



ANNUAL
Corporate Social
Responsibility
REPORT

2022



WELCOME.

Welcome to Bee-Clean Building Maintenance's first 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.





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OUR CSR ANNUAL REPORT.

As a company committed to making a positive impact in the communities where we operate, we believe it is important to be transparent about our social and environmental performance.



Rob Scott

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



Dear valued stakeholders,

I am pleased to present Bee-Clean Building Maintenance's first Corporate Social Responsibility (CSR) annual report on behalf of our leadership team. As a company committed to making a positive impact in the communities where we operate, we believe it is important to be transparent about our social and environmental performance.

In this report, you will find an overview of our CSR strategy and initiatives, as well as our progress towards achieving our ESG (environmental sustainability, social responsibility and governance) goals. We have made significant strides in the areas of responsible waste management, energy efficiency, and social responsibility, and we are

proud to share our accomplishments with you. At Bee-Clean, we recognize the importance of being an active and responsible member of the communities where we operate. We believe that our success is not only measured by financial performance, but also by our contributions to society and the environment. As such, we are committed to continually improving our sustainability practices and fostering a culture of social responsibility throughout our organization.

We would like to take this opportunity 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.

Bee-Clean Building Maintenance

WHAT WE DO

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

**A LEADER IN COMMERCIAL CLEANING
ACROSS CANADA SINCE 1967.**



A team of over 15,000 people working across Canada



Guided by respectful family values, committed to the highest standards of professionalism



Award-winning and recognized nationally for our services. We're a BOMA Plus Accredited Vendor, demonstrating our consistent delivery of high-quality service!

Bee-Clean's 15,000 team members provide custodial and maintenance services to more than 400 million square feet of space across Canada from our 30+ facilities nation-wide.

Whether our clients have one site or dozens across the country, our services are designed to meet your specific needs and standards.

Our cleaning expertise includes:

- Certified green cleaning
- Floor cleaning & refinishing
- Hardwood floor refinishing
- Carpet extraction & repair
- Dusting & washing of blinds
- Routine lighting maintenance
- Wood polishing & oiling
- Routine janitorial services
- Window & glass cleaning
- Parking lot sweeping & pressure washing
- Concrete polishing & refinishing
- Truck-mounted pressure washing
- Natural stone care & maintenance
- Critical touch point disinfection
- Elevator & escalator cleaning
- Landscaping & snow removal
- Post-construction clean-up work
- Special occasion clean-up
- Sustainable procurement
- And more! We customize services to your building's unique needs.

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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 Managers Association (BOMA)
- Canada Green Building Council (CaGBC)
- Canadian Aboriginal and Minority Supplier Council (CAMSC)
- Canadian Association of Environmental Management (CAEM)
- Canadian Council for Aboriginal Business (CCAB)
- 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)



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WHERE WE WORK



From airports and aviation to venue management, Bee-Clean has extensive experience working in a wide range of environments.

A major advantage of working in so many different places 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. For example, we know that cleaning an airport requires a different approach than cleaning a stadium or a convention centre, and we are able to apply our expertise to provide the most effective cleaning solutions for each individual client.



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.

Global Presence

Bee-Clean is a Canadian company with its humble beginnings in Winnipeg, MB, in 1967. Today, Bee-Clean has over 27 branches and a presence from coast-to-coast. However, we've grown beyond borders and have presence in China, and as of 2022, the United States.

Bee-Clean began operating in the China market in December 2017, and over the past five years, we have grown our team to 90 employees, and our cleaning services now cover 1.9 million sq ft of office space. Though our time in China has been relatively short, we have already made significant strides in promoting our core values of quality, employee health and safety, and the environment in the cleaning industry. In addition to our custodial services, we have also been actively involved in promoting international cleaning standards. We have partnered with BOMA China to advocate for best practices and sustainable cleaning services across the country. As we move forward, we remain dedicated to providing the best service to all of our clients in China.

