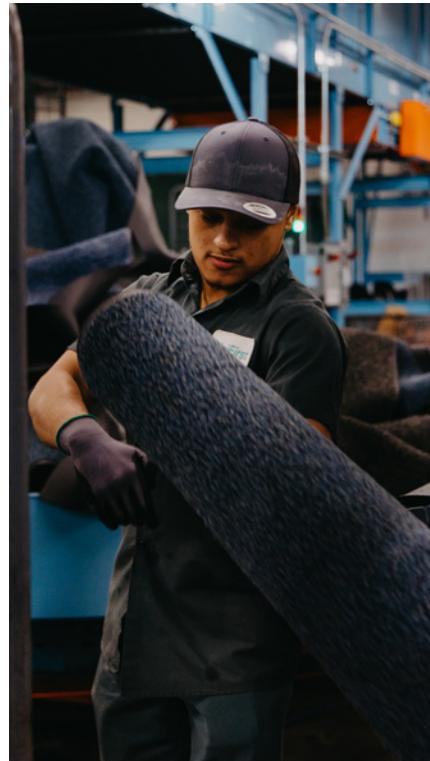


# UniFirst

# The Impact Report

FISCAL YEAR 2024



# About This Report

This Impact Report includes environmental, social, and stewardship topics that pertain to UniFirst's internal and external stakeholders. Unless otherwise stated, the statements and data presented in the report covers Fiscal Year 2024 (September 1, 2023–August 31, 2024), and refers to our operationally owned and controlled locations. Unless otherwise noted, all financial values in this report are in United States dollars (USD).

UniFirst does not undertake to update or revise any such statements or data. This report represents UniFirst's current strategies and intent and is not intended to create legal rights or obligations. This report may contain or incorporate by reference public information not separately reviewed, approved, or endorsed by UniFirst, and no representation, warranty, or undertaking is made by UniFirst as to the accuracy, reasonableness, or completeness of such information. In 2023, UniFirst announced its agreement to acquire CLEAN Uniform. We have fully integrated their information into our database for safety and environmental metrics but are continuing to integrate their information into our human resources systems unless otherwise stated.

All data and insights into this report are accurate and current to the best of our knowledge as of the publication date. We are committed to transparency and continuous improvement in our reporting practices. As part of this commitment, we reserve the right to update or revise previously reported data should internal processes or new information necessitate adjustments. This ensures our disclosures remain relevant and reflect the latest developments in our sustainability efforts. Our approach aligns with commonly accepted impact reporting standards, emphasizing accuracy, completeness, and the dynamic nature of impact data.



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# Introduction

UniFirst continues its transformative journey, driving positive environmental impact, strengthening community connections, enhancing customer experiences, and empowering employees to succeed.



# Overview

**This Impact Report highlights our commitment to environmental, social, and stewardship principles as we enhance business practices through strategic initiatives aligned with our core values and mission.**

As UniFirst takes these important steps, we acknowledge the significant work ahead and remain dedicated to creating a positive impact across our footprint.

Our strategy, guided by formal assessments and stakeholder feedback, sets goals for culture and belonging, energy management, waste reduction, and safety. We recognize that we are at the beginning of our journey and reaffirming our commitment to creating long-term value for all stakeholders. We invite you to explore the detailed sections that follow.

This report focuses on our efforts to make an impact with our circular economy model; effectively working to mitigate our environmental footprint while seeking to provide cost-effective solutions for our customers. We remain committed to community engagement through philanthropic efforts and partnerships that contribute to the growth of the regions we serve. Finally, employee empowerment is central to our strategy and we believe investing in the development and well-being of our Team Partners will translate into exceptional customer service.



# A Message From Our CEO

As we enter our ninth decade of service, UniFirst continues to uphold its core mission:

**To serve the people who do the hard work. Helping them succeed and deliver for what gives their lives meaning**

This mission is strengthened by the alignment and collaborative efforts of our Board of Directors, leadership team, and Team Partners, working together to create meaningful impacts for our customers and the communities we serve.

