



# JANI-KING FRANCHISEE CODE OF CONDUCT

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## Table of Contents

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER .....	1
PURPOSE .....	2
SCOPE AND IMPLEMENTATION .....	2
CORE SUSTAINABILITY PRINCIPLES .....	2
Professional Excellence .....	2
People .....	3
Environment .....	4

## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Dear Jani-King Franchisee,

At Jani-King, we believe that true leadership in our industry means upholding the highest standards in every area of our work – and that starts with our shared commitment to responsible, ethical business practices. This Code of Conduct reflects our values, as well as our dedication to building a sustainable future. Our new Franchisee Code of Conduct ("Code") outlines the essential standards we expect from our franchise owners – social, professional, and environmental – as well as our shared values that guide responsible business practices at Jani-King.

By adopting this Code, we aim to reinforce our commitment to sustainability, transparency, security, responsible operation of your cleaning business, and ethical conduct. We're confident that these standards will foster stronger partnerships, build trust, and enhance Jani-King's reputation as a leader in sustainable corporate responsibility.

Thank you for your partnership and commitment to these important principles. Remember to read this alongside your Jani-King Franchise agreement and the Jani-King Policy and Procedure Manual.

Nick James  
CEO, Jani-King



## PURPOSE

We hold ourselves to the highest standards, rooted in values like trust, honesty, transparency, accountability, fairness, and respect. These principles remain as vital today as they were when Jani-King was founded in 1998.

Our Code of Conduct is built around three core Sustainability Principles – Professional Excellence, People, and Environment – which reinforce the values shaping Jani-King's culture. Developed through consultation with our team and external

experts and benchmarked against international best practices, these principles set the foundation for our sustainable, ethical business approach.

Aligned with recognised human rights commitments and adhering to the Franchise Association New Zealand's Code of Ethics, these standards reflect our most critical sustainability priorities. Each principle is carefully monitored to ensure we uphold our commitments across our entire organisation

## SCOPE AND IMPLEMENTATION

This Code applies to all Jani-King (NZ) Franchise Owners with a current franchising license and their affiliates and applies to all products and services that Jani-King (NZ) provides.

We strongly encourage our franchisees to promote the requirements of this Code within their own businesses and will give recognition to franchisees who do this.

## CORE SUSTAINABILITY PRINCIPLES

### Professional Excellence

As a Jani-King franchisee, you are expected to demonstrate **professionalism and integrity** in every aspect of your work. The following standards help ensure we uphold our shared values and commitment to quality service:

- Act professionally and ethically, especially when interacting with clients, customers, other franchise owners, and Jani-King staff.
- Treat everyone with respect and avoid using rude, aggressive, or threatening language or behaviour.
- Run your business with honesty and integrity, setting a positive example for others.
- Complete all cleaning services on time as agreed upon in the contract, unless a client has requested otherwise.
- Ensure full compliance with all client, site, and health and safety procedures, including securing buildings at the end of cleaning.
- Avoid actions that could harm Jani-King's reputation, including criticising Jani-King, other franchisees, or any parties publicly or on social media.
- Follow Jani-King's branding rules and use approved marketing materials. Avoid false or misleading advertising.

### Handling Lost and Found Items:

- Photograph any found items as and where you discovered them.
- Contact your after-hours contact. If unavailable, store items safely, leave a message with your contact person, and record the details in the communication book.
- Do not remove items from a client's site without written permission.

### Key and Security Code Protocols:

- Never leave client keys in unattended vehicles; keep keys on a secure chain and take them inside client sites and home at the end of the day.
- Avoid marking keys or key tags with client-identifying information.
- Keep client information, such as alarm codes and keys, confidential and never share it with unauthorised persons.

### Professional Conduct:

- Many clients have security cameras that may capture franchisees at work. Always act professionally.
- Avoid behaviours that could jeopardise client relationships, such as sleeping on-site, bringing children to work, or consuming clients' food.



### **Drug and Alcohol Abuse:**

Jani-King strictly prohibits the possession, use, sale, or being under the influence of drugs and alcohol by franchisees and franchise employees while on Jani-King or client premises or engaged in Jani-King business.

- You must not report for duty or be present on Jani-King or client property, nor operate a vehicle for business purposes while under the influence of any drug, except for those prescribed by a physician.
- Violation of this requirement may result in corrective actions, including warnings, probation, suspension, or termination, based on the severity of the violation and the individual's record.
- While Jani-King does not provide or require substance abuse treatment or training, we encourage employees and franchisees to seek assistance as needed through available public or private facilities.

### **Bribery and Corruption:**

- Corruption, extortion, and embezzlement, in any form, are strictly prohibited.
- Bribes or any means of gaining improper advantage must not be offered, accepted, or condoned.
- No franchisee shall offer or accept gifts, payments, or other incentives intended to influence the decisions of clients, public officials, or other parties, nor attempt to secure an improper advantage on behalf of Jani-King.
- Any violations of these principles may lead to immediate termination of the franchise agreement and may be reported to the relevant authorities.