In the fall of 2022, Bee-Clean announced our acquisition of Heritage Building Maintenance, an Iowa-based provider of commercial cleaning services with approximately 300 employees. This partnership marked the start of Bee-Clean's expansion within the U.S. market, and we have our sights set on pursuing more mutually beneficial opportunities. With a strong focus on growth, a commitment to excellence, and our corporate and ESG values, Bee-Clean is well-positioned to continue establishing itself as a leader in the U.S. commercial cleaning industry.

ESG GOALS



The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future.

We recognize these are all noble goals which 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. These five goals shaped our activities for 2022 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. Below are our five goals, in order of importance for Bee-Clean.

To find out more about the United Nations 17 sustainable development goals, visit sdgs.un.org.

1 SUSTAINABLE CITIES AND COMMUNITIES

Target: Support our local communities by supporting, procuring and utilizing local vendors and materials.

Target: Actively support and sponsor community groups and NGOs who have a vision and mission focused on improving community sustainability and community engagement (healthy communities).

3 GOOD HEALTH & WELL-BEING

Target: Via our internal communication channels, safety meetings and other internal committees — encourage and implement supports for our workforce to practice healthy lifestyles & safe workstyles.

Target: Encourage our clients to support our staff as they practice healthy workstyles.

5 RESPONSIBLE CONSUMPTION AND PRODUCTION

Target: Reduce our material footprint by purchasing green cleaning supplies, chemistry, equipment, technology and sourcing Canadian made products.

2 QUALITY EDUCATION

Target: Support our staff and their families by offering and promoting Bee-Clean sponsored scholarships and internal educational opportunities.

Target: Directly support internal advancement opportunities through leadership training and other educational advancement opportunities.

4 CLIMATE ACTION

Target: Reduce our GHG emissions by setting our thermostats down by 1 degree C.

Target: Install PV panels in corporate owned buildings.



Environmental Sustainability

At Bee-Clean, we believe that preserving and protecting the environment is not only essential for the well-being of our planet but also a responsibility we embrace wholeheartedly.

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 promoting biodiversity and supporting local communities,

we are dedicated to making a positive impact on the environment.

2022 was an important year for our environmental sustainability goals as we established our national ESG committee and began coordinating data and benchmarks to work together to accomplish specific goals in this area. 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 Sustainability

EMISSIONS AND ENERGY

In 2020, Bee-Clean initiated the Instep Carbon & Sustainability Monitoring Program, an outside organization that assists companies in environmental challenges and goals.

Bee-Clean has calculated our operational carbon footprint annually since 2021 and have continually updated our methodologies to improve our inventory accuracy.

In 2021 through to 2022 we remained consistent in our inventory methodology aligned with the Greenhouse Gas Protocol.

To achieve our ambitious climate reduction targets, we have committed to transitioning our urban van/truck fleet to electric vehicles by the end of 2035. As electric vehicle technology improves, Bee-Clean will be able to upgrade more of our fleet to electric powered, subject to the distance range and access to charging stations.

- In 2020–2021, in Western Canada, our base year Scope 1 GHG, profile was 1,093.33 tCo2e which was recognized with the Instep Bronze™ certificate.
- In 2021–2022, in Western Canada, our one-year Scope 1 GHG profile was 2,042.27 tCo2e, which was recognized with the Instep Silver™ certificate.



Major and Minor Projects for Energy Reduction in our offices for 2022

Major Projects

The Bee-Clean office in Edmonton has been chosen as a pilot project for the installation of a Solar PV rooftop project that will supply the office with upwards of 100% renewable electricity during the spring and summer months.