To ensure we provide the most complete and comparable view of our performance, we have refreshed our Impact Report to include final FY2024 data. This makes available data that was still being finalized when we first printed the report.

FY2024 reaffirmed our commitment to sustainability and responsible business practices. Over the year we actively engaged our customers and Team Partners to survey responsible business practices most important to them. This initiative, along with our collaboration with an Environment, Health, Safety and Sustainability (EHS&S) consulting firm on a double materiality assessment, has enabled us to refine our strategy. We organized our focus around four key pillars. Each of these pillars is rooted in our mission and reflected in our passion for enhancing the lives of our customers, Team Partners, and the communities we serve.



Steven Sintros  
President & CEO



## EMPLOYEE EMPOWERMENT

Our Team Partners are vital to delivering exceptional customer service. By investing in our workforce, our goal is for their success to translate into exceptional service. We've expanded our online Learning Center to support their professional development, providing essential tools for career advancement. This commitment to growth not only enhances service quality but also highlights our dedication to valuing and retaining our most important asset—our people.



## COMMUNITY SUPPORT AND PHILANTHROPY

Our philanthropic efforts align with our core values. Over the past year, we have made significant donations to numerous non-profit organizations across North America, positively impacting local communities. Our Team Partners and customers play a vital role in these efforts, supporting charities that resonate personally with them and reinforcing our dedication to meaningful community involvement.



## SUSTAINABLE BUSINESS MODEL

Our business model seeks to enable a circular economy by reducing our environmental impact through initiatives like reduce, reuse, and recycle. Reinforcing our dedication to growth and operational excellence, we are thrilled to welcome Kelly Rooney as our new Chief Operating Officer. She will be instrumental in driving strategy to help us always deliver for our customers and Team Partners.



## ENERGY EFFICIENCY INITIATIVES

We continue to invest in energy-efficient technologies and alternative energy sources across our service facilities, this is central to our efforts in lowering our carbon footprint. Our state-of-the-art equipment, including advanced water recycling systems and low-energy consumption machinery, reduces the environmental impact of our business and delivers tangible benefits for our customers, including improved service, innovative products, and cost savings.

As we advance our efforts, I am excited to see the strong commitment from our Team Partners as we continue this journey towards greater impact. Our resolve is strengthened as we see our efforts directly benefiting our customers every day, helping them operate safely, productively, and professionally. We are committed to creating long-term stakeholder value for the greater good and for future generations. Your support and collaboration inspire us to succeed as a responsible, customer-focused organization.

**I am grateful to our customers, Team Partners, and all stakeholders for engaging with this report and being an integral part of our journey.**

Your support and collaboration enable us to always deliver on our commitments, and we truly appreciate your continued involvement in our shared efforts.

**STEVEN SINTROS**

President & CEO  
UniFirst Corporation

# About UniFirst

## COMPANY HISTORY

Founded in 1936, UniFirst (NYSE: UNF) began as a fledgling industrial laundry operation conducting business out of a converted horse barn in Dorchester, MA. Our founder, Aldo Croatti, prioritized essential services by offering heavy soil garment cleaning paired with exceptional customer service to meet the needs of local workers. From these humble beginnings, UniFirst has evolved into a North American leader in the uniform and workwear solutions industry. Throughout our growth, we continue to focus on serving our customers with a managed rental service model, which promotes a circular economy through garment rental and reuse. This approach extends the life of the garments and reduces water, energy, and detergent consumption, delivering cost-effective and high-quality solutions for our customers, the environment, and the community.

Our comprehensive resources now include facility service solutions, offering a range of products and services to help customers clean and maintain their workplaces. We manufacture our own line of mats, mops, and towels and provide professional laundry service, which includes consistent pick-up and delivery of hygienically clean products weekly. Choosing our reusable options contributes to our customers' efforts to reduce waste, water, and energy usage. We also offer restroom solutions such as paper,

soaps and sanitizers, and air fresheners, as well as cleaning solutions and disinfectants. We manage our customers' inventory so they will always have what they need, saving time, money, and the frustrations of managing their own programs.

