



S I Z E M O R E

**CORPORATE SOCIAL  
RESPONSIBILITY  
REPORT 2025**

S I Z E M O R E I N C . C O M

## LETTER FROM OUR CEO

*Embracing Our Responsibility, Empowering Our Future*

As we reflect on the past year, I am proud to share the significant strides we've made in embracing corporate social responsibility at Sizemore, Inc. While we are still early in our sustainability journey, 2025 marks a pivotal chapter — one defined by purpose, learning, and action. Our organization, rooted in nearly 70 years of service and community partnership, has begun to weave environmental, social, and governance considerations into the fabric of how we operate, lead, and serve.

What began in 2023 with a candid review of our practices and a challenging first audit has grown into a powerful catalyst for transformation. That moment of self-assessment revealed where we could do better — and we've responded with intentionality, integrity, and an openness to change. We've launched programs that enhance ethics and conduct, supported recycling efforts at our largest facilities, improved fleet efficiency, and expanded our commitment to inclusive hiring.

But we also know that responsibility is not a destination. It is an ongoing commitment. In 2025, we are taking bold steps to formalize our sustainability strategy, aligning our goals with the United Nations Sustainable Development Goals and developing internal sustainability teams to ensure accountability across every area of our company. Our initial focus areas — health and safety, responsible consumption, community engagement, and diversity — reflect both our values and our ability to make a real impact.

We are investing in green cleaning practices and sustainable procurement. We're listening more closely to our associates through new engagement tools. And we're partnering with our clients in new ways to help them reach their own sustainability objectives. Whether it's increasing the percentage of certified green products used, reducing waste, or expanding access to jobs and education through community programs, our intent is clear: to create lasting value while doing what is right for people and planet.

Sustainability, for us, is not a trend — it is a shared responsibility. It is about improving the world we live in, protecting the health and dignity of our people, and holding ourselves accountable to the highest standards. We know the work ahead is substantial, but I have full confidence in our team and our partners to carry this mission forward with resolve and humility.

As we continue this journey together, I invite our customers, employees, suppliers, and communities to join us in shaping a more resilient and equitable future. Together, we are not just delivering service — we are delivering impact.

With appreciation,

**Preston E. Sizemore**  
President & CEO  
Sizemore, Inc.

## About Us

Founded in 1955, **Sizemore, Inc.** is a third-generation, family-owned company dedicated to providing exceptional janitorial, security, and staffing services to organizations across the Southeastern United States. With more than 70 years of industry experience, we have built a legacy on reliability, excellence, and unwavering commitment to our partners and communities.

Our janitorial services division has grown steadily over the years to serve some of the nation's most respected corporations, including those in logistics, manufacturing, industrial, and healthcare environments. From our headquarters in Augusta, Georgia, and supported by a regional network of operations, Sizemore Inc. now employs over 3,500 team members across more than 14 states, maintaining a strong local presence and a national footprint.

At Sizemore, we believe in more than just maintaining clean and safe environments — we believe in creating partnerships. Each client relationship is treated as a collaboration, with customized solutions designed to meet specific operational needs. Our approach is holistic and consultative, driven by a desire to help our partners achieve long-term success in their facilities.

We prioritize **integrity, innovation, and intentionality** in all we do. Our management team brings over a century of combined experience to the table, providing strong leadership, hands-on support, and an unwavering focus on quality assurance. Every Sizemore team member receives extensive training, including OSHA compliance, green cleaning practices, and site-specific protocols, ensuring safety and performance at every level.

Our mission is clear: *To create quality partnerships with our customers, employees, and the communities we serve to ensure an environment of success.* We uphold this mission by valuing the dignity and well-being of our people, promoting professional growth, and maintaining a workplace culture built on trust, respect, and opportunity.

As we look toward the future, we remain focused on sustainable practices, cutting-edge technology, and continued investment in our workforce. At Sizemore Inc., we do the job when no one else will — with heart, grit, and an unwavering commitment to service.

### Carbon Dioxide Commitment.

**“As a proud member of the Georgia business community, we are inspired to actively support our partners who have joined the Drawdown GA Business Compact in their noble pursuit of achieving net-zero carbon emissions by 2050.”**

**Preston E. Sizemore, LEED-AP  
President & CEO, Sizemore Inc.**

## SIZEMORE'S APPROACH TO SUSTAINABILITY

At Sizemore we understand that sustainability is everyone's responsibility, and that good responsibility can also be an opportunity to drive growth, build partnerships, and increase long-term value while minimizing the effects we have on our planet today and into the future.

