

# OUR JOURNEY TOWARDS A BETTER FUTURE

A Sustainable Property Services  
Group of Companies

Sustainability Programme  
2023 – 2030

**Jani**<sup>®</sup>  
*King*  
The King of Clean<sup>®</sup>

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# 2023-2024 HIGHLIGHTS



Excellence in Sustainability  
at 2024 Westpac Franchise Awards



Franchise of the Year and Supreme Award  
at 2023 Westpac Franchise Awards



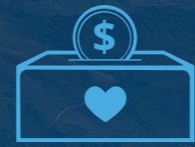
HRD Employer of Choice Excellence  
Awardee 2023



Gifting 1000+ trees  
with Trees That Count



Toitū Carbon Compatible  
certified



Over \$100K in sponsorships,  
charities and donations



Reducing our printing and paper  
usage by 30%



Auckland FC 'Official Cleaning Partner'  
and sponsor of the 'Group of the Knight'



Q12 Employee Survey  
outstanding results

## COMMITTED TO SUSTAINABILITY

At Jani-King New Zealand, we are committed to recognising and supporting the diverse social and cultural needs of our franchisees, clients, staff, and the broader community. Our initiatives are rooted in a deep understanding that embracing diversity and fostering inclusivity are essential for the well-being of individuals and the sustainability of our business. Creating a sense of belonging and community is one of our ultimate goals.

## OUR MISSIONS AND VALUES

“Changing People’s Lives, One Business at a Time”



### Excellence In Cleaning

Jani-King NZ is a company that delivers best practice shared services to owner operated franchise businesses within the Commercial Cleaning Industry. We care about cleaning, affordability, relationships and the environment.



### Empowering Success

A key deliverable within this promise is to provide well priced, cleaning contracts for franchisees, providing them with the support, tools and capabilities to be successful.



### Environmental Responsibility

We are committed to sustainability, which means we are on a journey of creating better business practices, better cleaning solutions, connecting with the environment through our people, our partners, and our communities.

# A MESSAGE FROM OUR CEO



Nick James  
Chief Executive

At Jani-King New Zealand, sustainability is not merely a commitment; it is the essence of our identity and business culture. Our mission, "Changing People's Lives, One Business at a Time," drives us to foster enduring, positive environmentally sustainable transformations for our franchisees, clients, staff, and the communities we serve.

By making a sustainability commitment in 2020, we have scrutinised every facet of our business, embracing cutting-edge technology, equipment, and eco-friendly solutions. We have transitioned our cleaning system from harsh chemicals to probiotic-based, eco-benign® cleaning products, introduced hybrid vehicles, minimised paper usage, and prioritised mental health and well-being initiatives for our team.

As a company deeply rooted in Aotearoa New Zealand, we acknowledge the pressing need to address climate change while ensuring our operations are sustainable. We are continually enhancing our environmental, social, and governance (ESG) practices, setting ambitious targets to reduce carbon emissions and improve environmental management. Our 2025–2030 Sustainability Plan builds on our accomplishments, ensuring we remain leaders in responsible business practices.

Sustainability is a journey, and we are proud to lead the way. Together, we are forging a cleaner, healthier, and more sustainable future for our people, our industry, and our planet.



## Our key areas of focus



Giving back to the community and supporting our people.



Creating an inclusive workplace with opportunities for everyone.



Operational excellence based on sustainable practices.



Driving an effective and meaningful change to protect our environment.

# OUR STORY

1997

Jani-King established in New Zealand.

2016

Fully New Zealand owned and operated.

2018

Expanding nationwide.

2020-2021

Covid

- Shift towards sustainability, adopting our mission: "Changing People's Lives, One Business at a Time."
- Introduced probiotics-based cleaning solutions.
- Partnered with Salesforce for a new CRM system.