UniFirst also provides first aid solutions, which encompass products, training, and safety services tailored to diverse customer requirements. We have expanded our uniform and workwear programs to feature branded clothing from leading brands and our own collection of garments manufactured in company-owned ISO 9001 manufacturing facilities. Alongside our subsidiaries, UniTech and UniClean, we manage specialized garments for cleanroom and nuclear industries, ensuring each service is customized with our customers' unique needs in mind.

Today, with over 290 service locations, 16,000-plus Team Partners, three manufacturing facilities, including two ISO 9001-certified, and two distribution centers, UniFirst serves more than two million workers across 300,000 customer sites. Our steady growth is a testament to our unwavering commitment to enhancing customer satisfaction, our employees, and communities we serve.

FOUNDED IN  
**1936**

**3**  
MANUFACTURING  
FACILITIES

**2**  
DISTRIBUTION  
CENTERS

**290+**  
SERVICE  
LOCATIONS

**16,000+**  
TEAM PARTNERS

**300,000+**  
CUSTOMER  
LOCATIONS

**2M+**  
WORKERS  
OUTFITTED DAILY

## WHERE WE ARE



## WHO WE ARE

At UniFirst, service is the cornerstone of our mission:

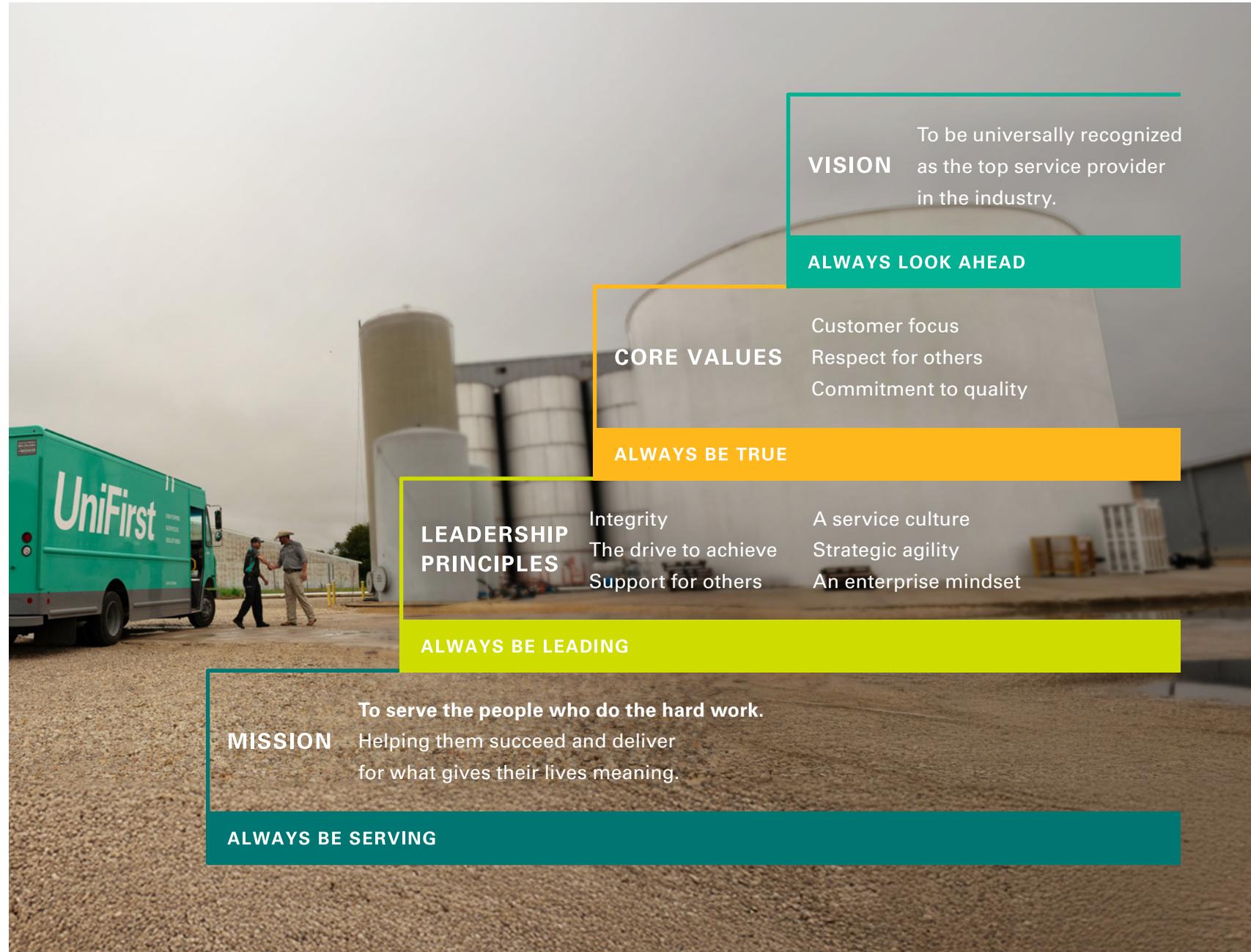
**To serve the people who do the hard work. Helping them succeed and deliver for what gives their lives meaning.**