### ASSESSMENT PROCESS

Sustainability has recently been added to Sizemore's corporate initiatives and 2025 is a year of evaluating how sustainability looks within our organization as we identify sustainability concerns and priorities. Our goal in 2025 is to establish how our organization can have the most meaningful and positive impacts on our planet and the communities in which we operate. We are using the UN's Sustainable Development Goals as a guide and foundation for our discussions and evaluations.

# SUSTAINABLE DEVELOPMENT GOALS

Sizemore Inc. supports the Sustainable Development Goals



*The content of this publication has not been approved by the United Nations and does not reflect the views of the United Nations or its officials or Member States.*

We engaged in several internal discussions with our leadership and human resources teams regarding diversity, equity and inclusion, as well as community and social priorities. Based on these discussions, we identified four Sustainable Development Goals that are relevant to our operations

and stakeholders' expectations. Our goal is for our operations and the services we provide to align with the following SDGs:



In our first year approaching sustainability, we hope to focus corporate efforts on the goals labelled 4 Quality Education, 5 Gender Equality, 11 Sustainable Cities and Communities, and 12 Responsible Consumption and Production.

#### IMPLEMENTATION AND OVERSIGHT

At Sizemore, sustainability is a top priority for our Senior Leadership Team and Operational Leaders. Our COO will oversee the continued development of Sizemore's internal sustainability team and the sustainability function as we seek to be a trusted partner in our clients' sustainability journeys. Together with each Vice President of specific lines of business, this team will work to find solutions for our customers' sustainability needs, manage sustainability requests relating to our operations and ensure that we are working with innovative and responsible suppliers.

#### AREAS OF FOCUS / WORKING GROUPS

The following categories comprise our Sustainability Working Groups

Preston Sizemore CEO	Charitable Giving Fund Oversight of Community/Volunteer Efforts Interactions with Local Business Organizations
Ernie Sizemore COO	Fuel Efficiency of Fleet Safety Culture and Education Minority and Diverse Supplier Programs
Chad Hall VP Facilities Services	Supplier Engagement New Product Identification Use of Alternative Fuel Supply Chain Due Diligence/Supplier Audits
Andrea Skywark VP Human Resources	Diversity Initiatives Human Rights Policies Compensation and Benefits Talent Development and Career Training

Sustainability is a long-term commitment to doing the right thing to bring value to our company, customers, shareholders, and the world around us. Sustainability is a responsibility and an opportunity that we proudly embrace.

Sizemore has broken our initiatives into the following categories and included them herein:

- Environmental Responsibility
- Social Impact
- Ethical Business Practices
- Economic Responsibility
- Health and Safety Initiatives
- Goals and Key Performance Indicators

As we move through 2025, we will hone and clarify our goals focusing on the places we can have the most impact and will use the UN SDG models to identify more relevant opportunities.

We will start with our Sustainability Commitment issued by our CEO.

## SIZEMORE, INC. SUSTAINABILITY COMMITMENTS

At Sizemore, Inc., we recognize our vital role in an industry that has, for decades, generated billions of pounds of consumable waste and toxic pollutants in the environment each year. We understand that our actions significantly affect the planet and its inhabitants. That's why we are wholeheartedly committed to collaborating with our employees, suppliers, and customers to forge a brighter, more sustainable future by setting the following ambitious goals for ourselves.

We pledge to uphold the highest standards of environmental stewardship by embedding our commitment into every facet of our daily business practices and decision-making. Here's how we will make a meaningful difference:

- We will operate with unwavering compliance with all local and federal environmental laws and regulations, ensuring our business practices align with the highest legal and ethical standards.
- We will prioritize employee safety by implementing necessary measures that protect our team and create a secure working environment.
- We will champion environmental responsibility as a fundamental corporate value, continuously updating our policies and procedures to reflect the most effective ways to minimize our carbon footprint.
- We will educate every new employee about Sizemore's environmental philosophy, ensuring that our commitment to sustainability starts from day one.
- We will inform all employees of any policy and procedural changes affecting their roles, enabling them to seamlessly integrate sustainable practices into their work.
- We will actively share and promote our environmental philosophy with our suppliers and customers, inspiring them to join us in our sustainability journey.
- We will seek out and enhance the use of products and services designed to lower environmental impact, committing to choices that protect our planet.
- We will foster relationships with suppliers located near our service areas, minimizing transportation emissions and reducing our overall carbon footprint.