The project modelling is as follows:

- 🌍 Installed DC Power 61.64kWp
- 🌍 Max Achieved AC Power 50.00 kW
- 🌍 Annual Energy Production 67.57MWh
- 🌍 CO2 Emission Saved 26.49t
- 🌍 Equivalent Trees Planted =1,217

Minor Projects

- 🌍 Established goal to reduce the thermostat temperature by 1°C during the heating season.
- 🌍 Established goal to Increase a/c temperatures by 2°C during the cooling season.
- 🌍 Established goal to shut off A/C at night.
- 🌍 Established temperature guidelines for after-hour heating and cooling times.
- 🌍 Maintained the A/C at optimum operating conditions.
- 🌍 Established process to switch to LED/CFL lightbulbs in all offices
- 🌍 Introduced the “no idle” program to fleet drivers

Environmental Sustainability

STRATEGIC PARTNERSHIPS & PROCUREMENT

Bee-Clean Building Maintenance has had a long-term commitment to providing services to our customers in a highly efficient and effective manner that supports our corporate values and business practices. These values include sustainability, promoting and supporting strong positive Indigenous relationships, innovation in the areas lessening our environmental impact and carbon footprint, and the principles of environmental and social governance.

To ensure that our partners and staff are aware of and support our corporate values and business practices when purchasing goods and services, Bee-Clean has developed a Sustainable Procurement Policy. 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.

As part of the selection process, specific Vendor Management Score Cards (VMSC) are developed for each broad product/service category. Each VMSC is unique to the goods or services provided, but all must include the following:

- ✦ A review of the partner's corporate values to ensure alignment with Bee Clean's. Their values should include statements related to lessening their environmental impact, sustainability, ESG certification and promoting Indigenous relationships.
- ✦ Pricing - including but not limited to the product or service, rebates, parts and service.
- ✦ Customer Service - including but not limited to the location of vendors representatives, location of warehouse/shipping locations, training and e-commerce ordering.

Bee-Clean's Sustainable Procurement Policy is made available to our partners and reviewed with them on an annual basis to ensure compliance and update information. Bee-Clean partners are required to sign off that they have read the policy and are committed to the same high level of corporate social responsibility, sustainability and innovation as Bee-Clean.

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Bee-Clean Building Maintenance is committed to maintaining the highest standards of conduct and ethics in our business ventures and relationships. Our Sustainable Procurement Policy is in place to ensure that goods and services purchased by us are obtained in a cost-effective manner, uphold our stated values, and comply with applicable provincial and federal laws. Further, it is to ensure that all employees involved with the procurement of supplies and services are fully aware of their responsibilities. The Sustainable Procurement Policy is reviewed annually to ensure it is current.

Bee-Clean has led the janitorial industry in serving the environmental and sustainability needs of clients. This is seen in the certifications we have achieved, the standards followed, industry firsts, and purchasing commitment. We were the first Canadian company to obtain the ISSA - CIMS Green Building Certification with Honours. We are also a CIMS- ISSA Certification Expert (CCE), certified in the Carpet and Rug Institute CRI program, a member of the Green Building Council, and LEED compliant. Leadership in Energy and Environmental Design (LEED) is a green building certification program used worldwide. Additionally, our key partner Acden Bee-Clean is ISO 1400 certified. Across Bee-Clean, 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 we call *Pathways to Green Buildings*.



We are committed to corporate social responsibility, sustainability, and innovation. Bee-Clean will select and approve companies to partner with for our goods and services that provide competitive pricing, demonstrate exceptional customer service levels, demonstrate leadership in innovation, are environmentally responsible, and hold similar corporate values to our own.

Approved Vendors

The approved vendor list includes manufacturers of products, distributors of products or providers of services for each of the procurement categories. These companies meet our standards in terms ESG initiatives, pricing, service levels, innovation and corporate values. As previously noted and as of 2022, all Bee-Clean suppliers must acknowledge and sign off on having read and understood our Sustainable Procurement Policy and the principles by which we operate.

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. We understand the 94 Calls to Action set out by the Truth and Reconciliation Council (TRC) and our role in several of these actions, especially in the area of Business and Reconciliation (action #92). Bee-Clean is recognized as a leader in the Indigenous business community for its effort in Indigenous relations.