This mission is deeply woven into our company culture and extends to our customers, Team Partners, and the diverse communities we serve.

We believe our service culture sets us apart in the industry, providing a competitive edge and defining our company identity. We pride ourselves on supporting one another and treating everyone with dignity and respect, just as we do with our customers and communities.

At the core of our culture at UniFirst, we focus on our ability to Always Deliver. This means that shift after shift, day after day, and night after night, we get the job done for our customers, our Team Partners, our communities, and our families.

Through this unwavering dedication, UniFirst continues to lead with integrity, reliability, and a commitment to service that earns trust and fosters lasting relationships with those we serve.



**VISION** To be universally recognized as the top service provider in the industry.

**ALWAYS LOOK AHEAD**

**CORE VALUES** Customer focus  
Respect for others  
Commitment to quality

**ALWAYS BE TRUE**

**LEADERSHIP PRINCIPLES** Integrity  
The drive to achieve  
Support for others

A service culture  
Strategic agility  
An enterprise mindset

**ALWAYS BE LEADING**

**MISSION** **To serve the people who do the hard work.**  
Helping them succeed and deliver for what gives their lives meaning.

**ALWAYS BE SERVING**

## 2024 COMPANY HIGHLIGHTS



**Publicly traded**  
on the New York Stock  
Exchange (NYSE:UNF)



**\$2.4 Billion**  
USD in annual revenue



**2 Million+**  
workers outfitted daily



**300,000+**  
Customers across the  
U.S. and Canada



Servicing over half of the  
**Fortune 500 List**



**150,000+**  
garment and  
facility SKUs