Together, we can create lasting, positive changes for our environment. Join us in this important mission to build a more sustainable future for generations to come.

## Environmental Responsibility

At **Sizemore, Inc.**, environmental stewardship is a core value woven into every aspect of our janitorial operations. We recognize our responsibility to reduce environmental impact not only for the benefit of our client partners but also for the health of the communities we serve and the planet we all share.

### Green Cleaning Practices

Sizemore integrates **sustainable cleaning methods** across all janitorial contracts by prioritizing the use of **eco-friendly, low-toxicity cleaning agents and chemicals**. Through our long-standing partnerships with Spartan Chemical Company, Inc. and VERITIV, we ensure that all cleaning products meet rigorous environmental and safety standards, supporting compliance with GHS Safety Data Sheet regulations and reducing exposure to harsh substances.

Sizemore is committed to using environmentally friendly solutions where possible and appropriate. Sizemore has committed that over 60% of all cleaning products and materials, by cost, must meet one of the following standards:

- **ASTM D6400:** Ensures plastics and products made from plastics that are designed to be composted under aerobic conditions in municipal and industrial aerobic composting facilities, where thermophilic conditions are achieved.
- **FOREST STEWARDSHIP COUNCIL:** Verifies that trees are harvested responsibly, ensuring no net loss of forest over time occurs when manufacturing a product.

All cleaning products will be purchased in concentrates with appropriate dilution control systems installed where practical and that over 60% of our cleaning supply purchases will fall under EPA Safer Choice Standards, UL ECOLOGO Certification or Green Seal Certification.

Sizemore has an established a **Green Cleaning Policy** that establishes standards for the purchase of equipment, cleaning supplies, bag liners, hand soap, etc. This policy guides our purchases and standards of use and is aligned with ISSA CIMS standards. ***Note: This provision only applies to those purchases that are in the control of Sizemore.***

We educate all janitorial team members on responsible chemical usage as part of their initial and ongoing training. This includes:

- Proper dilution and application techniques
- Spill Avoidance
- Minimization of chemical waste
- Avoidance of unnecessary environmental runoff
- Safe use and application of cleaning chemicals

### Sustainable Operations

We focus on environmentally conscious operations throughout our service model. Our practices include:

- **Waste reduction programs**, including support for client recycling initiatives



- Utilization of **energy-efficient cleaning equipment**, such as battery-powered floor machines and HEPA-filter vacuums
- **Digital quality control tools** that minimize paper use and enhance operational efficiency
- Equipment maintenance strategies that extend the life of machines and reduce landfill contributions

In partnership with our clients, we align our services with their own sustainability goals — from LEED-compliant facilities to zero-waste aspirations. Additionally, Sizemore uses the framework of CIMS standards to align our janitorial practices.

### **Vendor Partnerships and Supply Chain Responsibility**

We hold our suppliers and partners to the same standards we set internally. Our vendor selection criteria include sustainability commitments and product transparency. For instance, Spartan Chemical not only supplies environmentally responsible products, but also provides continuing education on sustainable facility management for Sizemore supervisors and field staff.

### **Training and Continuous Improvement**

Sizemore's janitorial professionals undergo **six hours of I.E.H.A.-approved environmental and safety training** before site placement. This training covers:

- OSHA Hazard Communication
- OSHA Bloodborne Pathogens
- Slip and Fall Prevention
- Spill Kit and BBP Procedures
- GHS SDS Compliance

Managers and supervisors attend recurring vendor-led seminars to stay up to date with emerging technologies, sustainable practices, safe operating protocols, and regulatory changes.

### **Commitment to Measurable Impact**

We are building a framework to measure and report the environmental outcomes of our janitorial operations. This includes:

- Increased use of environmentally friendly chemicals, supplies, and paper products.
- Reductions in chemical usage per square foot
- Volume of waste diverted through recycling
- Energy savings from equipment upgrades
- Environmental compliance performance metrics across locations

As part of our continuous improvement efforts, we are exploring the use of data analytics dashboards to track and improve performance across multiple facilities and regions.

