. We have implemented comprehensive policies and procedures that promote ethical behavior, integrity, and compliance with applicable laws and regulations.

At Bee-Clean, we have a stringent anti-corruption policy in place. This policy is designed to prevent and address any instances of bribery, fraud, and corruption, ensuring that all our operations are conducted with the highest level of integrity.

Additionally, we are committed to fostering a diverse and inclusive workplace. A key aspect of this commitment is our aim to represent women in our leadership team. We believe that diverse leadership leads to better decision-making and a more dynamic organization.

To ensure our staff have access to the most accurate and up-to-date information from our leadership and our policies, we update our Employee Handbook annually. This ensures that our employees are well informed about the latest developments and expectations within the company.



## DECISION MAKING PROCESS

Since our founding, Bee-Clean has prioritized localized decision-making to ensure our operations are closely aligned with the unique needs of the clients and communities we serve. Our objective is to ensure that our management structure empowers local teams, allowing them to make decisions that are responsive and relevant to their specific markets and clients – we don't want progress for our clients held by corporate bureaucracy. This approach fosters a dynamic and agile organizational culture, essential for sustainable growth and community engagement. Our governance structure is designed to enable local leadership-driven decisions that seamlessly align with our broader corporate goals, ensuring coherence and unity in our strategic direction.

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**Our objective is to ensure that our management structure empowers local teams, allowing them to make decisions that are responsive and relevant to their specific markets and clients.**

In line with our commitment to ESG principles, we integrate sustainable practices into our decision-making processes. This extends throughout our organization, from human resources to procurement, finance, and operations. By empowering local leaders, we ensure that our ESG initiatives are implemented effectively, driving meaningful change at both the local and corporate levels.

## OUR COMMITTEES

In order to encourage constant progress within our company, we have set up various committees that touch on themes important to Bee-Clean's activities. These committees are groups of advisors and employees in the workplace who focus on a common goal of knowledge sharing and change for our organization.

### Advisory Board

Our advisory board brings valuable expertise in finance, legal, human resources, and specific industries, enhancing our in-house knowledge. By leveraging their insights, we support our stakeholders and foster a corporate culture rooted in well-rounded, strategic planning that supports local decisions and implementation.

### Health and Safety Committees

Our provincial health and safety committees, along with our national committees, play a crucial role in upholding our commitment to corporate safety. By fostering a culture of safety, they ensure that our employees return home safely every day, safeguard our client's assets, and support Bee-Clean's organizational well-being.

### ESG Committee

Our Green Committee, Bee-Green, began with a focus on reducing our environmental footprint through sustainable purchasing practices, such as selecting eco-friendly cleaning chemicals and floor waxes. Over time, it has evolved into a comprehensive group with representation across our organization, now incorporating broader topics of governance and social engagement into its scope. As our scope has expanded, so has our reach throughout our organization, enriching our initiatives and driving meaningful impact. This evolution reflects our commitment to holistic sustainability, integrating ESG considerations into our corporate strategy.

### Operations Committees

Our janitorial operations committees at the marketplace level serve as vital conduits for communicating strategic corporate initiatives, ensuring that our goals are effectively disseminated and understood. These committees enable local decision-making, allowing for swift adaptation to technological advances and enhanced market awareness. This structure ensures that our operations remain agile, innovative, and closely aligned with both corporate strategy and local market needs. These local committees serve as a template for our national operations committee where the needs of national clients spanning broad geographies can be supported.

### Finance Committee

Our finance team leaders engage local market leaders to keep them informed of business trends both locally and across the organization, providing crucial financial insights. These trends also make their way to regional executive meetings, giving big-picture guidance. While finance serves as a read-out rather than a driver, our client needs to remain the primary force guiding our decision-making.

## OUR DATA AND SECURITY

Bee-Clean's cyber-security posture continuously evolves with industry standards to ensure the safety of the company's infrastructure and data. To actively elevate Bee-Clean's cyber-security posture, several projects cover endpoints, assessments, and recovery.

### CURRENT PROJECTS

#### Microsoft Windows 10 - end-of-support

- Microsoft will end support for Windows 10 on October 14, 2025. After this date, Microsoft will no longer provide security updates or support. Unsupported devices dramatically increase the security risk as they are prone to new vulnerabilities that will not be corrected. Bee-Clean is undertaking a project, in partnership with a hardware vendor and Microsoft, to identify machines running Windows 10 to determine if they are upgradable or to be replaced during a hardware refresh.

#### Baseline Security Assessment

- Routine assessments are key to maintaining Bee-Clean's environment and ensuring it is secure and resilient to current and emerging threats. Bee-Clean has partnered with Jolera to run through a Baseline Security Assessment (BSA) to provide a third-party evaluation of Bee-Clean's environment. Results from the report will drive future projects in areas of improvement.

#### Cyber simulated tabletop exercise

- Cyber security tools are key for protecting Bee-Clean's environment, but what happens after an incident is also as critical to the recovery of the business and preventing any downtime. A simple but effective way to test recovery plans is to run through a simulated tabletop exercise where key members of the organization run through a simulated incident. Simulations range from cyber security incidents to vendor compromises and even natural disasters. The outcomes from these simulations will identify areas of improvement to adjust Bee-Clean's business continuity and disaster recovery plans.

### FUTURE PROJECTS

The outcomes of the BSA and tabletop exercise are going to drive a few interconnected projects. A couple of projects would deal with any items found in the BSA that would need remediation based on the severity of each item and adjustments to Bee-Clean's business continuity, disaster recovery, and incident response plans. The last project would verify the environment by using a third-party company to perform a penetration test. A penetration test is a simulated cyberattack on a company's network, computer systems, and infrastructure to identify vulnerabilities that could be exploited by a real-world attacker.

With all the diverse cyber security tools used by Bee-Clean challenges arise when trying to correlate data between systems. To overcome this challenge Bee-Clean will layer a Security Information and Event Management (SIEM) tool that allows for centralized monitoring and analysis of information from all the various cyber security tools. Having the information under one view, increases the effectiveness of any incident response times, clearer visibility into the entire environment, and improves compliance and reporting functions.



*Our Innovation & Technology team from Western Canada gathered in April 2024 to discuss the latest developments in simplification and innovation for our frontline staff.*



# SUSTAINABLE PROCUREMENT

Bee-Clean has had a long-term commitment to providing our services to our customers in a highly efficient and effective manner that supports our corporate values and business practices.

In 2022, Bee-Clean developed a Sustainable Procurement Policy to ensure that our partners and staff are aware of and support our corporate values and business practices when purchasing goods and services. This document outlines the requirements and procedures to be followed in selecting a business partner as well as responsibilities by both parties during the term of the agreement. We have reviewed our Sustainable Procurement policy to align it with our new sustainable development objectives and develop principles to guide our purchasing. In addition, to reinforce sustainability throughout the supply chain, we have introduced a supplier code of conduct in conjunction with a risk assessment of our suppliers.