**16,000+**  
Team Partners delivering  
exceptional service daily



**2**  
ISO-Certified  
manufacturing plants



**68**  
TRSA Hygienically Clean  
Food Safety (HCFS)  
certified facilities



**2**  
state-of-the-art  
distribution centers



**290+**  
service locations



**Winner**  
of the SafeTRSA safety  
excellence and TRSA  
Leadership awards

## FINANCIAL STABILITY

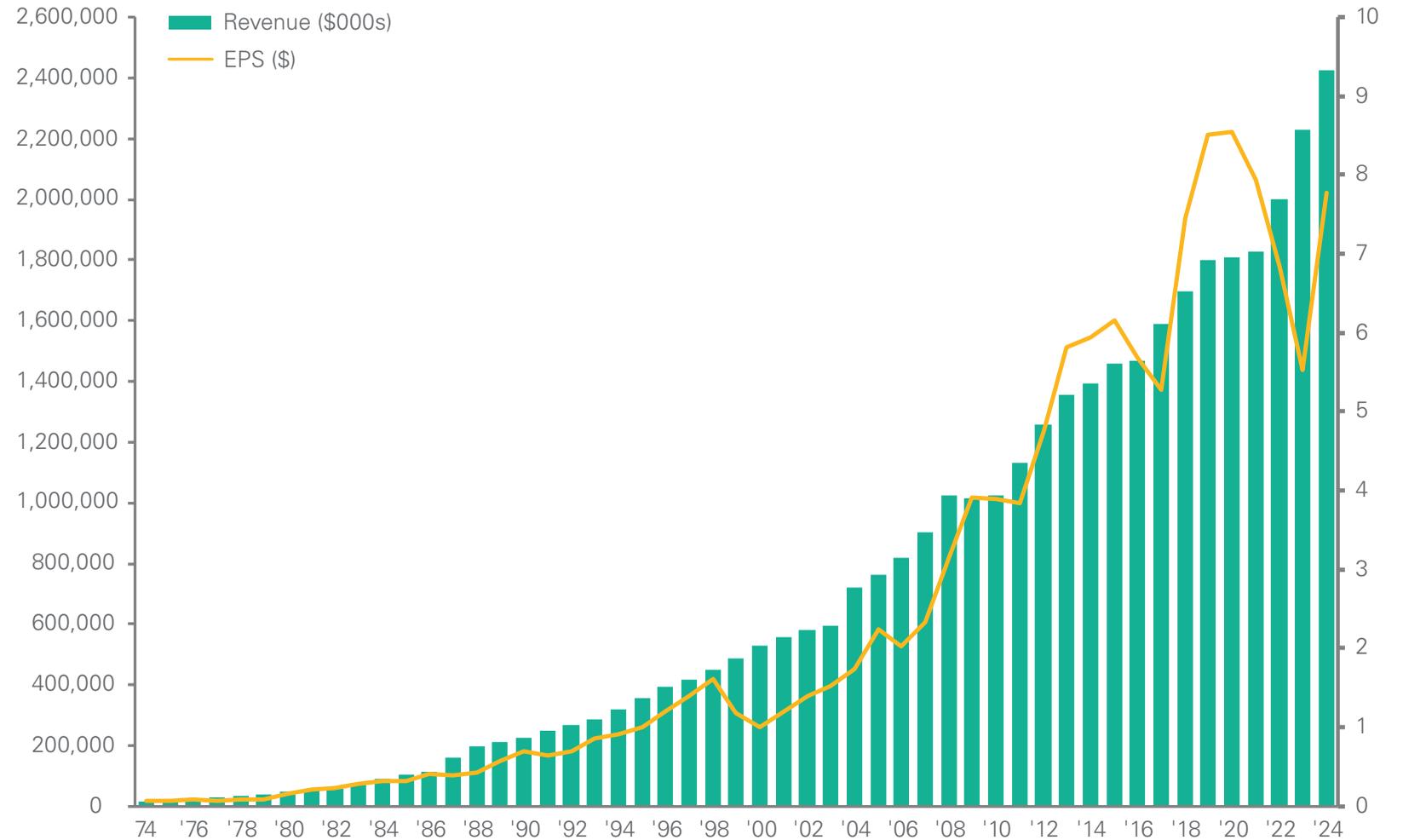
At UniFirst, we have demonstrated stable, consistent growth year over year, a reflection of our commitment to our customers and our Team Partners. We are also proud to have been financially healthy even as we have continued to expand our operations through both organic growth and acquisitions such as Clean Uniform.

**In 2024, we saw 8.7% growth compared to 2023 and generated more than \$2.4 billion in total revenue.\***

We also continue to see strong cash flows, leading to strong returns on investments each year for our stakeholders, with our 2024 earnings per share (EPS) of \$7.77.

Each year, we make our most recent Proxy Statement, Annual Report Form 10-K, quarterly reports Form 10-Q, and other investor-related materials available on our [investors website](#).

\*FY24 financial data.



**6.3% CAPEX**

**\$7.77 EPS**

**8.7% GROWTH**

**DEBT-FREE**

## BRANDS AND SEGMENTS

We partner with our customers to deliver quality, Job-Fitted Work Clothes® and other garments which are designed with the wearer’s unique role and safety in mind. From executive polos, to standard workwear, aprons and smocks, lab coats and scrubs, hard hats and protective gear, we provide our customers with a comprehensive uniform program that uses less resources as compared to home laundering.