## Social Impact

At **Sizemore, Inc.**, we believe that people are the heart of everything we do. From our team members on the front lines to the communities we serve, we are deeply committed to creating opportunities, fostering inclusion, and making a lasting, positive impact. Our approach to social responsibility is rooted in our values of dignity, respect, and partnership.

### Employee Well-being and Engagement

Sizemore is proud to support a workforce of over **3,500 team members** across 14+ states. We are intentional about providing an environment where every individual feels valued, supported, and empowered to grow.

Key initiatives include:

- **Weekly pay, FlexPay, and incentive programs** to promote financial stability
- **Comprehensive benefits**, including employer-matching 401(k), insurance options, flexible pay options, and an Employee Assistance Program (EAP)
- **Ongoing professional development**, including access to certification programs, mentorships, and internal promotions at all levels
- **Structured onboarding and learning systems**, including our Workday LMS populated from live courses, Spartan and Percipio for janitorial-specific training

Our culture emphasizes communication, recognition, and mutual respect. From peer-to-peer success shoutouts to employee engagement events and “Tuesday Operation Calls,” we stay connected and responsive to the needs of our workforce.

### Diversity, Equity, and Inclusion (DEI)

We are committed to building a workforce that reflects the diverse communities we serve. Sizemore maintains an **inclusive hiring process**, using localized community recruiting efforts to identify top talent while ensuring equal opportunity for all applicants.

Every team member, regardless of background or position, is treated with dignity and respect. Our leadership is actively exploring expanded recruiting models and workforce planning tools to support an even more inclusive work culture.

### Community Engagement

As a third-generation, family-owned company, Sizemore has always seen service as a two-way street. We take pride in giving back to the neighborhoods where we live and work.

Highlights include:

- **Volunteerism and local partnerships** with nonprofit and community-based organizations, partnering with organizations like Exchange Club, Boys and Girls Club, & Mission on The Move
- Support for **workforce development and education programs** such as Exchange Club Youth of the Month and Year, which recognizes and rewards outstanding high school seniors for their academic achievements, leadership, extracurricular activities, and community service.
- Participation in **economic development initiatives** that prioritize local hiring and job creation

**Commitment to Growth and Opportunity**

We invest in the long-term success of our employees by prioritizing **reskilling and upskilling** opportunities, allowing them to adapt, grow, and thrive in a fast-changing workforce environment. This approach not only benefits individuals but strengthens our entire organization and the services we provide. This approach also provides development opportunities and helps define career paths for associates.

We recognize the importance of **human performance and safety** in our operations. Through programs like SOAR (Safety Observation Assessment Report) and the Job Hazard Analysis (JHA) process, we proactively assess and address at-risk behaviors while reinforcing a culture of safety, mindfulness, and care. Our approach to safety is evidenced in our EMR of 0.75 for 2024.

## Ethical Business Practices

At **Sizemore, Inc.**, ethical conduct is a foundational pillar of how we do business. For nearly seven decades, our reputation has been built on **integrity, transparency, and accountability**—values that continue to shape every relationship with our employees, clients, and the communities we serve.

### Our Commitment to Integrity

Sizemore's operations are governed by a formal **Business Ethics Policy** that outlines our expectations for ethical behavior across all levels of the organization. This policy applies to every associate, contractor, and stakeholder, and covers key areas including:

- Fraud prevention and anti-corruption
- Anti-money laundering (AML) compliance
- Fair competition and anti-bribery protocols
- Data privacy and information security
- Code of conduct standards for professionalism, honesty, and respect

All team members are required to acknowledge and uphold this policy upon hire and during regular bi-annual training. We hold ourselves to the highest standards and pursue ethical decision-making even in the most challenging environments.

### Zero Tolerance for Corruption and Misconduct

Sizemore enforces a zero-tolerance policy for fraud, bribery, or unethical conduct. This includes:

- Prohibiting any form of financial manipulation, misrepresentation, or unauthorized use of resources
- Preventing bribery and the acceptance of inappropriate gifts (over \$50 value) without proper approval
- Actively monitoring compliance through internal checks and external audits

Any associate who suspects unethical behavior is encouraged to report it confidentially, without fear of retaliation. Reports can be submitted to HR, the Employee Relations Hotline, or directly to executive leadership. Investigations are conducted promptly and thoroughly, and disciplinary action is taken when necessary.