In this way, Bee-Clean's partners are committed to the same high level of corporate social responsibility, sustainability, and innovation as Bee-Clean.

## SUSTAINABLE PROCUREMENT PRINCIPLES

To enhance our sustainable procurement policy, we have introduced ESG criteria into our choice of suppliers. In each of its purchases, Bee-Clean wants to favour suppliers who are actively committed to sustainable practices, such as reducing their carbon footprint, improving working conditions, being transparent about their efforts, and so on.

We intend to support the following principles:

1. Use mainly suppliers and partners who meet or exceed the requirements of applicable laws and regulations;
2. Favor suppliers who have set up an environmental management system, who have environmental certification, or who have adopted measures to protect the environment;
3. Give preference to suppliers who adopt forward-thinking human resources management policies, demonstrate respect for their employees, and engage responsibly with the communities in which they operate;
4. Choose energy-efficient and/or water-saving equipment. Maintain them regularly to optimize their efficiency and extend their lifespan;
5. Favour suppliers who offer environmentally friendly cleaning products, with low impact on human health and ecosystems (i.e EcoLogo certified products);
6. Favour eco-designed and sustainable products and packaging;
7. Prioritize suppliers with a responsible waste management policy;
8. Encourage suppliers from the Indigenous community;
9. Prioritize the purchase of products close to the place of consumption;
10. Encourage suppliers to evaluate their corporate social responsibility and obtain an EcoVadis badge or medal;
11. Pay a fair price for goods and services;
12. Evaluate bids and proposals submitted by potential suppliers, considering quality, performance, and sustainability criteria.

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Targets and KPIs have been set for sustainable sourcing principles, to ensure the monitoring and improvement of our sustainable procurement policy. In particular, around 80% of purchases were made from local suppliers in 2023.

## ACTIONS IMPLEMENTED

The Canadian government has enacted the Fighting Against Forced Labour and Child Labour in Supply Chains Act (Bill S-211). Although this Act does not directly apply to us, we place a high value on working conditions for both our company and our stakeholders. Therefore, we have chosen to align our practices with the Act's standards. Our goal is to lead not only in our industry but also in upholding ethical practices throughout our supply chain.

To achieve this, we have implemented a supplier code of conduct that requires suppliers to operate professionally and ethically. We hold our suppliers - including manufacturers, vendors, and other service providers - to the same standards as our own. We aim to have 100% of our suppliers sign the Supplier Code of Conduct by 2024. So far, 95% of our suppliers have signed the Supplier Code of Conduct. Meanwhile, we carried out a supplier risk assessment with the help of an external firm to identify and address potential risks within our supply chain.

## ACTIONS TO BE TAKEN

2024 marks the first year of incorporating ESG criteria into our procurement practices. In the coming years, we will work on further integrating these criteria into our purchasing system. This will be achieved by training our purchasing staff, quantifying our GHG emissions linked to our supply chain, and adding KPIs to master the integration of these principles into our procurement process, as:

- The percentage of suppliers from the Indigenous community;
- The percentage of buyers across all locations who have received training on sustainable procurement
- The percentage of goods from recycled materials;
- The percentage of bids that include sustainability criteria;
- The percentage of spending on local manufacturers (North America).



## ENVIRONMENT

At Bee-Clean, we believe that preserving and protecting the environment is crucial for the planet's well-being and is a responsibility we fully embrace.

In this section, we will delve into the various initiatives and practices we have implemented to minimize our environmental footprint and contribute to a sustainable future. From our commitment to energy efficiency and waste reduction to our efforts in reducing water consumption and finding sources for renewable energy, and lastly supporting local communities, we are dedicated to making a positive impact on the environment. Also, to stay informed of the latest developments and improvement in Green Services delivery, we have a membership with Canada Green Building Council (CaGBC).

In 2023, we achieved significant milestones in our environmental sustainability efforts. These included adopting Ecologo products, installing 175 solar panels in our Edmonton office, and tracking waste and water to better understand how to reduce consumption. Our Environmental policy was also updated this year to align with these new sustainable objectives.



*The Bee-Clean Edmonton office had 175 solar panels installed on its roof in 2023.*

Join us as we explore our journey toward environmental sustainability and the strides, we have made in creating cleaner, greener, and more sustainable spaces.



## ENVIRONMENTAL POLICY

As part of our ongoing efforts to enhance our business practices, we have streamlined, revised, and updated our environmental policy to align with established sustainability standards. Additionally, to improve accessibility for our stakeholders, we have created a summary version that consolidates the 7 sustainable development goals we are dedicated to incorporating into our daily operations and the 7 principles we are committed to upholding in our activities. This summary is available on our website: [www.bee-clean.com/about](http://www.bee-clean.com/about)

Along with the components included in the short version, the long version of the policy outlines the specific actions, objectives, and initiatives designed to fulfill our environmental protection commitments. It includes details on how the ISO 14001:2015 and GRI frameworks have helped us establish realistic targets and ensure transparency in reporting our performance. Additionally, this version covers our sustainable development action plan, the governance of our environmental activities, and our compliance with legal requirements.

## ENVIRONMENT PRINCIPLES

Companies play a central role in implementing sustainable development principles as part of their corporate strategy. As a leader in the cleaning industry, we have put forward 7 principles that will guide our behaviors, decisions, and practices in our day-to-day activities. These principles are an integral part of our values, we are committed to:

- Comply with environmental laws and regulations applicable to our activities;
- Contribute to the economic and social development of the regions in which we work;
- Utilize resources responsibly, conscientiously, and in a sustainable manner;
- Sustain an ongoing conversation with the surrounding communities to acknowledge their concerns and actively engage them in addressing environmental challenges;
- Provide training and raise awareness among our stakeholders regarding environmental issues that could impact their work and explore avenues to assist them in minimizing their environmental footprint.
- Actively working to reduce our waste streams and conserve natural resources.
- We establish yearly objectives and develop action plans to guarantee advancements in our environmental culture journey.



# ENVIRONMENTAL OBJECTIVES

We are delighted to announce our ambitious target of reducing our environmental footprint. Our objective is to reduce our GHG emissions up to 20% by 2030, using 2023 as the baseline. To reach this goal, we have set several short- and medium-term targets focused on reducing Scope 1, 2, and 3 emissions. This will involve implementing measures in waste management, energy consumption, and water usage.



## GHG EMISSIONS

Since 2020, Bee-Clean has been tracking its GHG emissions, with the assistance of Instep, a specialized firm. To accomplish this, we have been collecting data and establishing KPIs over the past three years. As a result, we have established the period from July 31, 2023 to August 1, 2024 (2023-24) as the base year for setting our GHG reduction targets linked to scopes 1 and 2.

