



# 2024 ENVIRONMENTAL, SOCIAL, GOVERNANCE REPORT

# TABLE OF CONTENTS

## Introduction

Message From Our Board 3

Our Company 4

About This Report 5

## ESG Program

Program Outline 6

Program Oversight & Assurance 7

## Environmental Stewardship

Water Management 8

Sustainable Procurement 9

Waste Management 10

Energy & Emissions Management 11

## Social Responsibility

Health and Safety 12

Working Conditions 13

Diversity, Equity, & Inclusion 14

Community Engagement 15

## Governance and Ethics

Risk Management & Data Security 16

Corporate Governance 17

Closing Remarks 18



# Message From Our Board of Directors

## Our Roots

What began as a modest, family-run janitorial company has grown into a large enterprise providing full facility maintenance and custodial services. During the COVID-19 pandemic, TBM experienced unprecedented demand for its services, proudly helping clients maintain safe spaces by preventing the spread of the virus. This period also marked significant operational expansion for the company. TBM acknowledges that this growth comes with a heightened responsibility towards all of our stakeholders and the environment, ensuring that our economic expansion is aligned with social development and ecological sustainability.

## Our Sustainability Journey

Publishing our first ESG report is a major landmark in TBM's sustainability journey. Since inception, TBM has cared deeply for both the environment and the people connected to our operations. While our focus on growth and performance has placed sustainability reporting on the sidelines, this report represents our commitment to bringing those efforts to the forefront.

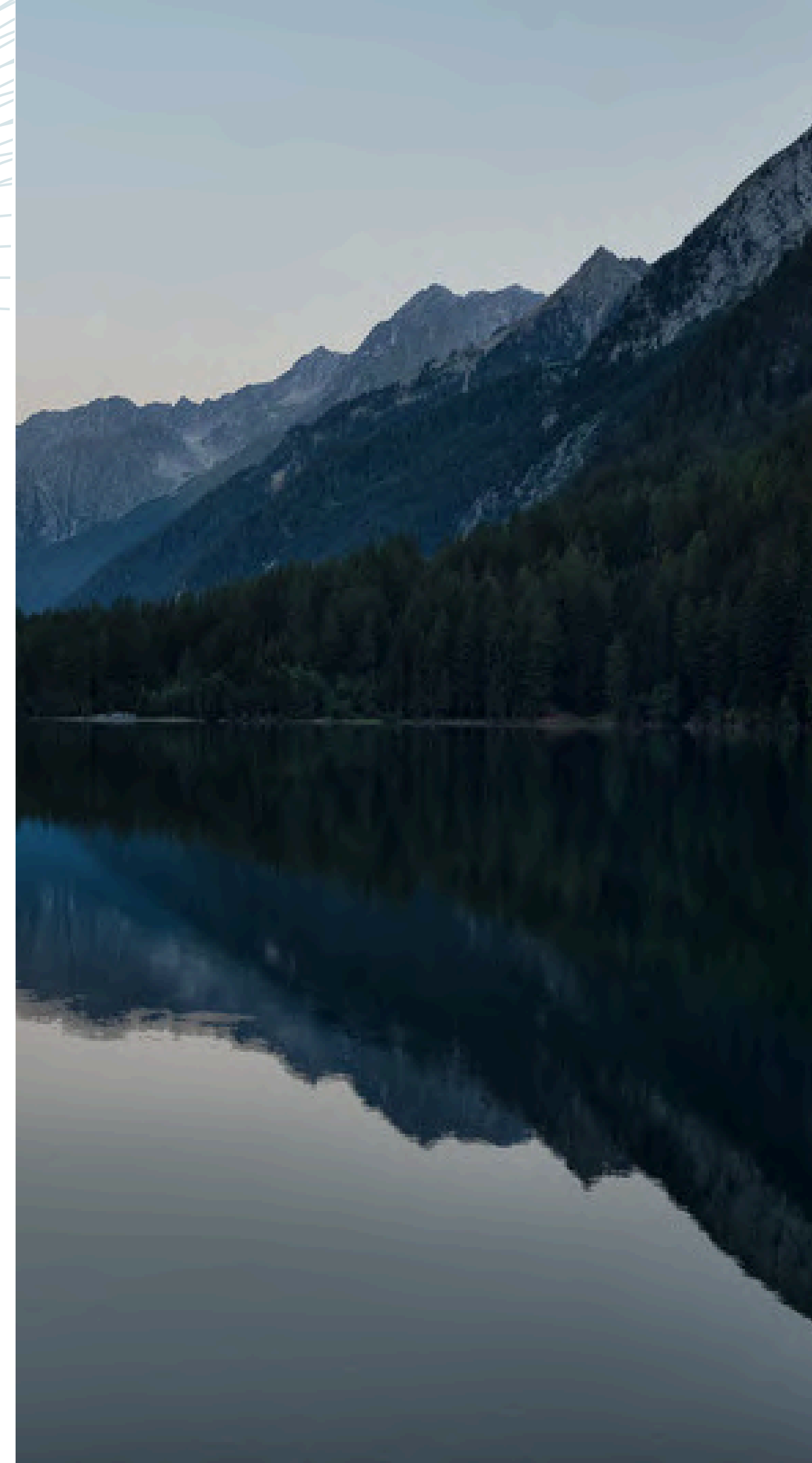
With this report, we aim to highlight not only the progress we have made, but also the opportunities ahead for further growth and improvement.