### **Resolving Conflicts:**

- Deal with conflicts that involve clients, customers, employees, and fellow franchisees fairly and professionally. Aim to find solutions that keep relationships positive and protect the reputation of the Jani-King franchise.

### **Compliance with Laws and Regulations:**

As a Jani-King franchisee, you are responsible for adhering to all applicable laws, regulations, and company policies in the areas where you operate. Compliance is fundamental to maintaining trust, transparency, and integrity in our services. The following standards outline our commitment to lawful and ethical practices:

- Follow all applicable laws and regulations. Abide by the laws enforced in the regions where you operate.
- Adhere to Jani-King Policies and Procedures. Use only approved cleaning products, uniforms, and equipment, and report any issues promptly.
- Comply with Jani-King's and client's health and safety processes and ensure you and your team are informed of and compliant with any updates.
- Stay informed. Keep up to date on changes in laws, regulations, and Jani-King guidelines that may impact your business or cleaning practices.

### **Continuous Learning:**

- Stay updated on industry trends and best practices in cleaning.
- Take part in training offers to improve your skills and provide extra services to clients.

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## **People**

### **Human Rights and Dignity:**

- Act ethically, respecting human rights and dignity in all interactions. Jani-King is committed to aligning with the UN Guiding Principles on Business and Human Rights.

### **Safe and Secure Work Environment:**

- Provide a safe and healthy working environment, promoting employees' wellbeing, and ensuring they have the necessary training

and equipment to work safely. Offer regular safety training and empower workers to refuse unsafe conditions without fear of reprisal.

### **Respect for Diversity and Non-Discrimination:**

- Foster a culture of respect, free from harassment and unlawful discrimination. Do not discriminate based on race, gender, age, disability, or any other protected characteristic in hiring or employment practices.



#### **No Involuntary Labor:**

- All work must be voluntary. Do not engage in or support any form of forced labour. Ensure that your employees have the rights to work in New Zealand.

#### **Prevention of Child Labour:**

- Do not employ children. Adhere to legal minimum age requirements and ensure young workers (aged 16-18) are not exposed to work that is hazardous or interferes with schooling.

#### **Fair Wages and Benefits:**

- Pay all employees the legal minimum wage, providing all mandatory benefits, and ensuring fair working hours and leave as per applicable laws.
- Ensure working hours comply with legal limits. Workers should have at least one day off every week, and overtime must be voluntary and fairly compensated.

#### **Freedom of Association:**

- Respect employees' rights to associate, organise, and engage in collective bargaining. Allow workers to elect representatives where local law restricts these.

#### **Community Engagement:**

- Actively engage with your local community, supporting initiatives that foster social and economic development. Together, we can make a difference by uplifting those around us, engaging with our mission of **“Changing People’s Lives, One Business at a Time”**. By connecting with local organisations and participating in volunteer opportunities, we aim to make our communities stronger, more resilient, and more inclusive for everyone.

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## **Environment**

Jani-King (NZ) is committed to understanding and minimising the impact of our operations on the environment. As a Jani-King franchise owner, your adherence to our sustainability practices is crucial in helping us **protect the environment and promote a cleaner, healthier future**.

#### **Efficient Use of Natural Resources:**

- Conserve natural resources and minimise waste through practices that reduce, reuse, recycle, and safely dispose of materials to limit pollution and environmental harm.

#### **Environmental Awareness and Training:**

- Participate in ongoing training and promote environmental awareness among staff, encouraging actions that prevent pollution and protect the environment.

#### **Protecting Waterways:**

- Ensure correct disposal of dirty water preventing harmful wastewater from entering storm drains and surface water systems.

#### **Minimising Carbon Emissions:**

- Actively reduce energy consumption, greenhouse gas emissions, and overall carbon footprint through choosing hybrid and electric vehicles, efficient cleaning practices, and innovative solutions. Franchisees are encouraged to track their own carbon emissions and enhance their carbon management efforts.

#### **Efficient Resource Use:**

- Identify opportunities to improve resource efficiency, especially concerning water, energy, packaging, and cleaning solutions. Ensure chemical use is minimised and responsibly managed.

#### **Noise Pollution Management:**

- Implement strategies to mitigate noise pollution, ensuring cleaning practices align with community wellbeing.



I hereby confirm that I have read and understood the Franchisee Code of Conduct and agree to abide by its terms and conditions. I understand that adherence to this Code is mandatory, and any unrectified serious breach of reasonable standards and/or behaviour may result in consequences, including but not limited to loss of an account, suspension, or termination of my franchise license, as outlined in the Franchise Agreement and the Policy and Procedure Manual.

By signing this Code of Conduct, I acknowledge my understanding and acceptance of all responsibilities, consequences, and repercussions specified within the Code, the Franchise Agreement, and the Policy and Procedure Manual.

Franchise Company Name		Franchisee Number	
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Franchisee Name	
Signature	
Date	

If more than one director, all directors must sign.

Franchisee Name	
Signature	
Date	

Franchisee Name	
Signature	
Date	