2023

- Earned ISO 45001 Health & Safety certification.
- Upgraded to Toitū Enviromark Diamond.
- HRD Employer of Choice Excellence Awardee.
- Partnered with Diversity Works and Trees That Count.
- Won the Westpac Franchise of the Year and Supreme Award.
- Launched JK Facility Services.
- Strengthened our social media presence.
- Reintroduced the Franchisee Advisory Council.

2022

- A fresh strategic direction and enhanced operational focus.
- Achieved Toitū Enviromark Gold.
- Improved efficiency and processes.
- Launched the Jani-King Health & Safety app.

2024

- Launched JK Building Wellness.
- Planted 1,000 trees with Trees That Count.
- Supporting & sponsoring:  
Aramex Kiwi Walk Run National Series, Cricket, Rugby, Auckland FC, and community charities.
- Won Excellence in Sustainability – Westpac Franchise Awards.

# ENVIRONMENT



## COMMITMENT TO ECOLOGICAL BALANCE

Since 2021, we've embraced a holistic approach to enhance the environment, minimise harm, and demonstrate unwavering dedication to ecological balance. Key initiatives include:

### Transition to Probiotic-Based Cleaning Products:

- We have replaced traditional harsh chemicals with eco-benign® probiotic cleaners that introduce beneficial bacteria for long-lasting cleaning, odour control, and reduced environmental impact.
- We have distributed them to franchisees at no cost since September 2023, ensuring environmentally friendly and effective cleaning practices.
- Approx. 27,260 litres of harsh chemicals were substituted with probiotics-based solutions over the last 15 months.
- Probiotic cleaners help minimise harmful chemical runoff, protecting stormwater systems, rivers, and streams.

### Sustainable Supply Chains and Packaging:

- We source from sustainability-focused suppliers such as Bunnings, OfficeMax, and AlSCO.
- Probiotic cleaning solutions are supplied in 100ml recyclable concentrate bottles, reducing packaging waste and our carbon footprint.
- Our spray bottles, microfiber cloths and mop heads are amongst the reusable products we have, keeping landfill waste to a minimum.

### Internal Resource Management:

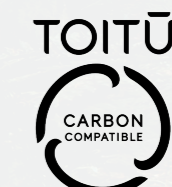
- Since 2022, we've been implementing initiatives that have led to a 35.8% reduction in paper usage and printing.
- With the implementation of DocuSign, a total of 292 proposals have been signed through DocuSign, reducing client printing by 6,132 pages since September 2023.
- Transition towards paper-light office operations is ongoing with more automation projects in place.
- Since 2022, to support our growing company, we have transitioned to petrol-hybrid vehicles, adding 18 hybrids to our fleet and replacing older petrol and diesel cars. This change prevents approximately 27,896 kg CO<sub>2</sub>e of greenhouse gas emissions each year.