As a privately held company, TBM has chosen to voluntarily disclose our ESG performance, despite there being no current federal, municipal, or industry requirements to do so. With the reporting landscape rapidly evolving with a push towards increased transparency and climate-related disclosures, we believe now is the right time to step forward. By publishing this report, we aim to hold ourselves accountable to our goals and inspire others in our industry to follow suit. It is our belief that together, we can help pave the way for a cleaner, greener future.

## Long Term Vision

The process of curating this report has enabled us to identify ESG categories with strong performance highlights and readily available information, as well as areas where data collection and tracking of relevant indicators require further development.

Our goal moving forward is to establish a more robust ESG data collection framework by engaging department heads across the organization to ensure more consistent, reliable, and comprehensive reporting.





# Our Company

TBM Service Group is a privately owned company with its headquarters situated in Oakville Ontario and operations spanning across the Greater Toronto Area. TBM offers full facility maintenance and custodial services to a variety of industries including;

- Educational Institutions
- Transit & Public Services
- Healthcare Facilities
- Senior & Long-term Care
- Airports
- Commercial Properties
- Sports and Entertainment
- Government Buildings
- Industrial & Manufacturing Buildings

Founded in the 1980s, we have over 40 years of experience and continuous growth, demonstrating exceptional janitorial services tailored to exceed our client's unique industry requirements. TBM now manages over **400 buildings, 20 million square feet** of building space, **3,000+ transit vehicles**, and employs over **2,000 qualified workers**. We take pride in knowing our services improve the cleanliness and functionality of our clients' spaces because it is our belief that a well-maintained environment is paramount for a healthy and productive society.

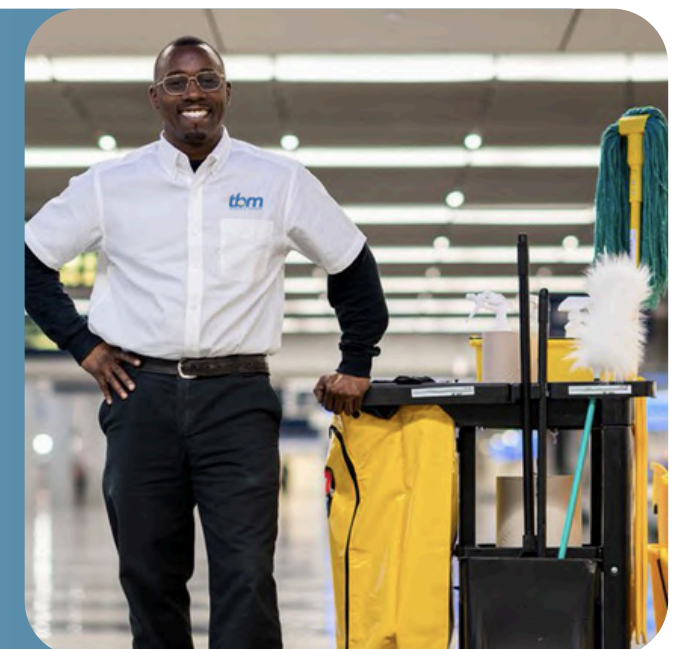
With the industry constantly evolving due to new technology, changing regulations, environmental concerns, and consumer expectations, TBM is actively innovating, implementing sustainable practices, and investing in employee training to stay ahead of emerging trends and continually improve service delivery.