We believe in real-life change and reconciliation in action.



Bee-Clean maintains its Gold Progressive Aboriginal Relations (PAR) 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 Aboriginal Business (CCAB). Our strong 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 First Nations and tribal councils, including Saskatoon Tribal Council (STC Bee-Clean), Athabasca Chipewyan First Nation (Acden Bee-Clean), and Cold Lake First Nation (Iron Horse Janitorial).



Social Responsibility

At Bee-Clean Building Maintenance, 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.

We are 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.

Ultimately, we believe that by prioritizing our people and culture, we can create a thriving organization that delivers value to our customers and communities.

Social Responsibility

DIVERSITY, EQUITY & INCLUSION

Diversity in the Workplace

Bee-Clean is an equal opportunity employer. We value diversity and are committed to the principles found in the Canadian Human Rights Act. Our goal is to provide a healthy and safe work environment that is free from any form of discrimination.

Bee-Clean will ensure a working environment that is based on respect and recognizes the dignity and rights of everyone in the organization. We will encourage, practice, and reinforce staff development in the area of inclusion at work via an online course highlighting *Inclusion at Work*. All supervisory/management team members are required to have completed the training.

Throughout 2022, Bee-Clean provided leadership training to staff across the country. A portion of this training, provided through NorQuest College, focuses on inclusive leadership and content directly connected to being a leader that understands and celebrates Diversity, Equity and Inclusion (DEI). This training opportunity for Bee-Clean leaders will continue on into 2023 and beyond.

Bee-Clean continues to diversify its workforce by increasing employment opportunities for visible minorities and Indigenous people across Canada. We do this in partnership with:

- ✦ Canadian Aboriginal and Minority Supplier Council (CAMSC)
- ✦ Canadian Council for Aboriginal Business (CCAB)

Women in Leadership

Bee-Clean Building Maintenance is an inclusive workplace that values diversity and empowers all employees to reach their full potential. We recognize the unique perspectives and strengths that women bring to the table, and we are committed to supporting and promoting women in leadership positions.

We are committed to creating a culture where women feel supported, valued, and empowered to achieve their career goals. We will continue to champion women in leadership and work towards building a more equitable and inclusive workplace for all.

Within the last five years, Bee-Clean has hired or promoted 18 women into Vice President and Director roles.



OF EMPLOYEES BY GENDER

*Statistics from 2022, based on employee reported gender self-identity.

Social Responsibility

EMPLOYEE ENGAGEMENT & TRAINING

Bee-Clean Building Maintenance 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.

We understand that engaged employees are more productive and that a high-performing team is essential to delivering exceptional results for our clients. To achieve this, we have a comprehensive employee engagement and performance management plan that includes ongoing training, feedback, recognition, and opportunities for career development.



Employee engagement and performance management are critical to the success of our organization

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.

We have comprehensive training and development programs designed to help our employees grow both personally and professionally while also ensuring their safety and well-being. This training begins on the employees' first day and continues throughout their employment with Bee-Clean.

Our training program includes a range of courses that are 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.

For our supervisors and managers, we offer training programs that focus on leadership development, communication skills, performance management, and other key competencies. These programs are designed to equip our managers with the tools they need to lead their teams effectively. We have also established a leadership training program that is designed for employees who we identify as leaders, and is focused on developing their leadership skills. We believe that strong leadership is essential to the success of our organization.

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.

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.

We also offer a comprehensive benefits package that includes healthcare, retirement savings, and other perks to support the health and well-being of our employees and their families.

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. Bee-Clean is committed to working with employees and their unions in good faith.

In an industry that has a high historical turnover rate, Bee-Clean's turnover rate remains well below the industry average, at approximately 28%.