## Reducing Our Carbon Emissions:

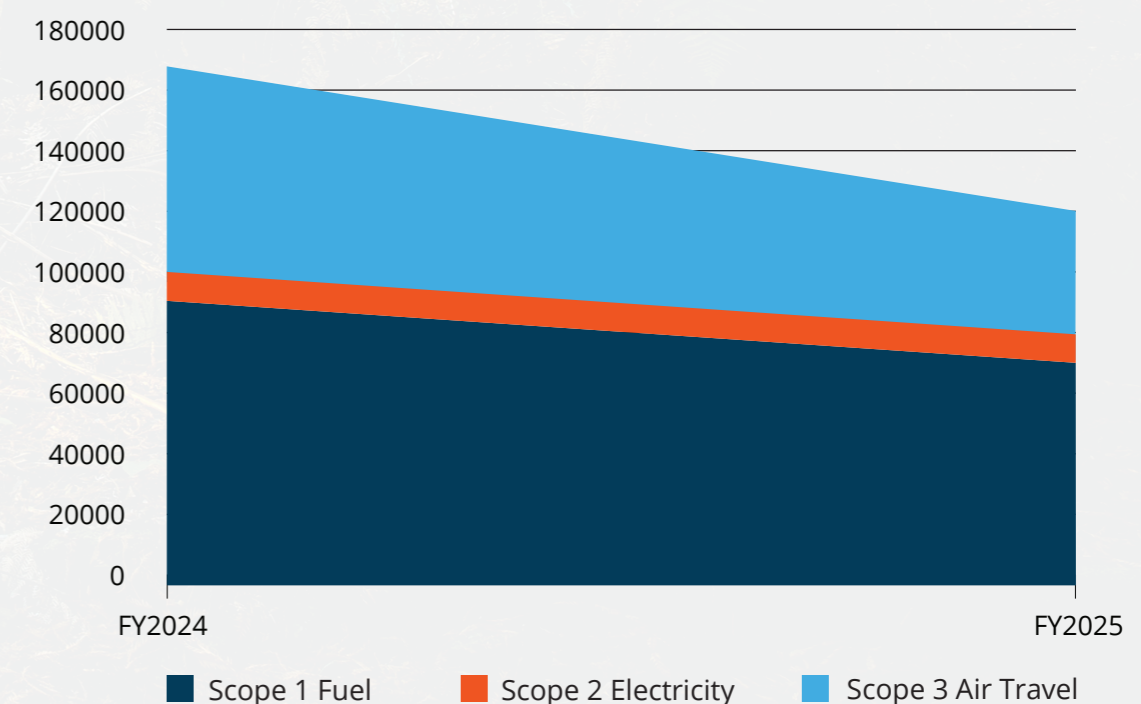
- By collecting and measuring our Scope 1, 2, and 3 carbon emissions, we can proactively implement initiatives to reduce our footprint, enhance operational efficiency, and drive sustainable growth.
- Despite some fluctuations, there is a steady overall decline in emissions, even as the company continues to grow and expand its operations. See graph 1 Emissions by Category.
- In 2024, we took another step towards sustainability by consistently offsetting our air travel emissions. Through our travel provider's carbon offset option, we now ensure that every flight's emissions are accounted for. To reinforce this commitment, we are formalising this as part of our company policy.

**For us, sustainability is more than a commitment - it's a journey we're proud to lead.**

We have achieved and maintained Toitū Enviromark Diamond certification for three consecutive audits, meeting the highest standards compared to ISO14001. Building on this, our Toitū Carbon Compatible certification ensures transparency in emissions reporting, helping our customers achieve their own sustainability goals. Through our partnership with Trees That Count, we've gifted over 1,000 native trees to clients and staff since June 2023, contributing to climate action and reforestation efforts across Aotearoa.



Emissions (KgCO<sub>2</sub>e) by Category



# SOCIAL



## COMMITMENT TO STAFF WELLBEING AND COMMUNITY

Embracing diversity, inclusivity, and community engagement as core principles essential for fostering well-being and sustainability, we aim to create a sense of belonging while addressing the social and cultural needs of our franchisees, staff, clients, and the broader community. In 2023, we've partnered with Diversity Works NZ. With access to expert guidance and training to promote inclusivity, we conducted a fully funded workshop on unconscious bias, raising awareness among management and staff. We provide comprehensive health insurance and Employee Assistance Programme (EAP) services. To promote our staff well-being, we offer biannual paid well-being days, birthday leave, and flexible work hours, along with free membership to the Synergy Health programme.

We encourage staff to participate in their Personal Development Plans to enable them to grow both in the company and their personal lives. Staff participate in feedback on their managers through 360 reviews, allowing them to voice their opinions and contribute to creating a supportive and transparent work environment. Additionally, we offer access to various professional development opportunities, including workshops, training sessions, and mentorship programs, to further enhance their skills and career progression.

We believe in fostering a positive work culture where employees feel valued and empowered. Our open-door policy ensures that staff can communicate with leadership freely, and we regularly hold team-building activities to strengthen relationships and encourage collaboration. By prioritising our staff's well-being and development, we aim to cultivate a workplace where everyone can thrive, both professionally and personally.