## Proud Partnerships



## THE TBM DIFFERENCE

- ✓ Autonomous Equipment
- ✓ Detailed Cleaning
- ✓ Real-time Service Alerts
- ✓ Eco-Friendly Solutions
- ✓ CIMS GB Certified
- ✓ Commitment to Health & Safety





# About This Report

TBM recognizes how the custodial and building management industry can play a crucial role in resource conservation through the proper management of water, energy and waste. Therefore, sustainability has always been central to our business approach, with its three pillars embedded within our logo; people, planet, profit.

Throughout our growth, TBM has integrated sustainable practices into every aspect of our operations, from screening suppliers for the highest rated eco-friendly products and equipment, creating green cleaning procedures, to installing energy-efficient features at our head office. This report outlines TBMs Environmental, Social, Governance Program, highlighting the various actions we have taken to protect the planet, our people, and the people we service.

## Long-Term Vision

TBM's long-term sustainability vision is to lead the custodial and building maintenance industry towards a greener future by significantly reducing our environmental footprint, fostering a culture of social responsibility, and continuing to develop and invest in new green technologies that will revolutionize the industry.

As this is TBM's first public ESG report, we sought guidance from internationally recognized frameworks, including the Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), and the United Nations Sustainable Development Goals (UN SDGs). The disclosures included in this report were carefully selected to provide a comprehensive overview of our ESG program while aligning with the reporting recommendations of these frameworks.

## ESG Commitment Statement

*"TBM strives to protect both people and the planet, and we believe that the cleanliness of your space shouldn't come at the cost of your health, or the well-being of the environment. That is why we utilize green cleaning practices, equipment, and products that promote energy efficiency, resource conservation, and waste reduction while also assuring our employees' safety and providing the highest level of sanitation to clients."*



# ESG Program Outline

TBM's ESG Program consists of 10 Material Topics determined through our Materiality Assessment.

For each Material Topic, we have established achievable short- and long-term goals based on our company size. This report contains key performance indicators outlining our progress towards those goals.

E

- Water Management
- Chemical & Waste Management
- Energy Consumption
- Sustainable Supply Chain

S

- Health & Safety
- Working Conditions
- Community Engagement

G

- Ethical Business Practices & Compliance
- Data Security
- ESG Committee Management

## Materiality Assessment

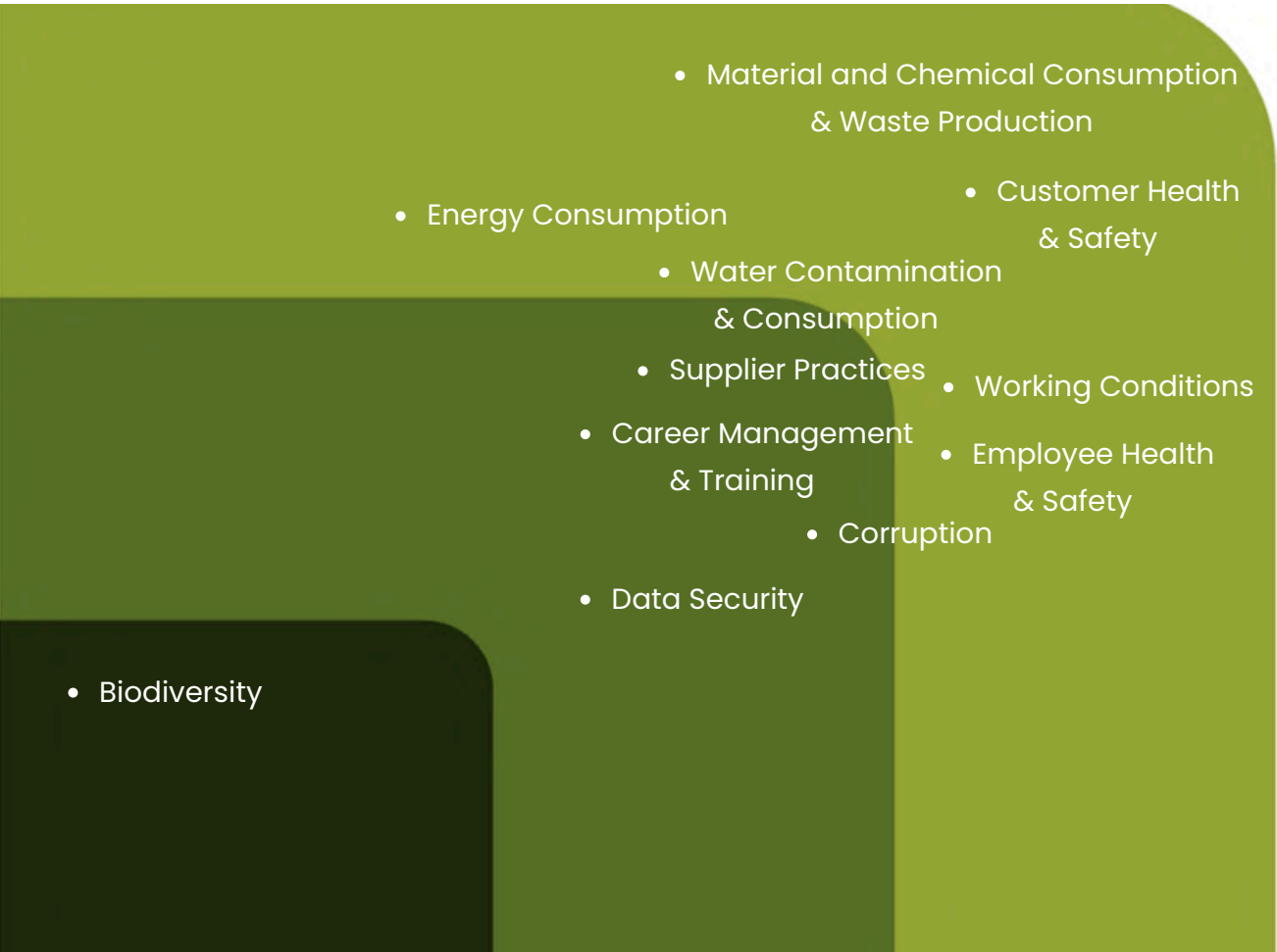
TBM determined materiality through a three-step process:

First, we identified key ESG topics by analyzing industry leaders' performance and reporting.

These sustainability indicators were then categorized based on reporting frequency and the significance of related targets.

Finally, we engaged stakeholders to assess the relevance of each ESG indicator to their interests and its impact on our business. The results were compiled into a materiality matrix, highlighting the most critical ESG topics for both stakeholders and TBM's long-term success.

Importance to Stakeholders



Impact On Business Success



# Program Oversight and Assurance

Our ESG Program including its relevant Policies, Procedures, Management Plans, and Sustainability Initiatives, are overseen by TBM's ESG Program Coordinator and approved by TBM's ESG Committee.

The ESG Committee meets on a quarterly basis to monitor and review KPIs, track target progress, develop strategy for future goals and implementation, review and update Program initiatives, communicate ESG objectives to all employees, and develop transition plans for seamless business evolution.



## Third Party Assurance

TBM uses **EcoVadis**, a globally recognized sustainability rating platform, to verify the credibility of our sustainability data and performance.

TBM ranks in the **55th percentile** and was recently awarded a **Committed Badge**. Annual evaluations performed by Ecovadis ensure that TBM continually improves the reliability and transparency of its reporting practices.

TBM has also received the Cleaning Industry Management Standard (CIMS) Green Building Certification with Honours for the second time. Our continued dedication to following industry best practices in sustainable cleaning enables our clients to achieve green building standards such as LEED.







# Water Management

Water is an extremely important resource that sustains all life on Earth and is an integral component of sanitation and hygiene services. Climate change has severely impacted both fresh and saltwater sources. TBM has factored this risk into our water management and cleaning practices to use water resources responsibly, reducing consumption and preventing further degradation.

Our Green Cleaning Procedure is designed to increase water conservation through features such as:

- On-site chemical dilution devices that precisely measure the water-to-cleaning solution ratio, eliminating water and chemical waste caused by human error in calculating proportions.
- Purchasing cleaning equipment with eco-efficiency settings that allow users to adjust the water volume based on the cleaning task rather than utilizing a fixed quantity.
- Using Green Seal and Ecologo certified products and equipment that have undergone a life-cycle assessment to guarantee that they are manufactured using methods that conserve water and other resources.