### Fair Competition and Open Markets

Sizemore is firmly committed to **upholding fair competition laws** and avoiding any anti-competitive behavior. We prohibit price-fixing, market allocation, or misleading representations of competitors. Our team is trained to recognize and avoid behavior that could restrict trade or consumer choice.

### Information Security and Data Privacy

Protecting sensitive information is critical to maintaining trust with our clients and associates.

Sizemore's **Information Security Policy** ensures:

- Real-time IT monitoring and cybersecurity defenses

- Annual training for associates handling sensitive data
- Best practices for secure communication, password protocols, and incident reporting

Our systems are continuously updated to address evolving threats, and we take a proactive approach to preventing unauthorized data access or misuse.

### **Code of Conduct and Workplace Values**

Sizemore's **Code of Conduct** is built around core values we refer to as "FIRST":

- **Flexibility** – Adapting to customer and employee needs with agility
- **Improvement** – Pursuing consistent growth and honesty in all we do
- **Reliability** – Listening and evolving based on client and associate feedback
- **Safety** – Prioritizing safety at every level of the organization
- **Teamwork** – Building lasting relationships with shared goals in mind

We expect all associates to lead by example, treat one another with respect, and take ownership of their actions.

### **Accountability and Training**

All managers at Sizemore must complete **mandatory ethics and compliance training** on an annual basis, with refresher courses delivered through our internal learning management system. In addition to company-wide training, specialized roles (e.g., accounting, security, IT) receive targeted instruction on legal, regulatory, and ethical standards relevant to their responsibilities. Violations of these policies are treated seriously and may result in disciplinary action, including termination or legal proceedings. Our leadership regularly reviews and updates our ethical guidelines to reflect best practices and regulatory developments.

**Ready for more?  
Think Sizemore!**



## Economic Responsibility

At **Sizemore, Inc.**, we recognize that responsible economic performance is not just about growth—it's about creating sustainable value for our associates, clients, and the communities in which we operate. As a privately held, family-owned business with 70 years of experience, we are committed to driving **long-term financial stability**, **job creation**, and **operational excellence**, while maintaining our unwavering focus on ethics, people, and community impact.

### Job Creation and Local Economic Support

Sizemore is proud to employ over **3,500 associates** across 14+ states, many of whom serve on the front lines of our janitorial, staffing, and security operations. By maintaining a regional structure and strong local presence, we prioritize **local hiring** to stimulate economic development in the communities we serve.

Our **intentional recruiting process**, guided by scalable and efficient hiring systems, ensures we match the right people to the right jobs—creating opportunities that are meaningful, secure, and growth-oriented. We further support our workforce with competitive wages, employer-matched 401(k) plans, paid time off, and access to benefits including medical, dental, and vision insurance.

### Investing in Workforce Development

We understand that a strong economy depends on an empowered workforce. Sizemore invests in **training and upskilling programs** that enable our associates to develop both technical and leadership skills. We offer:

- Site-specific janitorial training and OSHA compliance instruction
- Online learning platforms in partnership with vendors like Spartan Chemical
- Internal advancement opportunities to promote career mobility
- Skillsoft Assessment and skills gap development
- Front Line Supervisor Training for First Time Supervisors

These investments help us maintain high service quality while giving our associates a path to long-term economic advancement.

### Supplier and Partner Relationships

Sizemore is committed to **fair and responsible sourcing**. We collaborate with trusted vendors and suppliers who align with our values of transparency, safety, and sustainability. Whenever possible, we engage **small, minority-owned, and local businesses** to keep procurement dollars within the communities where we operate.

We maintain clear billing structures and contract transparency, with controls in place to ensure accurate invoicing, proper wage compliance, and accountability across every client engagement.

### Operational Efficiency and Innovation

We believe that efficiency and technology are key to staying competitive while maximizing value for clients and stakeholders. Sizemore leverages platforms like **Workday Enterprise Management** and **real-time analytics dashboards** to improve scheduling, workforce visibility, and financial performance.