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Social Responsibility

WORKPLACE SAFETY & WELL-BEING

There are many ways to describe what comprises safety culture. Bee-Clean's vision for workplace culture is one where safety and well-being are at the forefront of every decision and action taken. Safety doesn't just apply at work, as off-the-job safety is just as important. At the heart of this vision are our core values of respect, responsibility, and collaboration. We believe that by cultivating a workplace culture that prioritizes these values, we can enhance a safe and healthy environment where everyone can thrive.

To achieve this vision, our environment, health, and safety management system (SMS) has been integrated and is part of Bee-Clean's overall organizational culture. It is a proactive and a united approach to managing environment, health, and safety. The SMS is comprised of the necessary organizational structures, accountabilities, policies, and procedures. It is more than our Bee-Clean Safety Manual. Our safety, health, and environment management is incorporated into the day-to-day activities of the company and is aiming to strengthen our overall organizational culture that reflects the safety policy and objectives.

At the core the Bee-Clean SMS is a formal risk management process that identifies hazards, and assesses and mitigates risk.

We prioritize risk management by proactively identifying potential hazards and implementing measures to mitigate or eliminate them. We provide comprehensive training to our employees to ensure they have the knowledge and skills necessary to work safely and efficiently. We also regularly review and analyze our injury rates to identify areas for improvement and implement corrective actions as needed.

The Bee-Clean SMS integrates the following four key elements:

- ✦ Safety Policy and Objectives
- ✦ Safety Risk Management
- ✦ Safety Assurance
- ✦ Safety Promotion



Although the four elements appear to be separate, they are all interconnected. They can only function effectively if all four are built on the foundation of a positive safety culture. This is driven from the top of the organization by the accountable manager and the senior management team.

Integration of the SMS also refers to the process of embedding other management systems, including our Environmental program and our Health and Wellness program. Coordinating strategic business plans with sustainable planning which reflect tangible environmental issues will help in the Environmental program become totally immersed in our organizational activities.

Maintaining an optimum state of health is critical to inspiring an organization to reach its highest potential. Recognizing the importance of health in corporate culture, we believe that employees need to be engaged in wellness activities and programs. These happen at a national and regional/branch level to best suit the unique cultural needs of our employees.

There are several converging trends that are considered and affect our SMS. Globalization is certainly a prime consideration. We also recognize that more than ever our business marketing opportunities are more global. Labels are becoming multilingual to a degree never before seen.

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Multinational facilities may have different workplace safety methods and goals. With today's rapid communication systems, a local issue can become publicized nationally and globally almost instantaneously.

New chemicals, new technologies, and new biologically active materials are contributing to a dramatic growth in "high-tech" industries. Prime examples are nanotechnology and artificial intelligence. As such, the Bee-Clean SMS is supporting these cutting-edge technologies and realizing their potential benefits to our operations, yet safeguarding employees who work with these materials.

Our response to Covid-19 has also been a key focus of our workplace culture. When the pandemic hit in 2020, we took all necessary precautions to protect our employees, including implementing remote work where possible and providing personal protective equipment to those who must work on-site. We also closely monitored key metrics and data related to Covid-19, such as case rates and vaccination rates, to inform our decision-making and response efforts nationally and regionally.

Overall, our vision for workplace culture is one that prioritizes safety and wellbeing, values collaboration and responsibility, and is guided by data-driven decision making. We believe that by creating such a culture, we can not only protect our employees but also enhance the overall productivity and success of our company.

Harassment-Free Workplace

Creating a harassment-free workplace is a top priority for any company that values the safety and well-being of its employees. At Bee-Clean, we take this responsibility seriously and have implemented a robust harassment-free workplace policy to ensure that every employee feels safe and respected while on the job.

Our policy makes it clear that harassment of any kind will not be tolerated. We encourage our employees to report any instances of harassment and/or violence, and provide a variety of channels for them to do so. This includes an anonymous hotline, a dedicated email address, and in-person meetings with HR or other managers.

When an employee reports harassment and/or violence, we take swift and decisive action. We investigate all claims thoroughly, and take appropriate steps to ensure that the employee who reported the harassment is protected from retaliation. If we determine that harassment and/or violence has occurred, we take immediate action to address it. This may include discipline or termination of the harasser, as well as providing support and resources to the victim.