## Water Targets

**80%** of Cleaning equipment by inventory contain AT LEAST ONE water conservation feature.

Achieved

**50%** of our contracts have a Water Consumption Tracking System in place and receive a Water Consumption Report.

In Progress



## Highlights

- **Use of innovative technology:** VP200ESK cordless electrostatic sprayers and the Solaris pulsed UV disinfection robot. Both of these pieces of equipment significantly improve cleaning efficiency and reduce water consumption.
- The substitution of cotton cloths and traditional mops for microfiber cloths and mops that use **95% less** water and chemicals.
- Dual flush toilets and aerated restroom sinks utilized at Head Office to reduce water consumption.
- Aiding clients in their sustainability reporting by providing them with water consumption reports.
- Our **Water Management Policy** and listed initiatives actively work towards the **United Nations Sustainable Development Goal number 6**.

**6** CLEAN WATER AND SANITATION





# Sustainable Procurement

TBM recognizes that environmental stewardship requires a collaborative effort, which is why we intentionally select suppliers that uphold the same environmental and social standards as us, to help us collectively achieve our sustainability goals.

Our **Sustainable Procurement Policy** emphasizes our commitment to purchasing materials from environmentally conscious organizations that promote sustainability throughout their entire product supply chain.

## Supplier Screening

TBM screens all of our suppliers to ensure they meet over **50%** of our environmental and social criteria. Both Swish and Champion Products, our two primary suppliers, provide us with **Green Seal and UL ECOLOGO®** certified products. These certifications ensure that lifecycle impacts such as reduced toxicity, resource conservation, waste minimization, as well as reduced energy use and emissions during the manufacturing phase are embedded into the product design. By intentionally selecting environmentally conscious suppliers, TBM actively reduces its Scope 3 emissions and supports more sustainable supply chain practices.



## Sustainable Supply Chain Targets

All suppliers meet over <b>50% of both</b> the social and environmental criteria in our supplier screening.	Achieved
<b>Over 80%</b> of our cleaning products by cost are ECOLOGO or Green-Seal certified.	Achieved
<b>Over 50%</b> of our cleaning equipment are ECOLOGO or Green-Seal certified by volume.	Achieved



## Supplier Diversity

We support local businesses and have diversified our supply chain to include minority owned businesses certified by the Canadian Aboriginal & Minority Supplier Council.



## Waste Diversion

Our suppliers provide recycling programs that allow TBM to strip purchased equipment for reusable parts before returning the remaining components. These components are then dismantled to ensure proper sorting, treatment, and responsible end-of-life management, minimizing environmental harm. Through these waste diversion practices, fewer materials end up in landfills emitting harmful gases, while recycling and reuse of parts reduce the energy required to extract and process new resources.

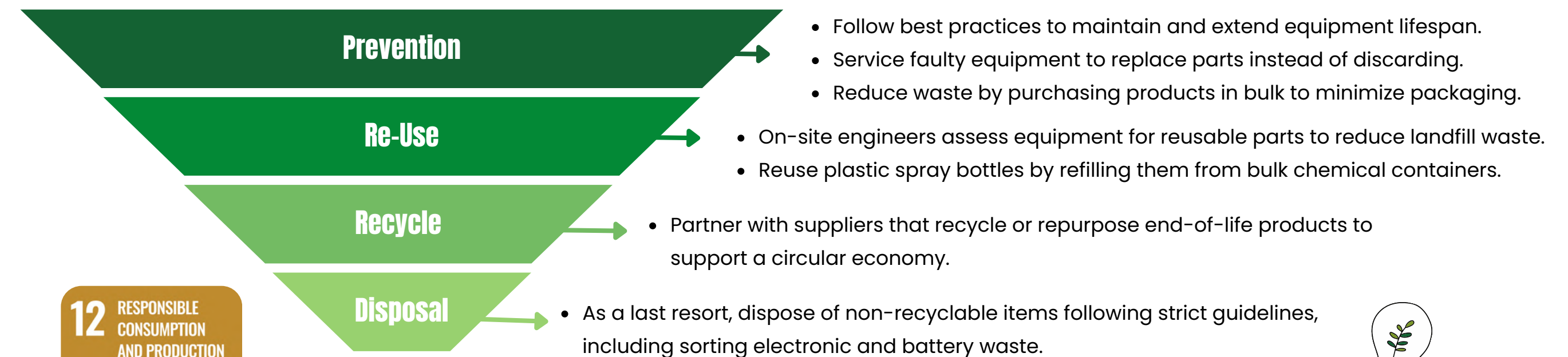
## Local Sourcing

TBM allocates **100%** of its procurement budget to local suppliers, supporting regional economic growth while reducing transportation related emissions through their proximity to our office and warehouse.