### CORE LAUNDRY OPERATIONS

**Rental and Cleaning:** We pride ourselves on supporting our customers every step of the way, from uniform program administration, laundering and repairs, to replacements and garment purchase. This includes our Uniform Rental Program, Uniform Lease Program, and our Workforce Uniform Purchases. Our customers can customize the level of uniform rental and program management support they need.

### Distribution of Self-Manufactured and Branded

**Products:** Our products cover a broad range of customer and industry requirements; everything from standard workwear to a comprehensive line of innovative safety garments that offer flame resistance with CAT 1, 2, 3 protection including high visibility in work environments, provide healthcare workers with flexible and breathable scrubs to enhance their mobility and comfort, and provide executive-style workwear to enhance customers’ own brand recognition.

**Facility Services Products:** Further delivering convenience to our customers, we also offer a broad range of cleaning supplies, restroom, and hygiene products including towels, wipes, mops, soap, paper, and sanitizer under our facility services offerings. We provide environmentally friendly floorcare and restroom/hygiene service products such as hand towels and toilet tissue, soaps and hand care products, and odor control systems. We also manufacture our own mats in the United States (U.S.) which are tested to industry standards and built to withstand the busiest of foot traffic while minimizing moisture, soil, and other debris from tracking into our customers’ facilities. Our floor mats are 100% PVC-free, constructed to capture and hold dirt and moisture from the soles of shoes, and minimize contamination and soiling of surfaces. These mats are designed to last, with a 5-year lifespan, and may also help our customers qualify for Leadership in Energy and Environment Design (LEED) points.

## BRANDS WE OFFER



\*Trademarks belong to their respective owners.



### FIRST AID

We know that accidents can be preventable through awareness, training, and proper equipment. Under our First Aid & Safety offerings, we provide supplies, services, and preventive training including in-person certifications and online courses. We are an authorized American Heart Association Training Center, which allows us to provide Basic Life Support (BLS) courses including Cardiopulmonary Resuscitation (CPR), automated external defibrillator (AED), and First Aid certification. We also routinely check customer site safety equipment, such as Eye Washer Stations, emergency signage, and AED units, to ensure they are in working condition.

We also offer programs to monitor and directly stock customer first aid kits with basic supplies such as adhesive bandages, over-the-counter medications, hand sanitizer and more. Designed to meet U.S. Occupational Safety and Health Administration (OSHA) standards, we offer our customers a comprehensive line of Personal Protective Equipment (PPE) to meet specific safety requirements, including face masks, gloves, ear plugs, eye protection, hard hats, and more. We are proud to help our customers enhance their safety programs and provide them with the resources and critical supplies to manage their workplace needs for any circumstance.



SPECIALTY GARMENTS

## UniTech

Services Group

**UniTech:** Our subsidiary, UniTech, was the first licensed Radiological Laundry facility in the U.S. Through UniTech, we provide protective clothing services to nearly 80% of all operating U.S. commercial power reactors and U.S. Department of Energy (DOE) nuclear facilities, along with fuel fabrication plants and private specialty operations. We also help keep our communities and our customers safe through programs and services that include monitoring, decontamination, and nuclear and radioactive waste disposal services.

## UniClean

Cleanroom Services

**UniClean:** Our subsidiary, UniClean, focuses on providing our customers with a full range of specialty garments including: cleanroom, biosafety, gamma processed, and Arc-rated flame resistant (FR) cleanroom. All designed to help keep the wearer safe while also minimizing contamination risk. We also offer the direct sale of consumable products for the cleanroom environment, such as tacky mats, bouffant caps, wipers, and more.

## CUSTOMERS SERVED

We are proud to provide localized support, while offering expansive coverage to our diverse and growing customer base. We service more than half of the U.S. Fortune 500 companies, and offer over 150,000 garment and facility maintenance stock keeping units (SKUs) to support their needs. This has enabled us to outfit more than 2 million workers each day as we support more than 300,000 customer locations which span the U.S., Canada, and Europe.