### Scope 1 - Direct GHG emissions from sources that Bee-Clean owns or control.

- The fuel consumed by vehicles delivering cleaning services;
- Cleaning equipment requiring natural gas.

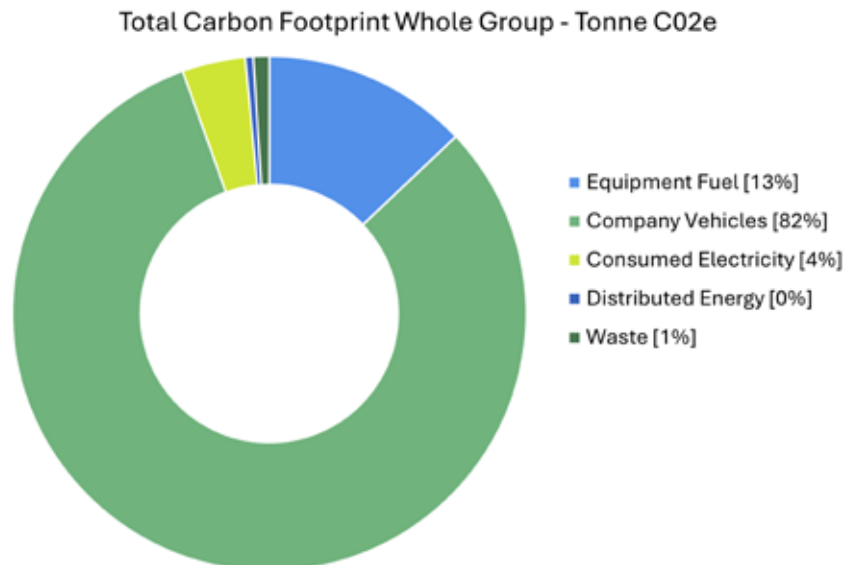
### Scope 2 - Indirect GHG emissions resulting from the generation of electricity, heating, and cooling, or steam power purchased by Bee-Clean.

- Electricity consumed by Bee-Clean buildings across Canada. In Eastern Canada, most of the energy consumption comes from renewable sources. In Western Canada, energy consumption comes from both renewable and non-renewable sources.

### Scope 3 - Indirect GHG emissions from sources not owned or directly controlled by Bee-Clean but related to Bee-Clean activities.

- Air travel
- Waste
- Paper and publications
- Water consumption

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### Scope 1 - We produced 2,912.45 tCO2e

Since the last CSR Report, we have reduced the diesel fleet by more than 85% with fuel-powered vehicles. In addition, we've incorporated monthly monetary rewards for drivers who manage to reduce their fuel consumption compared with predictions, to encourage fuel economy.



- **2% reduction in vehicle fuel consumption for the 2024-25 period.** We will accomplish this by integrating GPS technology into our fleet of vehicles to optimize their routes.
- **10% reduction in operational intensity-based CO2e emissions within 3 years.** This will be possible by replacing our conventional fuel-powered vehicles with electric ones. This transition will start with locations in Canada where temperatures are less extreme, such as Toronto.
- Up to now, we've tried to find equipment to measure water consumption when carrying out our services for our customers. However, the technology is not yet available. With a view to refining the measurement of our Scope 1 GHG emissions, we remain on the lookout for future technologies that could be developed to help us account for this data.

### Scope 2 - We produced 112.16 tCO2e



In 2024, we carried out a pilot project to install solar panels on the roof of our building in Edmonton (see image on page 17), given that this location has the highest CO2 emissions in the West. The goal is to increase the proportion of renewable energy in Bee-Clean's consumption.

Since their installation in February 2024, we have generated 32,698 kWh. This represents a reduction of 17.66 tCO2

- **1.5% reduction in consumed electricity in all locations.** We've worked hard to raise employee awareness about environmental issues. Whether it's through the Buzz Magazine, posters in our offices, sustainable development training courses, or the installation of our urban beehives in Winnipeg (image 1), and our Corporate CleanUp Challenge events (image 2)! One of the main topics is raising awareness of electricity waste. In parallel to raising awareness, we are committed to reducing heating temperatures by 1 degree, increasing air conditioning by 1 degree, and installing energy-efficient LED lights. We will also be undertaking renovations to the Victoria and Vancouver. The aim is to optimize and reduce energy losses.



Image 1



Image 2

Continued on Next Page

- **15% increase in renewable energy consumed by 2027.** This target will be reached, through the implementation of the solar panel project in other Bee-Clean locations and the addition of charging stations for electric vehicles. As well, we'll be refining our data collection on the energy consumed in Quebec and Ontario. Since much of this energy comes from renewable sources.

### Scope 3 - We produced 35.32 tCO<sub>2</sub>e

Scope 3 usually represents about 90% of a company's GHG emissions, according to the GHG Protocol. So far, the accounting of Scope 3 GHG emissions remains incomplete, due to the need for coordination with third-party stakeholders; suppliers, distributors, etc. As a result, the GHG emissions reported under Scope 3 do not accurately represent Bee-Clean's total emissions.



- Bee-Clean is committed to implementing the required processes to improve the Scope 3 calculation by 2025. This means improving data on water consumption in Bee-Clean buildings, characterizing the waste generated by our activities, collecting data on emissions linked to our employees' air travel and our paper consumption, and publishing internally.

As data collection improves, we anticipate a significant increase in Scope 3 GHG emissions. In our next report, the content of Scope 3 emissions will be clearly defined, allowing us to take targeted actions to reduce them.

## WATER MANAGEMENT

2024 was the first year to implement KPIs for tracking water consumption. Some sites still need to improve their data collection. For the coming year, we aim to improve data collection for all sites by 2025 of water discharge and water consumption.

Once the data collection will be settled, as with scope 1 and 2, we will set reduction targets and implement initiatives to achieve them. For example, replace toilets and urinals with waterless and water reducing technologies (Instep) or replace water faucets and showers with reduction devices.

## WASTE MANAGEMENT

To raise employee awareness of waste, and do our part in environmental stewardship, several branches organize Corporate Cleanup Challenges each spring. These initiatives will continue in the coming year.

As with water management, for the coming year we will undertake a characterization of our waste to organize and implement a data collection for pilot sites by 2024 of waste generated. Once the data collection will be settled, as with water management, we will set reduction targets and implement initiatives to achieve them. For example, discontinue use of single-use plastic. The pilot project will then be extended to the rest of Bee-Clean's sites.

## UPCOMING OBJECTIVES

To continually improve and reduce our environmental impact, we will establish targets for business flights and the use of paper and cardboard. First, we will start recording our business flight and our paper and cardboard use. Once the data collection will be settled, we will set reduction targets and implement initiatives to achieve them.