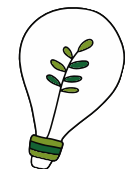
# Waste Management

TBM adheres to the Waste Management Protocols of each client site, as well as an internal Waste Management Plan for company equipment, supplies, and employee generated waste at our offices and operation facilities. We prioritize resource conservation and waste reduction through application of the waste hierarchy approach; Prevention, Re-use, Recycle, and Disposal.



TBM supports clients in achieving their waste diversion goals by connecting them with subcontractors who provide environmentally focused solutions. These services may include sorting at Multi-Material Recovery Facilities (MMRFs), energy recovery such as gas capture, and renewable fuel generation from collected food oils.

While TBM facilitates access to these services, the selection and implementation of specific waste solutions ultimately rests with the client.





# Energy & Emissions Management

Climate change mitigation is a major and continuous environmental objective for TBM. Outlined in our [Climate Action Plan](#), TBM intends to contribute to a low-carbon economy by reducing energy usage, investing in energy-efficient technologies and renewable alternatives, and purchasing offsets to compensate for scope 1 and 2 emissions.

Our [Climate Action Plan](#) consists of a multifaceted mitigation strategy:

## TBM's Head Office Sustainability Features:

- LEED building features such as LED lighting with movement/auto shutoff sensors, daylighting via large windows and glass offices, and a dual HVAC system with a smart thermostat.
- Water-saving fixtures like dual-flush toilets and room-temperature sink water reduce energy use related to water pumping and heating.
- Scheduling daytime cleaning shifts to eliminate after hours heating and lighting.

## Sustainable Procurement & Local Sourcing:

- Both Swish and Champion Products supply TBM with Green Seal and UL ECOLOGO® certified products. These certifications confirm that products are designed with lower embodied emissions by addressing sustainability at each stage of the lifecycle.
- Sourcing from local suppliers with short transport distances, contributing to fewer emissions from freight and delivery.

## Green Cleaning Practices:

- Utilizing energy-efficient equipment such as the T581 Ride-On Scrubber (ECO mode), battery-powered vacuums, and VP200ESK electrostatic sprayers.
- Dilution control systems to ensure only the exact amount of cleaning solution is mixed, avoiding chemical waste and reducing the energy/GHGs linked to manufacturing and transporting excess product.

## Innovation & Efficiency:

- Integration of efficient tech such as the VP200ESK sprayers and Solaris UV disinfection robots to save water and energy while boosting cleaning performance.

Complete annual GHG accounting report.

In Progress







# Health & Safety

TBM considers employee health and safety to be more than just regulatory compliance; it is a moral responsibility. As a result, we have built a rigorous Health and Safety Management System to ensure that employees are able to effectively and safely perform their duties.

## To protect frontline workers, cleaning precautions include:

- Using cleaning chemicals with reduced long-term toxic effects
- Opting for odorless products to prevent nose, skin, eye, and respiratory irritations
- Selecting ergonomic, low-decibel equipment to minimize injury, fatigue, and exposure to harmful substances
- Mandatory health and safety onboarding training, including WHIMIS, site-specific hazard identification, and emergency response planning
- Establishing, supporting, and consulting with Occupational Health and Safety committees and Workplace Health and Safety representatives on all matters to improve workplace health and safety

## Average Hours of Training For Full Time Employees

All TBM employees receive comprehensive training specific to their workplace responsibilities to ensure they understand how to perform them effectively while safeguarding their own health and safety, as well as that of their colleagues and clients.

Division	Position	Male	Female	LGBTQ+
Transit	Fueler	9	9	9
	Cleaner	7	7	7
	Driver	7	7	7
	Supervisor	14	14	14
	Manager	14	14	14
Custodial	Frontline staff	22.5	22.5	22.5
	Supervisor	31.5	31.5	31.5
	Manager	31.5	31.5	31.5



## H&S Program Highlights

- 2024 Lost Time Injury Rate of **1.14**, an improvement of **34.1%** from 2023.
- **40** Reported Incidents, the majority related to slips, trips, and falls. All incidents reported received corrective actions to prevent recurrences.
- **100%** Completion of Safety Training by all employees.
- Nightly safety briefings at all garage locations within the Transit Division to address any site specific risks and safety concerns.
- Achieved third-party accreditation from Alcumus SafeContractor, validating TBM’s comprehensive health and safety policies, risk assessments, training programs, and procedures.