At the heart of this vision are our core values of respect, responsibility, and collaboration.

In addition to our policy and reporting procedures, we also provide comprehensive training to our supervisors on how to recognize and prevent harassment. This training covers topics such as identifying inappropriate behavior, responding to complaints, and promoting a culture of respect in the workplace. By equipping our supervisors with the tools and knowledge they need to prevent harassment, we are able to create a culture of safety and respect throughout our entire organization.

At Bee-Clean, we believe that every employee deserves to work in a harassment-free environment. We are committed to creating a workplace where everyone feels safe, respected, and valued. Our harassment and violence policy, reporting procedures, and supervisor training are just a few of the ways we are working to achieve this goal. We believe that by taking these steps, we can create a workplace that is not only more productive but also more positive, supportive, and inclusive for all employees.



GOVERNANCE

Corporate Integrity

Bee-Clean places 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. In this section, we highlight our governance practices that enable us to maintain a responsible and forward-thinking approach to business.

Ethics and Compliance

At Bee-Clean Building Maintenance, we are committed to conducting our business with the highest ethical standards and ensuring compliance with applicable laws and regulations. Upholding integrity and fostering a culture of ethical behavior are key pillars of our corporate social responsibility. In 2022, we made significant strides in further strengthening our ethics and compliance framework.

Compliance Program Enhancement:

To ensure compliance with legal requirements and industry standards, we continually reviewed and enhanced our compliance program throughout 2022. This involved conducting comprehensive risk assessments, updating policies and procedures, and implementing robust monitoring and reporting mechanisms. By doing so, we aimed to identify and address any potential compliance issues, thereby mitigating risks and promoting ethical practices across our organization.

Code of Conduct:

Our Code of Conduct policy serves as a guiding compass for all our employees, outlining the principles and values that govern our conduct. In 2022, we revisited our Code of Conduct policy to ensure it continues to reflect evolving best practices and emerging ethical challenges in our industry. The policy emphasizes integrity, accountability, respect, and fair business practices. It sets clear expectations for employees and stakeholders on matters such as conflicts of interest, anti-bribery and corruption, and fair competition.

Training and Awareness:

We recognize that fostering a culture of ethics and compliance requires ongoing education and awareness. Throughout 2022, we invested in comprehensive training programs to educate our leaders on ethical decision-making, regulatory requirements, and best practices in their respective roles. This was done through a certificate program offered to staff in leadership roles, and will continue on throughout the coming years as we work to ensure all leaders and future leaders receive certification.

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Performing our work and conducting our business in an ethical, trustworthy and honest manner is what integrity is all about.

~ Bee-Clean's Code of Conduct Policy

We continue to work towards training all of our staff, at all levels, on topics such as anti-corruption, data privacy, health and safety, and diversity and inclusion. By empowering our workforce with knowledge and skills, we aim to embed ethical practices into our everyday operations.

Whistleblower Protection:

We believe in the importance of providing a safe and confidential mechanism for employees and stakeholders to report any suspected unethical behaviour or compliance violations.

In 2022, we began work on establishing and further enhancing our national whistleblower protection program, ensuring that individuals can raise concerns without fear of retaliation. We entered 2023 working to roll out this program to all levels of employees to communicate clear channels for reporting, safeguarded confidentiality, and robust investigation procedures to address any reported concerns promptly and appropriately.

Governance

ADVISORY BOARD

Established in 1967, Bee-Clean has grown significantly over the years. We grew throughout Canada, then expanded into China and Portugal, and most recently the United States. Over the years, its founders sought to continue growing the ideas that found their way to the table. Formed in 2010, Bee-Clean's advisory board is composed of a group of leading professionals who provide strategic advice and guidance to Bee-Clean's leadership team. As a family-owned business operating across Canada, Bee-Clean has faced unique challenges related to market positioning, opportunity and succession planning. From an external perspective, our advisory board has supported us in improving our strategic planning and ensuring business stability over the long term.