## SOCIAL RESPONSIBILITY

At Bee-Clean, we firmly believe that our people are our greatest asset. We recognize that our success is built upon the dedication and hard work of our employees. Therefore, we are committed to creating a culture that values and supports the well-being, growth, and development of our team.

We believe in fostering a work environment that encourages open communication, collaboration, and inclusivity. We recognize that diversity is a strength, and we strive to build a team that is representative of the communities we serve. Bee-Clean is committed to providing our employees with opportunities for learning and professional development, as we believe that investing in our people is key to our long-term success. We work to create a workplace where employees feel challenged, inspired, and supported in their goals.

Given that Bee-Clean operates in the communities our people live and work in, we believe that it is our responsibility to support and empower these communities. We do this by investing in local projects and initiatives that promote social and economic development.

Bee-Clean is dedicated to ensuring that our pay and benefits policies are free from any form of discrimination or bias. We regularly review and analyze our compensation practices to ensure that they align with industry standards and are fair and competitive for all employees.

Bee-Clean upholds the freedom of association of its front-line employees and the effective recognition of the right to collective bargaining. Bee-Clean has approximately 51 collective bargaining agreements across Canada, which accounts for approximately 48% of our employees (2023). Bee-Clean is committed to working with employees and their unions in good faith.

## DIVERSITY, EQUITY & INCLUSION

Bee-Clean is committed to fostering a diverse, equitable, and inclusive work environment. Our short-medium-term objectives focus on increasing the representation of diverse genders and ethnicities within our advisory board and senior management teams. To achieve this, we plan to implement targeted recruitment strategies and partner with organizations that specialize in leadership development for underrepresented groups. Additionally, we will expand our inclusive leadership training programs and establish Employee Resource Groups (ERGs) to offer support and mentorship for employees from diverse backgrounds. We will also continue to regularly monitor and report DEI metrics to ensure continuous improvement and accountability.

Over the past year, Bee-Clean has made significant strides in advancing our DEI initiatives. We continued publishing activities in The Buzz (our regional staff newsletters) to highlight our DEI efforts and achievements. We provided comprehensive leadership training to staff across the country, with a portion of this training focusing on inclusive leadership. This training offered through NorQuest College, is designed to equip our leaders with the knowledge and skills to understand and celebrate diversity, equity, and inclusion.

We have also continued our partnerships with the Canadian Aboriginal and Minority Supplier Council (CAMSC) and the Canadian Council for Indigenous Business (CCIB) to increase employment opportunities for visible minorities and Indigenous people across Canada.

Our latest workforce analysis indicates that 39.7% of our employees are members of visible minority groups. This demonstrates our ongoing commitment to diversity and our efforts to create an inclusive workplace.

## HEALTH & SAFETY

Our health and safety objective is to ensure a safe, healthy, and injury-free workplace, where coming to work shouldn't hurt. We are committed to implementing and maintaining effective safety measures, providing comprehensive training, and fostering a culture of safety awareness among all employees. Our goal is to prevent accidents and injuries by proactively identifying and mitigating potential hazards, ensuring compliance with all relevant health and safety regulations, and continuously improving our safety practices.

It's important to note that the five most frequent types of injuries and illnesses at Bee-Clean include: falls/slips/trips, overexertion (sprains, strains and tears), assaults/violent acts/harassment, struck by object, and cuts/lacerations/punctures. (See Health & Safety in the Appendix, page 37, for more information).

### KEY PERFORMANCE INDICATORS

At Bee-Clean, the health and safety of our employees is a top priority. A key metric we use to measure our success in this area is the Total Recordable Incident Frequency (TRIF), which tracks the number of recordable incidents per 200,000 work hours.

#### Positive Indication

- Our TRIF in 2023 of 2.07 indicates that our safety measures are effective, and we are successfully reducing the number of workplace incidents.

#### Room for Improvement

- While this is a positive result, our goal is to further lower this number. Continuous improvement in health and safety practices can lead to even fewer incidents, enhancing the well-being of our workforce.



### WHAT THIS MEANS

This value represents the number of recordable incidents per 200,000 work hours. Our goal for this year was 2 or fewer incidents. A TRIF of 2.07 means that there were just over 2 recordable incidents for every 200,000 hours worked by our employees in 2023.

While this is a positive result, our ultimate goal is to see 0 incidents.

*Health & Safety Continued on Next Page*

## NEXT STEPS

### Strengthening Safety Programs

- We will continue to strengthen our safety training programs and ensure that all employees are well-informed about safety protocols.

### Regular Assessments

- Conducting regular risk assessments and safety audits to identify and mitigate potential hazards.

### Engagement and Feedback

- Encouraging employee engagement and feedback on safety practices to foster a culture of continuous improvement.



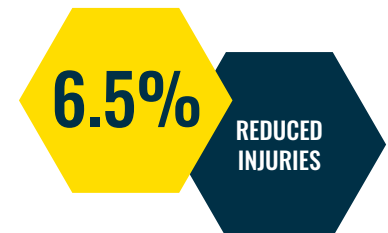
*Pictured above: staff in Edmonton participating in a Health and Safety training session.*

## NUMBER OF RECORDABLE INJURIES

In 2022, we had 151 recorded injuries. In 2023, this number dropped to 142 injuries, which is a reduction of 6.5%. This decline in recorded injuries demonstrates our ongoing commitment to improving safety conditions for our employees.

### Significance of the Reduction

- **Positive Progress:** A reduction of 6.5% in recorded injuries signifies that our safety initiatives are making a tangible impact. Fewer injuries mean a safer working environment and better overall health and well-being for our employees.
- **Employee Confidence:** The decrease in injuries helps build trust and confidence among our workforce, showing that their safety is our priority.
- **Operational Benefits:** Reducing workplace injuries also has operational benefits, including lower absenteeism, reduced compensation costs, and enhanced productivity.



### Next Steps for the Coming Year

- **Enhance Safety Training:** We will further enhance our safety training programs to ensure all employees are equipped with the knowledge and skills to perform their tasks safely.
- **Promote a Safety Culture:** Continuously fostering a culture of safety through regular communication, recognition of safe practices, and encouraging employees to report potential safety issues without fear of reprisal.

By taking these steps, we aim to build on our successes and further reduce the number of workplace injuries, ensuring a safe and healthy working environment for all our employees.

*Health & Safety Continued on Next Page*

## NEAR MISSES

One critical metric we monitor is the number of near-misses, which are incidents that could have resulted in injury or damage but did not.

In 2023, we recorded 118 near-misses. By closely monitoring and analyzing these near-misses, we can proactively address potential safety issues, thereby reducing the likelihood of real accidents occurring. This proactive approach is essential in our continuous effort to create a safer working environment for our employees.