Furthermore, our Q12 staff engagement surveys consistently show year-on-year improvements, reflecting our commitment to listening to our employees and continuously enhancing their experience within the company. This feedback-driven approach helps us to identify areas for improvement and ensure that our team remains engaged, motivated, and satisfied in their roles.



## COMMUNITY ENGAGEMENT

We are deeply committed to supporting our local communities and participating in events that align with our brand values. During FY24 and FY25 up to date, we have proudly engaged in a variety of initiatives, including sponsorships for sports teams and events, partnerships with environmental organisations, support for health and wellness events, donations to educational institutions and charitable organisations, and contributions to healthcare facilities and social service projects. Through these initiatives, we strive to make a positive impact, fostering strong connections and actively contributing to the well-being of our community.

### Sponsoring:

- Canterbury Cricket
- Christ's College Rowing
- Canterbury Rugby Union
- Aramex Kiwi Walk Run Series
- Auckland FC - Group of the Knight
- North Shore Golf Club
- Mangakotukutuku College
- AUT Millennium
- Central Kids Trust
- School Business Managers' Association

### Donations to:

- The Cancer Society Lions Lodge
- St Vincent de Paul's
- Fur Paws Sake
- The Heart Foundation
- Canterbury West Coast Rescue Trust
- Kindness Collective - Winter PJ Drive
- Breast Cancer Foundation
- Pink Ribbon Walks and breakfast
- Starship Foundation
- Give A Little
- Tawapou Coastal Limited
- Cholmondeley Childrens Charity Trust



## MAKING A DIFFERENCE THROUGH SPONSORSHIP

At Jani-King NZ, we put our values into action through meaningful sponsorships that support communities, promote inclusivity, and encourage environmental responsibility.

As the named sponsor of Auckland FC's Group of the Knight, we've had the privilege of hosting over nine charity groups and more than 250 charity community members at home games, creating opportunities for connection and shared experiences through sport.

We are also proud supporters of the Aramex Kiwi Walk Run National Series, an event dedicated to sustainability. Participants are encouraged to be "Tidy Kiwis" by collecting rubbish along the trails and returning it to the Jani-King tent - ensuring these beautiful locations are left cleaner than before.

Through these partnerships, we continue to make a positive impact, strengthening communities while upholding our commitment to a cleaner, more sustainable future.

# Diversity, community support, and employee well-being are integral to Jani-King NZ's culture.

By celebrating inclusivity, promoting charitable causes, and caring for the environment, we strive to make a meaningful impact on individuals and communities contributing to a more harmonious and sustainable future.



Approx. 650 hours of training for staff and franchisees funded



34 courses, certificates and licenses funded for staff and franchisees



Employee Engagement Survey 2024 (92.6% response rate)

- 92% engaged
- 8% disengaged
- 0% not engaged



Age Diversity

- 21 to 30yo 10%
- 31 to 40yo 17%
- 41 to 50 17%
- 50+ yo 53%



Gender diversity

- 46% women
- 54% men



Third-party salary review: 77% of staff are paid above the national median salary

# GOVERNANCE

At Jani-King (NZ), we are committed to upholding the highest standards of governance to ensure the integrity, transparency, and accountability of our operations. Our governance framework is designed to align with best practices and regulatory requirements in New Zealand, fostering a culture of ethical conduct and continuous improvement. We prioritise the interests of our stakeholders, including franchisees, clients, staff, and the community, by implementing robust policies and procedures that guide our decision-making processes.

## Jani-King (NZ) Corporate Governance Framework



Our governance processes include regular board meetings, comprehensive risk management strategies, and stringent compliance checks. The board of directors, comprising experienced professionals, provides strategic oversight and ensures that our business objectives are met while adhering to legal and ethical standards. We conduct regular audits and reviews to monitor our performance and identify areas for improvement, ensuring that we remain responsive to the evolving needs of our stakeholders and the wider industry.