With our entry into the American market in 2022 and our recent acquisition of Heritage Building Maintenance in Des Moines, Iowa, we are continuing to build on, re-define and modernize our business core values and business proposition.

Strategic support from our advisory board is exemplified by our acquisition of Heritage Building Maintenance. Throughout the acquisition in the summer and autumn of 2022, our board was able to challenge our purchase hypothesis with experience that extended well beyond the confines of the Canadian janitorial marketplace.

Since inception, Bee-Clean has grown organically. Historically, mergers and acquisitions have not been a part of Bee-Clean's growth strategy. Acquisitions can be complex and risky, especially for a medium-sized family business that has not had significant experience with the process. During our exploration of market opportunities in the U.S., Bee-Clean's advisory board supported the due diligence process. It provided guidance on issues including valuation, financing, US tax code and business integration. With the support of challenges from our board, Bee-Clean felt confident pursuing the acquisition of Heritage Building Maintenance. In addition, the board reminded us that acquisitions must align with our family

values and corporate strategic goals. This was why Heritage was selected and considered to be an acquisition that aligned with our values and was mutually beneficial.

Beyond the acquisition of Heritage, our advisory board has continued to provide valuable expertise in areas of our organization where they are able to enhance our in-house experience or knowledge. The advisory board includes members with financial, legal, and human resources expertise, as well as professionals with experience in specific industries and markets. By tapping into this expertise, we can make well-rounded decisions and develop strategic plans grounded in a deep understanding of the business landscape.

Another critical function our advisory board has served has been to provide guidance and support for succession planning. Succession planning is a critical issue for all businesses but has unique challenges for a family business, as it involves preparing for the transfer of leadership to the next generation. By working closely with our advisory board, we have successfully managed the transition from founder to second generation. By working closely with this board, Bee-Clean has ensured that the business is stable, well into its second generation.

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Governance

DATA PRIVACY & SECURITY

Data Privacy

Bee-Clean is committed to ensuring that all personal data we collect and process — including employee, vendor and client data — is handled in accordance with protection and privacy laws throughout its entire lifecycle. Our national efforts to harmonize data management systems ensure our data security layers strategically evolve to combine advanced tools and techniques, such as endpoint protection, firewall hardware, and organizational threat identification training to protect our enterprise data.

As of 2022, Bee-Clean's endpoint security solution is a cloud-based system that helps to detect and respond to threats in real-time. By using this platform, Bee-Clean has gained the ability to monitor and protect our endpoints against advanced threats, malware and ransomware. Throughout the last year, our investment in advanced hardware modernization continues to provide robust network security capability that helps to protect Bee-Clean's infrastructure against cyber threats. Additionally, continued investment in organizational training support team member education of the importance of data security and how to identify and report potential threats. By implementing these measures, Bee-Clean has taken a proactive approach toward securing our enterprise data and minimized the risk of cyber-attacks.

In addition, Bee-Clean utilizes an integrated workforce management software system that provides the enterprise with tools that support team member payroll, client invoicing, and receivable management. Bee-Clean uses a broad array of features, such as time and attendance tracking, labour management and budget reconciliation. As we look forward to 2023 and beyond, are investigating the utility of additional modules to support our core operations.

Data Security

Bee-Clean's data security is delivered by leading providers of cloud-delivered endpoint protection. It offers a wide range of security capabilities to help us protect our assets against various types of threats.

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Throughout 2022, our investment in advanced hardware modernization continued to provide robust network security and help protect against cyber threats.