### Significance of Monitoring Near-Misses

- **Proactive Prevention:** Recording and analyzing near-misses allows us to identify and address potential hazards before they lead to actual injuries or incidents. This proactive approach helps in preventing accidents and ensures a safer workplace.
- **Safety Awareness:** Tracking near-misses raises safety awareness among employees, encouraging them to recognize and report potential hazards without fear. This promotes a culture of vigilance and continuous improvement.
- **Root Cause Analysis:** Investigating near-misses enables us to understand the root causes of potential incidents and implement corrective measures to prevent recurrence.

### Next Steps for the Coming Year

- **Enhanced Reporting Mechanisms**
  - We will improve our near-miss reporting mechanisms to make it easier for employees to report potential hazards. This includes anonymous reporting options and simplified reporting processes.
- **Near-Miss Analysis and Follow-Up**
  - Establishing a dedicated team to analyze near-miss reports, identify trends, and implement corrective actions. Regular follow-up on these actions will ensure their effectiveness in mitigating risks.
- **Employee Engagement and Communication**
  - Increasing employee engagement through regular safety meetings, where near-misses and corrective actions are discussed openly. Encouraging employees to share their experiences and suggestions for improving safety. Feature more information about near-misses in our quarterly staff newsletter.

By focusing on preventing near-misses and learning from them, we aim to significantly reduce the number of real accidents and create a safer working environment for everyone at Bee-Clean. Our commitment to safety is unwavering, and we will continue to prioritize initiatives that enhance the well-being of our workforce.

*Health & Safety Continued on Next Page*



## HEALTH AND SAFETY HIGHLIGHTS FROM 2023/2024

### Training

We hold monthly Toolbox Talks, which are mandated to all staff. Each month, supervisors cover specific Health and Safety topics and report back to their Health and Safety Coordinator that all staff have received the training. All of this training material is made readily available at each work site, as well as hosted on our staff intranet (The Honeycomb) to ensure managers can print out needed materials and work directly with staff to address ongoing, personalized training for their team(s).

- Topics covered:
  - Company Health and Safety Policy overview/refresher
  - Preventing Workplace Violence
  - Code of Conduct
  - Workplace Harassment
  - Etc. (See Health & Safety Appendix, page 36, for more information)

In 2024, we established a Health and Safety committee with representation at all branches to ensure each member is provincially trained and certified to conduct training in their region. This committee will be fundamental in making new steps to further elevate our training materials and improving our processes as a national company.

Bee-Clean has several contractors who carry out work through sub-contracts. As they are not payroll employees, we take extra steps to ensure that these contractors have the resources they need to effectively comply with our safety standards. They receive a Contractor Health and Safety handbook which assists them in being aware of Bee-Clean's expectations as well as their responsibilities with their staff's health and safety.

### Equipment

In the past year, Bee-Clean has made strides in enhancing the safety and efficiency of our operations through the strategic upgrade and provision of essential equipment. Recognizing that the right tools and protective gear are vital for maintaining a safe working environment, we have focused on ensuring our employees have access to high-quality equipment and protective measures. These initiatives are part of our ongoing commitment to safeguarding our workforce and promoting a culture of safety across all our operations. (See Health & safety Appendix on page 36-37 for more information.)

### Inspections/Audit

We understand that regular inspections and audits are critical to maintaining a safe and compliant work environment. In 2023 and 2024, we have strengthened our commitment to safety through a series of rigorous inspection and audit initiatives. These actions are designed to proactively identify and address potential hazards, ensuring our operations meet the highest safety standards and safeguarding the well-being of our employees. (See Health & Safety Appendix on page 36-37 for more information.)

Through these diligent inspections and audits, Bee-Clean continues to uphold the highest standards of safety, ensuring a secure and healthy workplace for all our employees.

*Health & Safety Continued on Next Page*

## Incident Investigation

At Bee-Clean, thorough incident investigation is a cornerstone of our health and safety strategy. Throughout 2023 and 2024, we have enhanced our processes to ensure that all workplace incidents and near-misses are meticulously reported and investigated.

For the 6-month period prior to the release of this report, between January and June 2024 we conducted 282 investigations. This includes all incidents, near misses, first aid injuries and vehicle incidents. By understanding the root causes of these incidents, we can implement effective corrective actions to prevent future occurrences, thereby fostering a safer work environment for our employees.

**Corrective Actions:** Based on the insights gained from our incident investigations, we implement corrective actions to prevent recurrence. These actions may include changes to procedures, additional training, or modifications to equipment and work environments.

By prioritizing incident investigation and root cause analysis, Bee-Clean is committed to continuously improving our safety practices and minimizing the risk of future incidents. Our proactive approach to incident management underscores our dedication to creating a safe and healthy workplace for all our employees.

## Initiatives & Communication

Over the past two years, we have implemented a variety of programs and communication strategies aimed at enhancing the overall health and safety of our employees. These efforts are designed to promote well-being, ensure preparedness, and encourage a positive safety culture within our organization. (See Health & Safety Appendix for more information)

- Health Screenings and Wellness Programs;
- Healthy Lifestyle Workshops and Fitness Challenges;
- Emergency Evacuation Drills;
- Emergency Contact Updates;
- Quarterly Newsletter – The Buzz;
- Hazardous Materials Management;
- Mental Health Resources and Support;
- Safety Incentive Programs.

Through these initiatives and communication efforts, Bee-Clean is dedicated to creating a supportive and safe environment for all employees. Our commitment to health, safety, and well-being is reflected in these comprehensive programs, designed to empower our workforce and foster a culture of continuous improvement.

## Future Directions in Health and Safety

As we look ahead, Bee-Clean remains steadfast in our commitment to health and safety. While we have made significant progress over the past years through various initiatives, our focus for the upcoming year will be on solidifying these achievements and ensuring the sustainability of our current programs.

Our goal is to build on the strong foundation we have established, reinforcing our safety culture and maintaining the high standards we have set.

Key areas of focus will include:

- Reinforcing Safety Practices
- Continuous Monitoring and Improvement
- Sustained Employee Engagement;
- Training and Education;
- Regular Communication;
- Digital Access to Health and Safety Materials.



By focusing on these key areas, Bee-Clean is dedicated to ensuring that our health and safety initiatives are not only maintained but also enhanced, creating a safer and more supportive workplace for all our employees.

(See Health & Safety in the Appendix on page 36-37 for more information)

## TRAINING AND EDUCATION

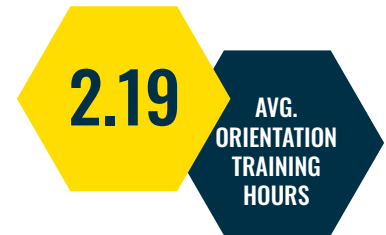
Bee-Clean recognizes that employee engagement and performance management are critical to the success of our organization. We provide a work environment that fosters engagement, creativity, and collaboration while ensuring that our employees are consistently meeting or exceeding performance expectations. This corporate culture explains our 90% employee retention rate.