We are dedicated to fostering a transparent and inclusive workplace where all employees are encouraged to voice their ideas and concerns. Our commitment to best practices in governance extends to our environmental and social responsibilities, as we strive to minimise our ecological footprint and contribute positively to the environment and communities we serve. By maintaining a strong governance framework, we aim to build lasting trust with our stakeholders and achieve sustainable growth.



### Inclusion of Stakeholders

Strong governance is built on inclusivity and collaboration. Our decision-making processes actively involve key stakeholders, ensuring a balanced and transparent approach to leadership. Our Board of Directors provides strategic oversight, while the Senior Leadership Team (SLT) drives operational excellence. Additionally, the Franchisee Advisory Council serves as a vital voice for our franchise network, fostering open dialogue and aligning business strategies with franchisee needs. By regularly engaging these diverse perspectives, we uphold our commitment to ethical governance, sustainable growth, and continuous improvement.



### Health, Safety and Environmental Committee

Our Health, Safety, and Environmental Committee plays a crucial role in maintaining a safe and sustainable work environment. Meeting quarterly, the committee brings together representatives from each region and a variety of roles, ensuring diverse perspectives and active participation. Key initiatives include regular vehicle checks, workplace inspections, staff and franchisee training, and internal auditing. Robust communication and incident reporting channels, supported by our proprietary H&S app and HR system, enable seamless management and swift response to OHS matters.



### JK Building Wellness

In 2024, we launched JK Building Wellness, reflecting our commitment to both environmental responsibility and the well-being of our clients. We believe that healthy buildings support healthy people, which is why our offerings include air quality monitoring to help businesses maintain safe, ventilated spaces and probiotics-based cleaning products that promote a balanced indoor environment with minimal environmental impact. Through JK Building Wellness, we provide innovative, science-backed solutions that enhance workplace health, safety, and sustainability. Because caring for our clients means creating cleaner, healthier spaces for everyone.

### Leveraging Technology for a Sustainable Future

We continuously invest in cutting-edge technology to enhance efficiency, streamline operations, and drive sustainability. By integrating advanced platforms such as Salesforce, HubSpot, Employment Hero, NetSuite, and our H&S App, we optimise materials, labour, and time, reducing waste and improving overall business performance. These systems not only increase operational efficiency but also contribute to our long-term sustainability goals.

Enhanced data analytics and reporting provide critical insights into resource usage, carbon footprint, and key sustainability metrics, enabling informed decision-making and continuous improvement. Looking ahead, we plan to introduce systems for smart mapping of appointments and meetings, reducing travel time and fuel consumption while boosting productivity. By embedding technology at the core of our strategy, we are creating a more sustainable, data-driven future for our business and the communities we serve.

# WHAT'S NEXT?

Our commitment to sustainability doesn't stop here. We are continually striving to improve, building on the strong foundation we've already established. Maintaining our Toitū Enviromark Diamond, Carbon Compatible and ISO45001 certifications remains a priority, ensuring we uphold the highest environmental standards.

Looking ahead, we are setting clear goals for carbon emission reduction and environmental management, aligning our actions with measurable outcomes. To drive meaningful progress, we are implementing a comprehensive Sustainability Plan (2025–2030), guiding our journey towards even greater environmental responsibility.

By taking bold steps today, we're shaping a cleaner, greener, and more sustainable future for Jani-King NZ and the communities we serve.

## Sustainability Goals 2025 - 2030



Aim to transition 2/3 of our vehicle fleet to petrol hybrid models by end FY2030



Ensure emissions' offset from every flight by end FY2027



Paper-light office reducing paper use by 50% by end FY2027



Expand sponsorship opportunities in alignment with business objectives and community needs.



Enhance internal and external transparency by 2030 through ESG reporting, open governance practices, and stakeholder communication.



Set up formal onboarding and ongoing sustainability training programmes for franchisees by 2030.