# Working Conditions

TBM Service Group was founded on the principle that success is created in diverse, inclusive, and collaborative work environments. That is why we have worked to foster a diverse and inclusive workplace where all employees are respected, treated fairly, and have equal opportunities and access to resources to succeed within their role.

## Continuous Improvement

TBM promotes an inclusive and collaborative workplace culture by organizing team-building activities and social events aimed at increasing employee morale and engagement. These include recognition focused events, such as our annual International Women's Day Lunch, which acknowledges the contributions of women throughout the company.

To further support a positive employee experience, TBM conducts an annual anonymous Employee Satisfaction Survey. The results are reviewed by our Chief Culture Officer, who analyzes the feedback to identify areas for improvement and implement strategies that better align with the needs of our workforce.

### 2024 Employee Satisfaction Survey Results



81%

Of survey respondents said they would recommend TBM as great company to work for.

78%

Of survey respondents said they feel as though the work environment is diverse and inclusive.

## Working Conditions Targets

Receive a score of **70% or above** on employee satisfaction survey.

Achieved

Maintain **≥94%** retention rate.

Achieved

## How We Promote A Positive Work Environment

We ensure that appropriate and inclusive behaviour is enforced using our **Tone from the Top Approach** where upper management lead by example and make sure staff are well versed in company policies;

- Diversity, Equity, and Inclusion Policy
- Respect and Dignity Policy
- TBM Code of Conduct
- TBM Workplace Violence, Discrimination & Harassment Policy



## Safe Communication Channels

As part of encouraging a safe work environment, TBM offers anonymous communication channels where staff can report incidents, raise concerns, file complaints, ask questions, and share their voices without fear of retaliation.





# Diversity, Equity, and Inclusion

At TBM Service Group, our workforce is comprised of talented individuals from diverse backgrounds. A cornerstone of our DEI strategy and a top organizational priority is fostering a positive, inclusive, and respectful work environment where every employee feels safe, valued, and empowered to thrive.

## Cultural Inclusion

Our DEI Policy, bias training, inclusive onboarding, Workplace Violence, Discrimination, & Harassment Policy all support gender equity and cultural inclusion.

We also recognize that foreign workers may face unique vulnerabilities, particularly due to language barriers and the challenges of adapting to a new country. To support them, we ensure they are fully informed of their rights and provide access to secure housing, as well as social and professional support through our comprehensive Immigration Program.



## Gender Representation

As an equal opportunity employer, TBM is committed to supporting the success of all employees. We hire and promote based on skills, experience, and achievements without bias related to sex, race, age, ethnicity, or other protected characteristics.

At TBM, women play a significant leadership role, holding over **50%** of upper management positions within our Buildings Division.

	Operations Managers	Site Managers	Site Supervisors
	25%	87.5%	45.5%

With more than 51% of TBM owned, managed, and controlled by individuals who identify as racialized minorities, TBM is recognized as a certified diverse supplier through the Canadian Aboriginal and Minority Supplier Council (CAMSC).

### Diversity Within TBM's Governance Body

Under 30	30-50	Over 50	
8%	23%	69%	
Male	Female	LGBTQ+	
69%	31%	0%	
White	Hispanic	South Asian	Other
31%	8%	23%	38%







# Community Engagement

TBM has fostered strong business relationships with our clients and suppliers that go above and beyond a given contract scope of work. We strive to improve the social and ecological well-being of the communities we serve through charitable collaborations, volunteer initiatives, and sustainability projects that promote a healthier environment for future generations.

## Charitable Partnerships and Volunteer Initiatives

TBM has partnered with George Brown College to establish an annual scholarship program awarding students who face significant economic disadvantages or adversities with a full-time Culinary scholarships.

In addition, TBM contributed \$100,000 to the GBC Centre for Hospitality and Culinary Arts to build an event hospitality and learning space.



TBM donates to Eva's Place which provides emergency temporary housing for homeless youth aged 16-24. This initiative seeks to reduce adolescent poverty and homelessness within the City of Toronto through their Independent Living Program.

This program provides youth with fundamental life skills such as cooking, financial literacy, access to psychiatric and physical health care, as well as education, and employment-related activities. This gives youth the necessary knowledge and opportunities to transition into successful members of society.