Our performance management plan is fair, transparent, and objective. We set clear goals and expectations for each employee, regularly monitor progress, and provide constructive feedback to help individuals grow and develop. We also regularly recognize and reward outstanding performance by our employees.

Throughout 2023 and 2024, our training program included a range of courses tailored to the needs of our front-line employees, supervisors, managers, and senior leaders. Our health and safety training program ensures that our employees are equipped with the knowledge and skills they need to work safely. We also provide training focused on helping our employees build their skills and knowledge in areas such as communication, teamwork, and problem-solving.

We also offer a range of other learning and development opportunities, such as mentoring, coaching, and job shadowing, to help our employees continue to grow and develop in their roles.

Our training goals vary by position, work site, and job duties. Depending on the positions, the goal for initial company training, reviewing our processes and policies, is a minimum of 2-3 hours. We met this goal with an average of 2.19 hours of training per employee in 2023-2024.



### 2023-2024 HIGHLIGHTS

The following are highlights from 2023-2024 related to training and education for our staff here at Bee-Clean.

- Published 8 quarterly staff newsletters featuring Health and Safety content and reminders (4 in 2023, 4 in 2024)
- Provided the Maria Graciete and Jose Correia Family Scholarship (\$12,000) in Manitoba to a student meeting the scholarship requirements. This scholarship is awarded to an outstanding student in the Faculty of Business & Economics or Science at the University of Winnipeg. Preference given to new immigrants to Manitoba or to an employee of Bee-Clean or their dependent. This award is renewable: \$3,000 per year for up to four years.
- Awarded 13 John Walker Scholarships valued at \$19,500 in 2024. These scholarships are targeted to Bee-Cleaners or their direct relatives and encourage educational advancement, consistent with the legacy of former Bee-Clean Manager, John Walker. John stewarded the advancement of every Bee-Cleaner he encountered.





## LOCAL COMMUNITIES

At Bee-Clean, we believe that a strong connection to our local communities is essential to our identity and success. Over 2023 and 2024, our dedication to community engagement has been exemplified through a range of initiatives designed to foster positive relationships and support the areas where we operate.

From participating in local events and sponsoring community programs to launching initiatives that give back to the community at large, we have actively worked to make a meaningful impact. This section highlights just some of our key activities and achievements, showcasing how we have contributed to the well-being and growth of our communities. Through these efforts, we aim to not only improve the quality of life for those around us but also to reinforce our commitment to being a responsible and caring corporate citizen.

### JUST A FEW OF OUR EFFORTS THIS PAST YEAR:

- Bee-Clean Quebec contributed to and participated in the Défi Canderel golf tournament, which went towards raising money for cancer research. (Image 1)
- In Toronto, we donated to We Run for Campfire Circle, a program that supports in-hospital, community and overnight camp programs for kids and families affected by childhood cancer.
- Ride to Conquer Cancer (Vancouver) – Our team provided donations to support local clients who have participated in these events in 2023 and 2024.
- Bee-Clean Edmonton sponsored Monday Morning Magic, an event allowing children with disabilities to enjoy KDays in a safe environment. The branch also supported the Kid Captain program through the Boys and Girls Club & Bent Arrow for the Edmonton Stingers basketball team.
- Bee-Clean Toronto made significant donations and supported charity events, such as a wellness walk (image 2) throughout 2023 and 2024 for Ratanak International (a non-profit working to provide essential services to marginalized communities in Cambodia). The branch also donated \$10,000 in 2024 for the International Association for Refugees Canada through a Run for Refugees fundraiser.
- In Calgary, staff raised \$3,800 to help young children displaced from the war in Ukraine (Image 3). The team also supported Seniors Secret Service and put together 16 gift boxes for seniors in Calgary who don't have family or a support network.



IMAGE 1



IMAGE 2



IMAGE 3



## INDIGENOUS PARTNERSHIPS & COMMUNITY ENGAGEMENT

Bee-Clean has several partnerships with Indigenous communities and tribal councils across Canada. Each partnership is unique but is built on a model that generates much needed revenue and resources to invest back into the communities. These partnerships include:

- Papasay Bee-Clean: Papasay is an economic development company owned by Bingwi Neyaashi Anishinaabek (BNA, aka Sandpoint First Nation).
- Acden Bee-Clean: A partnership with Acden, which is the wholly owned economic development company of the Athabasca Chipewyan First Nation.
- Caucapen (Bee)-Clean: A partnership with Hill Plain Construction Services, a company wholly owned by the Alexis Nakota Sioux Nation.
- Ironhorse Janitorial: A partnership with Primco Dene, which is the economic development company of the Cold Lake First Nation.



We support each of these partners in many ways. The primary benefit is the direct economic gain from being the majority partner in a profitable janitorial company. The nations use their contributions from these companies as they see fit. These corporate profits are invested in building infrastructure, including senior centres, community centres, youth facilities, and medical clinics.

Here are some key community activities established or sponsored by our partnerships in 2023-2024. Bee-Clean also directly supports numerous community initiatives within these partnerships. Our donations include:

- Christmas hampers and gift baskets
- Back-to-school backpacks and supplies for children
- Funding for Pow Wows and Treaty Day events
- Sponsoring golf tournaments and supporting teams in the First Nations Cup, an annual Indigenous tournament
- Sponsorship of the national Treaty 1-11 gathering, hosted this year by the Cold Lake First Nation, which will bring together Indigenous members and leaders from across Canada.



*Pictured above: Bee-Clean staff in Saskatchewan tee off at the President's Cup Golf Tournament, located on Whitecap Dakota First Nation. We proudly sponsored the event which raises funds for the Saskatchewan Indian Institute of Technologies' student support services.*