Our janitorial services are continually refined through data-driven performance reviews, allowing us to optimize labor, manage costs, and provide customized solutions that balance service quality and fiscal responsibility.

**Resilience and Fiscal Responsibility**

Our legacy of family leadership, financial prudence, and operational resilience has allowed us to weather economic shifts and continue growing with stability. Sizemore carefully manages resources, maintains strong insurance coverage, and adjusts service models in response to changing market demands—ensuring both short-term adaptability and long-term sustainability. As we look to the future, Sizemore remains committed to smart, ethical growth—creating economic value not only for our company but also for every associate, client, and community partner we serve.

## Health & Safety Initiatives

At **Sizemore, Inc.**, health and safety are not just regulatory requirements—they are cornerstones of our operational philosophy and corporate responsibility. We are deeply committed to fostering a culture where every associate feels empowered, informed, and protected. From our frontline janitorial teams to our corporate leadership, safety is everyone's responsibility.

### Safety Governance and Oversight

Sizemore's safety practices are governed by a formalized **Safety and Health Program Manual**, overseen by our **Director of Environmental Health and Safety** and a dedicated **Corporate Safety Committee**. These teams are responsible for developing, reviewing, and enforcing safety-related policies across all operational sites. Responsibilities include:

- Performing pre-work and periodic job site inspections
- Coordinating with client safety personnel to align protocols
- Maintaining written inspection records and corrective action logs
- Conducting regular audits and safety reviews as part of corporate compliance
- Maintaining a culture where safety is a priority

Sizemore's policy framework also incorporates specialized programs for **Workplace Violence Prevention, Substance Abuse, Disaster Planning**, and **Hazardous Communication**, ensuring comprehensive protection for all associates and clients.

### Training and Continuous Learning

We prioritize associate preparedness through a structured, multi-phase **Frontline Associate Safety Training Program**, which is required for all janitorial team members and tailored to job-specific risks. This program includes:

#### Campaign 01 – Before First Shift

- Virtual Contractor Orientation
- Bloodborne Pathogens
- Hazard Communication
- U.S. Site-Specific Procedures

#### Campaign 02 – Within First 10 Days

- Behavior-Based Safety
- Electrical Safety 2.0
- Lockout/Tagout Procedures
- Spill Prevention and Control
- Stop Work Authority
- Basic First Aid
- Access to Medical Records
- Incident Investigation

#### Campaigns 03–08 – Within 30 Days

- ABC's of Cleaning
- Hard Floor & Restroom Care



- WHMIS
- Office and Floor Care Procedures

All training is available online at our associates' convenience, is easy to access in Workday, and is available in multiple languages for accessibility. All training is tracked via a centralized system and documented on the **Safety Training Checklist** found in the Sizemore Safety Manual. Associates also receive annual refresher training and participate in toolbox talks, safety drills, and client-specific orientations.

### Proactive Safety Culture

Sizemore fosters a **“See Something, Say Something”** culture, encouraging associates to report hazards or unsafe conditions without fear of retaliation. Safety is integrated into daily operations through programs like:

- **SOAR (Safety Observation and Assessment Reporting)** to proactively identify at-risk behaviors
- **Job hazard analyses** and pre-task safety briefings
- Deployment of appropriate **PPE and ergonomic equipment**
- Collaborative safety planning with clients at high-risk or industrial sites

Supervisors are responsible for ensuring PPE compliance, reinforcing safe work habits, and reporting incidents for investigation and corrective action.

### Policy Integration and Compliance

Our safety policies align with broader human rights and workplace ethics standards. These include our:

- **Substance Abuse and Drug-Free Workplace Policy**
- **Workplace Violence Prevention Policy**
- **Hazardous Communication Program**
- **Disaster Response Plan and Emergency Procedures**

All safety practices are reviewed annually by the Corporate Safety Manager and updated as needed to ensure alignment with changing regulations and client expectations.

### Performance Metrics and Accountability

We continuously monitor safety performance using industry-standard indicators. At key janitorial sites in 2024, Sizemore achieved:

- **Lost Time Incident Rate (LTIR): 0.40**
- **Lost Time Injury Severity Rate (LTISR): 2.75**
- **Total Recordable Incident Rate (TRIR): 1.70**
- **EMR: 0.75**

These metrics remain **significantly below national and industry averages**, including OSHA's TRIR average of 2.9. While we observed a moderate year-over-year increase in LTIR and LTISR, Sizemore responded with targeted



retraining and an internal safety campaign in order to reverse this trend in 2025.