The key security capabilities of this technology are:

- **Endpoint Detection and Response (EDR):** The EDR solution provides continuous monitoring of endpoint devices to detect and respond to threats in real-time. This includes the ability to detect and block malware, ransomware, and other types of attacks. The solution also offers advanced threat-hunting capabilities, allowing security teams to search for and identify potential threats proactively.
- **Threat Intelligence:** Bee-Clean's threat intelligence capabilities provide real-time insights into the latest threat actors, techniques, and tactics. The platform collects and analyzes data from a wide range of sources, including global sensors, honeypots, and oversight teams. This helps our teams stay ahead of emerging threats and take proactive steps to prevent them.

Our endpoint protection solution enables a wide range of security capabilities to help Bee-Clean protect our digital assets against a broad array of threats. The integrated EDR solution offers continuous monitoring and real-time threat detection and response, while its threat intelligence capabilities provide real-time insights into the latest threat actors and tactics. The platform's cloud security solution helps organizations protect their cloud workloads and applications from endpoint to workload and gain visibility and control over cloud usage and data access.

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Entering 2022, Bee-Clean continued to use upgraded hardware devices at our office locations to provide network security through a combination of features, including:

- **Firewall** hardware devices that include built-in stateful firewalls, which are designed to block unauthorized access and protect the network against common types of attacks, such as denial-of-service (DoS) and port scanning.
- **Intrusion Detection and Prevention (IDS/IPS):** Our firewalls have a built-in IDS/IPS feature that inspects network traffic for suspicious patterns and signatures, helping to identify potential threats in real-time.
- **Content Filtering:** Our firewall devices can be configured to enforce content filtering policies that block access to websites and online services that are deemed inappropriate or pose a security risk.
- **Virtual Private Network (VPN):** The firewall devices support VPN connections, which enable secure remote access to the network for authorized users.

Our firewalls provide network security by combining multiple security features into a single platform. These features work together to protect the network against a wide range of threats while also providing visibility and control over network traffic and user activity.

Finally, our most important data is that of our team members and clients. Securely managing this information while ensuring our workforce management system is flexible and appropriately meets or exceeds our operations team's needs is critical for Bee-Clean. Our workforce management system allows Bee-Clean to manage a large number of employees and provides efficient payroll management, invoicing, and receivables management. The system provides these tools under one management system:

- **Employee Payroll Management:** Our Workforce Management System provides a complete solution for managing employee payroll, including tracking hours worked, calculating gross and net pay, and managing employee benefits and deductions. It also manages tax withholding, reporting, and filing, ensuring compliance with all local, provincial, and federal regulations.
- **Client Invoicing:** Our Workforce Management System enables Bee-Clean to create and send accurate and

detailed invoices to clients easily. It supports multiple billing methods, including hourly rates, fixed fees, and recurring charges, and also provides the ability to customize invoice templates and payment terms.

- **Receivable Management:** Bee-Clean's Workforce Management System provides tools for tracking and managing client receivables, including detailed aging reports, payment histories, and automated payment reminders.

“Securely managing information and meeting the technology needs of our operations teams is critical for Bee-Clean.”

Bee-Clean's workforce management system provides a comprehensive solution for securely managing employee payroll alongside client invoicing and receivable management. We continue to investigate the additional capabilities and modules that are available to Bee-Clean to further enhance the security, integration, simplicity and efficiency of the tools available to our operations and finance teams.

Cybersecurity Staff Training

We recognize the importance of safeguarding sensitive information and have implemented several initiatives to ensure the protection of data entrusted to us. In October 2022, we took part in Cybersecurity Awareness Month, a month-long campaign that emphasized the significance of security in our workplace. The campaign primarily focused on raising awareness about phishing and educating our staff on the various types of cyber attacks. We provided regular information and resources to better equip our employees with the knowledge and skills necessary to identify and mitigate potential security risks.

By prioritizing data privacy and security education, we strive to maintain the trust our clients place in us and continue to uphold the highest standards of confidentiality.



BEE-CLEAN BUILDING MAINTENANCE

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 safeguarding the health and well-being for our clients, our staff, communities and the environment.

Contact us: questions@bee-clean.com
www.bee-clean.com