## Global Reporting Initiative (GRI) Index

GRI Standard							
General Disclosure							
Organizational profile				Location in the CSR Report			
102-1	Name of the organization			Welcome Message - P. 4			
102-2	Activities, brands, products and services			What We Do - P. 5			
102-3	Location of headquarters			What We Do - P. 5			
102-4	Location of operations			What We Do - P. 5			
102-6	Markets served			What We Do - P. 5			
102-7	Scale of organization			global presence sheet**			
102-8	Information on employees and other workers			Appendix 1 - GRI table			
102-9	Governance structure			Governance - P. 12			
Strategy							
102-14	Statement from senior decision-maker			Welcome Message - P. 4			
102-15	Key impacts, risks and opportunities			Highlights - P. 6, Social key performance indicator p.23-28, environmental objectives p.19-21			
102-16	Values, principles, standards and norms of behaviour			Mission, vision, values - P. 7			
102-23	Policy commitment			Governance - P. 12			
Topic-specific Disclosure							
ENVIRONMENT							
Energy				Base year			
302	Disclosure on management approach: energy			GHG Emission - P. 19-20			
302-1	Energy consumption within the organization	Mwh	n.a	n.a	806.93	772.88	Referral page p.19
302-4	Reduction of energy consumption	Mwh	n.a	n.a	n.a	-4.22%	Referral page p.19-20
Water and effluents							
303-1	Interactions with water as a shared resource			Referral page 21			
303-3	Water withdrawal	Megaliter	n.a	1.27	1.15	1.89	
Emissions							
305	Disclosure on management approach: emissions			GHG emission P.19-20			
305-1	Direct (Scope 1) GHG emissions	tCO <sub>2</sub> e	n.a	2042.27	3120.22	2912.58	GHG emission p.19-23
305-2	Energy indirect (Scope 2) GHG emissions	tCO <sub>2</sub> e	n.a	148.99	134.66	112.16	GHG Emission p.20-21
305-3	Other indirect (Scope 3) GHG emissions	tCO <sub>2</sub> e	n.a	8.11	29.02	35.33	GHG Emission p.21
305-5	Reduction of GHG emissions	tCO <sub>2</sub> e	n.a	n.a	+33.02%	17.86%	GHG Emission p.20-21

Continued on Next Page

Waste		Base year			
306-1	Waste generation and significant waste-related impacts				p.21
306-3	Waste generated	MT	n.a	n.a	43.40 p.21
<b>Environmental Compliance</b>					
307-1	Non-compliance with environmental laws and regulations	No significant fines or non-monetary sanctions for non-compliance with environmental laws and/or regulations in 2023			
<b>SOCIAL</b>					
<b>Employment</b>					
102-8	Total employees				
102-8	Total numbers of employees	9758	n.a	7816	
102-8	Number of employees (permanent)	n.a	n.a	n.a	
102-8	Number of employees (temporary)	n.a	n.a	n.a	
102-8	Employees by gender				
102-8	Number of employees (female)	5256	n.a	4197	
102-8	Number of employees (male)	4502	n.a	3619	
102-8	% of female employees	53.9%	n.a	53.7%	
102-8	% of male employees	46.1%	n.a	46.3%	
102-41	Employees covered by collective agreement				
102-41	Numbers of employees			3752	
102-41	% of employees			48%	Social p.22
102-41	Numbers of non-unionized employees			4064	
	Compliance with legal requirement (TFW)	n.a	n.a	100%	
<b>Occupational health &amp; safety</b>					
403-9	Types of injury and rates of injury, occupational diseases, lost days, absenteeism and number of work-related fatalities	<b>5 most frequent types:</b> <ul style="list-style-type: none"> <li>• Overexertion</li> <li>• Falls</li> <li>• Struck by Object</li> <li>• Assaults, Violence, Harassment</li> <li>• Cuts, lacerations, punctures</li> </ul>	<b>5 most frequent types:</b> <ul style="list-style-type: none"> <li>• Overexertion</li> <li>• Falls</li> <li>• Struck by Object</li> <li>• Assaults, Violence, Harassment</li> <li>• Cuts, lacerations, punctures</li> </ul>	<b>5 most frequent types:</b> <ul style="list-style-type: none"> <li>• Overexertion</li> <li>• Falls</li> <li>• Struck by Object</li> <li>• Assaults, Violence, Harassment</li> <li>• Cuts, lacerations, punctures</li> </ul>	
403-9	Total Recordable Incident Frequency (TRIF)	1.87	2.12	2.07	Health & safety p.23

Continued on Next Page

Occupational health & safety				Base year	
403-9	Number of recordable injuries	130	151	142	Health & safety p.24
403-9	Number of near misses	123	85	118	Health & safety p.25
403-9	Work-related fatalities	0	0	0	
Training and education					
404-1	Average hours of orientation training per year, per employee	n.a	n.a	2.19	Referral page 28
Employees engagement					
	Retention rate	n.a	90%	n.a	Referral page 28
Local communities					
	Operations with local community engagement, impact assessments and development programs				Local communities p.29
ECONOMY					
Procurement practices					
308-1	Percentage of new suppliers surveyed for sustainability risks in each city	%	n.a	95%	Referral p.16
	Percentage of Supplier Code of Conduct signed by suppliers in each city	%	n.a	95%	Referral p.16
204-1	Proportion of spending on local suppliers (North America)	%	n.a	94.75%	Referral p.16
204-1	Proportion of spending on local suppliers (Canada)	%	n.a	84.25%	Referral p.16



## Global Reporting Initiative (GRI) Index - Future integration

GRI standard		Unit	2024	2025	2026	Additional information
<b>Topic-specific Disclosure</b>						
<b>ANTI-CORRUPTION</b>						
205	Disclosure on management approach: anti-corruption					
205-1	Operation assessed for risks related to corruption					Data relating to this topic will be gathered starting in 2025, following the commencement of the implementation process in 2024.
205-2	Total number and percentage of employees trained on anti-corruption					
205-3	Number and nature of confirmed incidents of corruption					
<b>ENVIRONMENT</b>						
<b>Water and effluents</b>						
303-2	Management of water discharge-related impact	megaliter				Data relating to this topic will be gathered starting in 2025, following the commencement of the implementation process in 2024.
<b>Waste</b>						
306-						
<b>SOCIAL</b>						
<b>Employment</b>						
102-8	Number of employees (permanent)					
102-8	Number of employees (temporary)					
401-1	New employees hires					
401-1	Total of new employee hires					
401-1	Total of new employee hires rate (% of total employees)					
406-1	Number of complaints or incident of discrimination /unethical behaviour					
	Total of International employee					
<b>Training and education</b>						
404-3	Percentage of employees receiving regular performance and career development reviews during the reporting period	%				
<b>ECONOMY</b>						
<b>Procurement practices</b>						
308-1	Percentage of new suppliers surveyed for sustainability risks in each city	%	100%	100%	100%	
	Percentage of Supplier Code of Conduct signed by suppliers in each city	%	100%	100%	100%	
204-1	Proportion of spending on local suppliers (North America)	%	94.75%	+5%	+10%	
204-1	Proportion of spending on local suppliers (Canada)	%	84.25%	+5%	+10%	

# SETTING HIGH EXPECTATIONS

## How we live the Bee-Clean promise

- Take pride in our work to enhance the customer experience
- Perform to the best of our abilities and talents
- Commit to the highest standards of ethics and safety
- Communicate with others openly and honestly
- Work towards solutions in a collaborative, supportive, and team-oriented environment
- Build constructive partnerships with client representatives and co-workers that promotes and builds understanding and cooperation
- Participate in opportunities that are aligned with our business objectives
- Support and assist safe and successful operations and continued growth
- Be accountable for our actions and be responsible always
- Demonstrate inclusive and respectful behaviour

## Industry Associations

Through active participation in industry associations, we can anticipate regulatory changes, adopt best practices, stay on top of industry trends, and move beyond basic contract compliance. This results in higher custodial value and quality performance for our diverse client list.