TBM also donates to Frontline Outreach during the Holiday Season, serving low-income, subsidized housing communities by providing food and clothing items.



### Community Support Targets

Support at least **2** community sustainability initiatives a year either through monetary or employee volunteer efforts.

Achieved



# Risk Management

At TBM Service Group, risk management is embedded into our operations and decision-making processes. We proactively identify, assess, and mitigate potential risks, whether operational, financial, environmental, legal, or reputational, to protect our people, assets, clients, and long-term viability.

Our Executive Leadership Team conducted a materiality assessment to identify and prioritize the key environmental, social, and governance (ESG) topics most relevant to our operations. This process resulted in the identification of 10 critical focus areas that require ongoing monitoring and evaluation to effectively mitigate risk and support sustainable business performance. These focus areas include aspects such as health and safety, data protection, workforce stability, and continuous service.

Our risk management approach includes structured internal controls, ongoing compliance monitoring, and open communication at all levels of the organization. Through regular risk assessments and business continuity planning, we ensure that we are ready to respond quickly and responsibly to new difficulties while maintaining the quality and integrity of our services.

## Data Privacy & Security

TBM's **IT Security Team** is responsible for safeguarding TBM's intellectual property, client information, and other sensitive data from unauthorized access, breaches, and other security incidents, ensuring compliance with relevant legal, regulatory, and contractual obligations. Our **Information and Data Security Policy and IT Risk Management Policy** establish clear responsibilities for managing and securing data and information across all levels of the organization. These policies apply to all employees, contractors, and third-party partners who interact with TBM's data and information systems, outlining preventative controls, incident response planning, and mandatory security training.

### To protect the confidentiality, integrity, and availability of TBM's data and information assets:

- All employees and contractors are required to complete annual security training on data protection, secure handling, phishing, and incident reporting.
- TBM's IT Security Team, legal department, and management review IT policies annually to address new threats, technologies, and regulations.
- Regular audits are conducted to ensure protocols are followed and corrective actions are implemented promptly.







# Corporate Governance

As a privately owned company, we understand that excellent governance is critical to building trust, managing risk, and maintaining business performance, especially with the critical services we provide. TBM upholds corporate governance as a pillar of growth by regularly reviewing our practices, driving continuous improvement, and fostering a culture of accountability.

Our governance structure is comprised of **TBM’s Board of Directors, Governance Manager, ESG Committee, and Policy Committee**, who work collaboratively to ensure sound decision-making, compliance with all applicable regulations, and alignment with the best interests of our stakeholders.

## Ethical Business Practices and Compliance

TBM takes pride in our reputation of being both an ethical employer and service provider. As part of TBM’s comprehensive risk management and corporate governance strategy, our Risk Committee and ESG Committee have developed a range of internal controls, such as onboarding training, operational policies, and compliance protocols, to ensure alignment with industry best practices and regulatory requirements. These controls include:

- TBM Employee Code of Conduct
- Anti-Bribery and Corruption Policy
- Forced Labor and Child Labor Prevention Policy
- Anti-Harassment, Violence, and Discrimination Policy
- Diversity, Equity, and Inclusion Policy
- Health and Safety Policy
- Sustainable Procurement Policy
- Supplier Code of Conduct

## Key Elements

- Biennial review of all internal policies and procedures by our Policy Committee to ensure alignment with industry regulations and best practices. Updates are made to promote continuous improvement, strengthen business growth, and enhance the experience of both employees and customers.
- Quarterly ESG Committee meetings to collect and review all Environmental, Social, and Governance indicators, assess progress against established sustainability goals, and set future targets to drive continuous improvement.

## Governance Targets

Receive Bronze status from EcoVadis for Sustainability Performance by the end of 2025.	In Progress
Improve reporting transparency by publishing biennial ESG Reports.	In Progress



# Closing Remarks

Protecting the planet and all who inhabit it is a shared global responsibility that TBM is proud to be part of. We recognize that sustainability is not a fixed destination but an ever-evolving journey, shaped by regulatory standards, international policies, global frameworks, and continuous innovation.

Therefore, our current efforts represent only the beginning. We will continue to enhance our ESG Program by strengthening ESG indicator data collection, further integrating ESG objectives throughout our operations, and sharing information about our initiatives with employees to foster greater engagement, awareness, and dedication to these goals.

With every target achieved, a new one will be set, pushing us toward even greater milestones. We look forward to sharing this progress with stakeholders in future ESG Reports.