**Integration with Human Rights and Well-being**

Our approach to safety is aligned with Sizemore's **Human Rights Policy**, ensuring every team member has access to a safe, respectful, and supportive work environment. Health and safety are integrated into our broader mission of employee dignity, fair treatment, and equal opportunity.

## Goals and Key Performance Indicators (KPIs)

At **Sizemore, Inc.**, we view Corporate Social Responsibility not as a checklist, but as a continuous cycle of progress, accountability, and impact. To ensure measurable advancement, we have established a series of **goals and key performance indicators (KPIs)** aligned with our environmental, social, economic, and ethical commitments. These KPIs help guide strategic decision-making while maintaining full transparency with our associates, clients, and partners.

---

### 1. Environmental Sustainability Goals

**Objective:** Reduce the environmental impact of janitorial operations through sustainable procurement, reduced resource consumption, and green cleaning practices.

Goal	KPI	Target Date
Purchase 60% of cleaning products and materials of those purchased with sustainability attributes	>60% of \$ spend on green-certified chemical usage	Q4 2025
Purchase 80% of cleaning products and materials to those with appropriate dilution control systems to minimize chemical use	>80% Total Spend \$ chemical usage	Q4 2025
Purchase Power Equipment having Carpet & Rug institute Seal of Approval >80%	>80% Total Spend	Q4 2025
Purchase Power Equipment with environmentally preferred batteries and fuel cells > 40%	>40% Total Spend	Q4 2025
Reduce paper and plastic consumption in operations	% reduction YOY	Ongoing
Source 75% of janitorial supplies from sustainable vendors	Vendor audit compliance rate	Ongoing
Establish baseline for GHG Emissions and Carbon footprint	Completion %	Q1 2026
Expand digital quality control systems to 100% of client sites	% of sites using digital inspections	Q1 2026

---

### 2. Health & Safety Goals

**Objective:** Maintain industry-leading safety performance through training, prevention, and proactive reporting.

Goal	KPI	Target Date
Keep TRIR below 2.0 across all sites	Total Recordable Incident Rate (TRIR)	Ongoing (current: 1.70)
Reduce LTIR by 10% from 2024 baseline	Lost Time Incident Rate (LTIR)	Q1 2026
Achieve 100% completion of Campaign 01–08 safety training modules	% of frontline associates trained within first 30 days	Monthly Tracking
Conduct safety audits for 100% of new client sites within 60 days of contract start	% of sites audited	Ongoing

---

### 3. Social Impact Goals

**Objective:** Promote equity, opportunity, and empowerment across the workforce and communities.

Goal	KPI	Target Date
Increase representation of underrepresented groups in management to 60%	% of leadership roles held by URGs (currently: 54.4%)	Q4 2025

Goal	KPI	Target Date
Provide at least 20,000 hours of safety training annually	Training hours logged	Annual
Provide at least 2,000 hours of professional development training annually	Training hours logged	Annual
Expand participation in community workforce programs by 20%	YOY Contributions \$ to community partnership	Q4 2025

#### 4. Ethical & Economic Goals

**Objective:** Operate with integrity and invest in long-term workforce and business resilience.

Goal	KPI	Target Date
Maintain 100% compliance with Business Ethics & Human Rights training across all leadership	% completion rate	Annual
Increase DOSB (Diverse-Owned and Small Business) supplier spend by 10%	% spend from DOSB vendors YOY	Q4 2025
Maintain 50%+ associate retention rate in janitorial division	Monthly retention report	Quarterly review
Educate associates on ethics and human rights for awareness	4 times per year	Ongoing

#### 5. Client-Centric and Operational Excellence Goals

**Objective:** Deliver measurable results for clients while ensuring operational efficiency.

Goal	KPI	Target Date
95% client satisfaction rating in janitorial services	Client Surveys	Annual
Reduce overtime labor costs by 15% through improved scheduling tech	Labor cost reduction	Q4 2025
Reduce Use of Supplemental Staffing to less than 500 hours/week	Average SUPP HR < 500	Ongoing

#### Looking Ahead

Sizemore is committed to evolving these KPIs as we learn, grow, and partner with our clients in the pursuit of **operational excellence and responsible citizenship**. These goals not only reflect where we are today—but where we are determined to go in the future.