UniFirst maintains a centralized state of the art distribution center in Kentucky, a second distribution center in Arkansas, and three certified manufacturing facilities, two of which are ISO 9001 certified. In house manufacturing of proprietary garments and floorcare products can lower costs for customer rental programs but also allows for the creation of custom designed items for image conscious companies, affording UniFirst a competitive advantage. The Company has also invested in a 34,000 sq. ft. Support Services Center in San Antonio, TX, designed and built from the ground up to centralize and improve customer service operations and to enhance sales support, to better serve UniFirst’s growing customer base throughout North America.



AGRICULTURE & FARMING



AUTOMOTIVE



CHILDCARE SERVICES



CONTRACTING & TRADES



EDUCATION & MUNICIPALITIES



ENERGY & UTILITIES



FOOD PROCESSING



FOOD SERVICE



HEALTH & FITNESS



HEALTHCARE



HOSPITALITY



INDUSTRIAL WHOLESALE



LIFE SCIENCES



MANUFACTURING



GROCERY/SPECIALTY RETAIL



TRANSPORTATION

**“No more laundering uniforms at home. I can better focus my attention on my business and my family.”**

**NARI**, Owner, Royal Buddha

# Impact Overview

UniFirst founder, Aldo Croatti, envisioned a business that served people who did the hard work, focusing on the needs of factory workers and others in demanding occupations. In doing so, he built a company that focused on communities and resources before the concept of environmental stewardship was even defined. His primary focus was on fostering safer and more efficient workplace practices, while also enhancing the corporate image of UniFirst’s customers and lowering the environmental impacts on the local community. Today, we carry forward that commitment through our formally defined impact strategy. UniFirst continues its dedication to serving the hard workers in the heavy-soil industries with exceptional customer service. Today, our rental business model plays a crucial role in seeking to promote a circular economy, reflecting our commitment to environmental stewardship. In doing so, we are guided by the United Nations (UN) Sustainable Development Goals (SDGs)\*.