- Association of Physical Plant Administrators (APPA)
- Building Service Contractors Association International (BSCAI)
- Building Owners and Mangers Association (BOMA)
- Canada Green Building Council (CaGBC)
- Canadian Aboriginal and Minority Supplier Council (CAMSC)
- Canadian Association of Environmental Management (CAEM)
- Canadian Council for Indigenous Business (CCIB)
- Community and Hospital Infection Control Association (CHICA)
- ContractorCheck, Avetta, ComplyWorks
- Canadian Sanitary Supply Association (CSSA)
- International Association of Assembly Managers (IAAM)
- International Association of Venue Managers (IAVM)
- International Executive Housekeepers Association (IEHA)
- International Facility Management Association (IFMA)
- Institute of Inspection, Cleaning and Restoration (IICRC)
- Worldwide Cleaning Industry Association (ISSA)



# HEALTH AND SAFETY APPENDIX

## TOPICS COVERED FOR HEALTH & SAFETY TRAINING:

- Company Health and Safety Policy overview/refresher
- Preventing Workplace Violence
- Code of Conduct
- Workplace Harassment
- Respect in the Workplace
- Incident/Accident Reporting and Investigation
- Return to Work Policy overview/refresher
- Hazard Assessment and Reporting
- Review of Environmental Policy
- Lifting and Bending
- Material Handling and Storage
- Worker Wellness/Mental Health
- Disposing of Sharps
- Blood Borne Pathogens
- Workplace Inspections
- Slips, Trips & Falls
- Personal Hygiene
- Cold and Flu Season
- Prescribed Medications, Alcohol and Drugs
- WHMIS Review and Quiz
- Other site-specific trainings (including ladder safety and quiz, replacing florescent lights review and quiz, Working Alone, etc)

## EQUIPMENT

- Personal Protective Equipment (PPE): We have continued to equip our employees with necessary PPE, including helmets, gloves, masks, and safety glasses, to protect them from potential hazards and ensure they can perform their duties safely and effectively.
- Safety Guards and Barriers: To further mitigate risks, we have installed safety guards and barriers around hazardous machinery. These protective measures are designed to prevent accidents and injuries, ensuring a safer working environment for all our staff.

## INSPECTION AUDIT ACTIONS TAKEN:

- Routine Safety Inspections and Audits: We have implemented routine safety inspections and audits to systematically identify potential hazards and ensure compliance with safety standards. This proactive approach helps us maintain a consistently safe working environment.
- Prompt Issue Resolution: Upon identifying safety issues during inspections, we promptly address them to prevent accidents and injuries. This swift response demonstrates our commitment to continuous improvement and employee safety.
- Ergonomic Assessments: To reduce the risk of musculoskeletal disorders, we have conducted comprehensive ergonomic assessments of workstations. These assessments help us understand and mitigate the physical strain on our employees.
- Ergonomic Improvements: Based on the findings from our ergonomic assessments, we have implemented several ergonomic improvements, such as adjustable chairs, desks, and proper lighting. These enhancements are designed to create a more comfortable and safe working environment, promoting employee well-being and productivity.

## HEALTH AND SAFETY APPENDIX - CONTINUED

### INITIATIVES & COMMUNICATION

Programs and communication strategies implemented to enhance the overall health and safety of our employees.

- **Health Screenings and Wellness Programs:** We organized health screenings and wellness programs to promote overall employee well-being. These initiatives encourage employees to take proactive steps in managing their health.
- **Healthy Lifestyle Workshops and Fitness Challenges:** Through workshops and fitness challenges, we encouraged healthy lifestyle choices, helping employees integrate wellness into their daily lives.
- **Emergency Evacuation Drills:** Conducted regular emergency evacuation drills to ensure all employees are familiar with emergency exits and procedures, enhancing preparedness and safety during emergencies.
- **Emergency Contact Updates:** Updated and communicated emergency contact lists and procedures to ensure that all employees have access to critical information during emergencies.
- **Quarterly Newsletter - Published regular features** in our quarterly staff newsletter, The Buzz. We released four issues in both 2023 and 2024, covering topics such as mental health awareness and resources, winter safety/cold weather tips, and road safety.
- **Hazardous Materials Management:** Ensured proper labeling and storage of hazardous materials. Provided comprehensive training on the safe handling and disposal of hazardous substances to minimize risks.
- **Mental Health Resources and Support:** Provided access to mental health resources and support, including counseling services and stress management workshops, to help employees manage stress and maintain mental well-being.
- **Safety Incentive Programs:** Introduced safety incentive programs to recognize and reward employees who demonstrate exceptional commitment to workplace safety, encouraging a culture of safety and vigilance.

#### Five most frequent types of injuries and illnesses at Bee-Clean

At Bee-Clean, ensuring the health and safety of our staff is a top priority. The following are the five most common types of injuries and illnesses our team may encounter:

**Falls:** Accidents where a person loses their balance/falls to ground, includes slips and trips.

**Overexertion:** Injuries caused by excessive physical effort, such as over-reaching or pulling muscles while performing tasks.

**Assaults/Violent Acts/Harassment:** Incidents where staff may face physical violence, harassment, or other aggressive behaviours while interacting with the public.

**Struck by Object:** Injuries that occur when an object falls or is thrown, hitting a worker.

**Cuts, lacerations, punctures:** Injuries where the skin is severed, divided, or pierced by a sharp object.

### KEY AREAS OF FOCUS FOR HEALTH & SAFETY WILL INCLUDE:

- **Reinforcing Safety Practices:** We will continue to promote and reinforce the safety practices and protocols established over the past year, ensuring they become ingrained in our daily routines.
- **Continuous Monitoring and Improvement:** Ongoing monitoring of our safety programs will allow us to identify areas for improvement and make necessary adjustments to maintain high safety standards.
- **Sustained Employee Engagement:** We will keep encouraging active participation and feedback from our employees to foster a collaborative approach to health and safety.
- **Training and Education:** Continued emphasis on training and education will ensure that all employees are well-equipped with the knowledge and skills needed to maintain a safe work environment.
- **Regular Communication:** Maintaining open and regular communication through channels such as The Buzz will keep safety at the forefront of our organizational culture.
- **Digital Access to Health and Safety Materials:** To enhance accessibility and convenience, we are developing an online staff portal, in regions where this currently hasn't been implemented, that will provide increased digital access to our health and safety materials. This portal, which we aim to launch in 2025, will serve as a comprehensive resource for our deskless employees, offering easier access to training materials, safety protocols, and other important information.





# THANK YOU

Questions? Comments?  
Contact us: [questions@bee-clean.com](mailto:questions@bee-clean.com)

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