## Stakeholder Engagement

At **Sizemore, Inc.**, we recognize that the strength of our organization lies not only in what we do—but in the relationships we build. Our success is shaped by a diverse community of stakeholders, including employees, clients, suppliers, regulatory bodies, and the communities in which we operate. We are committed to **two-way, transparent, and inclusive engagement** that ensures our stakeholders are heard, respected, and empowered to contribute to mutual success.

### Internal Stakeholder Engagement: Associates First

Sizemore maintains a deep commitment to our workforce. We believe that **employee voice and well-being** are central to organizational health. Key strategies include:

- **Regular communication and engagement calls** (e.g., Tuesday Operations Calls and Associate Surveys) to share updates, challenges, and celebrate successes
- Mandatory onboarding and safety training programs that reinforce both operational excellence and a culture of care
- Employee Assistance Programs (EAPs), flexible benefits, and weekly pay options to support work-life balance
- **Recognition programs and feedback loops**, including frontline surveys, supervisor engagement, semiannual associate evaluations, and field support visits
- Clear channels to report ethical concerns, workplace hazards, or human rights violations—without fear of retaliation
- Independently facilitated Employee Relations Hotline and investigations into allegations

Our **Human Rights Policy** reinforces every associate's right to fair treatment, a safe workplace, freedom of association, and the ability to raise concerns confidentially.

### Client Partnerships: A Collaborative Approach

We view our clients not simply as customers, but as strategic partners. Whether supporting a national logistics leader, an industrial facility, or a large healthcare network, Sizemore engages clients as co-creators of operational success. Engagement strategies include:

- **Site-specific onboarding and safety collaboration**, ensuring alignment with client expectations and protocols
- **Custom reporting and dashboards**, including incident metrics, training compliance, and staffing performance
- Quarterly business reviews and service evaluations to ensure transparency and continuous improvement
- Rapid response to emerging needs, including temporary staffing surges or emergency cleaning mobilization

Through this engagement, we help clients meet their own ESG goals, such as Tier 2 supplier diversity targets and environmental sustainability benchmarks.

### Community and Social Stakeholder Engagement

As a family-owned company with strong regional roots, Sizemore actively contributes to the health and growth of the communities where we live and work. We engage with local stakeholders through:

- **Partnerships with workforce development programs**, which help young people gain experience and access to meaningful employment
- **DE&I efforts**, including hiring from underrepresented groups (currently 66.3% of associates and 54.4% of management) and investing in leadership training for URM (underrepresented minorities)
- Targeted outreach for **DOSB-certified (Diverse-Owned and Small Business) vendors and staffing agencies**
- Support for local nonprofits, volunteerism, and regional economic development initiatives

### **Supplier and Industry Partner Engagement**

Sizemore prioritizes ethical sourcing, sustainability, and alignment with shared values in all supplier relationships. We engage vendors and partners through:

- Clear expectations outlined in our **Business Ethics and Human Rights Policies**
- Vendor compliance reviews, especially around environmental and safety standards (e.g., Spartan Chemical's sustainability initiatives)
- Collaboration on education, training, and product innovation, especially in cleaning, PPE, and green product use
- Ongoing expansion of **DOSB partnerships**, with a 2025 goal to increase direct spend by 10% and provide mentorship and compliance assistance to emerging vendors

### **Transparent Communication and Accountability**

To maintain accountability and trust, Sizemore ensures that stakeholder engagement is supported by **regular communication, measurable performance, and responsive leadership**. Key mechanisms include:

- Internal and client-facing dashboards tracking KPIs (safety, sustainability, diversity, training)
- CSR reporting and client-aligned capability statements
- Audits and program reviews (e.g., safety, ethics, diversity spend)
- Clear escalation paths and rapid follow-up to concerns or feedback

By listening actively and engaging intentionally, Sizemore builds stronger relationships and delivers greater impact across all fronts. Our stakeholder engagement strategy is not only about communication—it's about **shared commitment, mutual respect, and lasting value**.