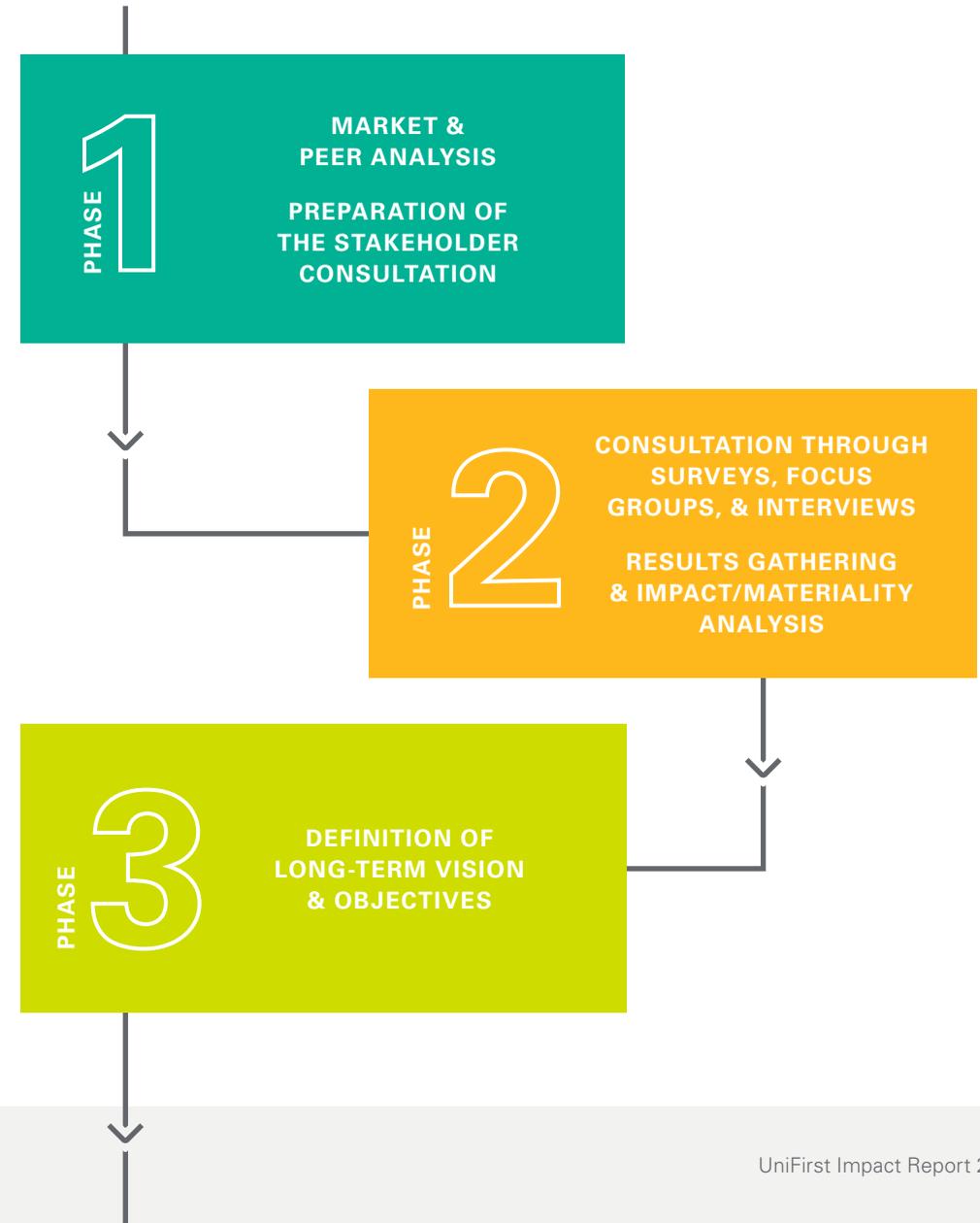
## APPROACH AND MATERIALITY

As our business has evolved over the past nine decades, so too have the regulatory landscapes and expectations of our stakeholders. To help us better understand our current position by comparison to our industry peers and the existing regulatory landscape, we embarked on a journey of self-assessment and improvement, working with an environmental, health, safety, and sustainability consulting firm.

In 2023, we recognized that with growing stakeholder expectations and evolving regulations, we needed to re-assess our strategy. As a first step, we worked with a consulting firm to help us complete a formal double materiality assessment to understand how different issues may influence us financially as well as how our operations may impact people and the planet. With a better understanding of which topics are the most important to us and to our communities, we were able to identify improvement areas for us to focus our strategies. Our Impact Working Committee and consulting firm identified four new goals and created an objective roadmap with the aim of achieving long-term success using 2022 as our baseline year.

\*For more details, refer to Appendix E.

## A COMPREHENSIVE EVALUATION



PHASE 1

At the outset, we invested significant time to research and validate our maturity in terms of the impact we had on our customers, communities, and employees. This involved understanding our competitors and similar companies. We engaged directly with a wide range of internal and external stakeholders to provide critical perspectives and insights into our position. Central to this was our decision to involve our customers, Team Partners, investors, and other stakeholders, to identify aspects that are most important to them.

**This step marked a significant milestone in our intention to develop an approach that is both inclusive and impactful.**

We also analyzed the standards and indicators proposed by various rating and reporting firms. We looked at publicly available competitor information. All information gathered enabled us to focus on issues relevant to our operational environment and laid the groundwork for a robust discussion on our strategy and goals for impact.

PHASE 2

As a result, we completed our first ever double materiality assessment. The findings have enabled us to identify and prioritize topics that are impactful for UniFirst’s continued success and alignment with our mission.

**Through these efforts, UniFirst reaffirms its commitment to responsible governance, intending that we remain a leader in our industry while honoring the voices of our customers, Team Partners, and other stakeholders.**

Our ongoing dedication to these principles is central to serving our communities and the environment with integrity and purpose.

PHASE 3

Reflecting on the results of the current state evaluation and our double materiality assessment, we held detailed discussions on various aspects with applicability to the business. We identified our most pertinent topics while enabling organizational alignment around our impact strategy. To support our strategy, our roadmap further guides our core business decisions and may assist our customers in addressing their respective UN SDG-related goals.

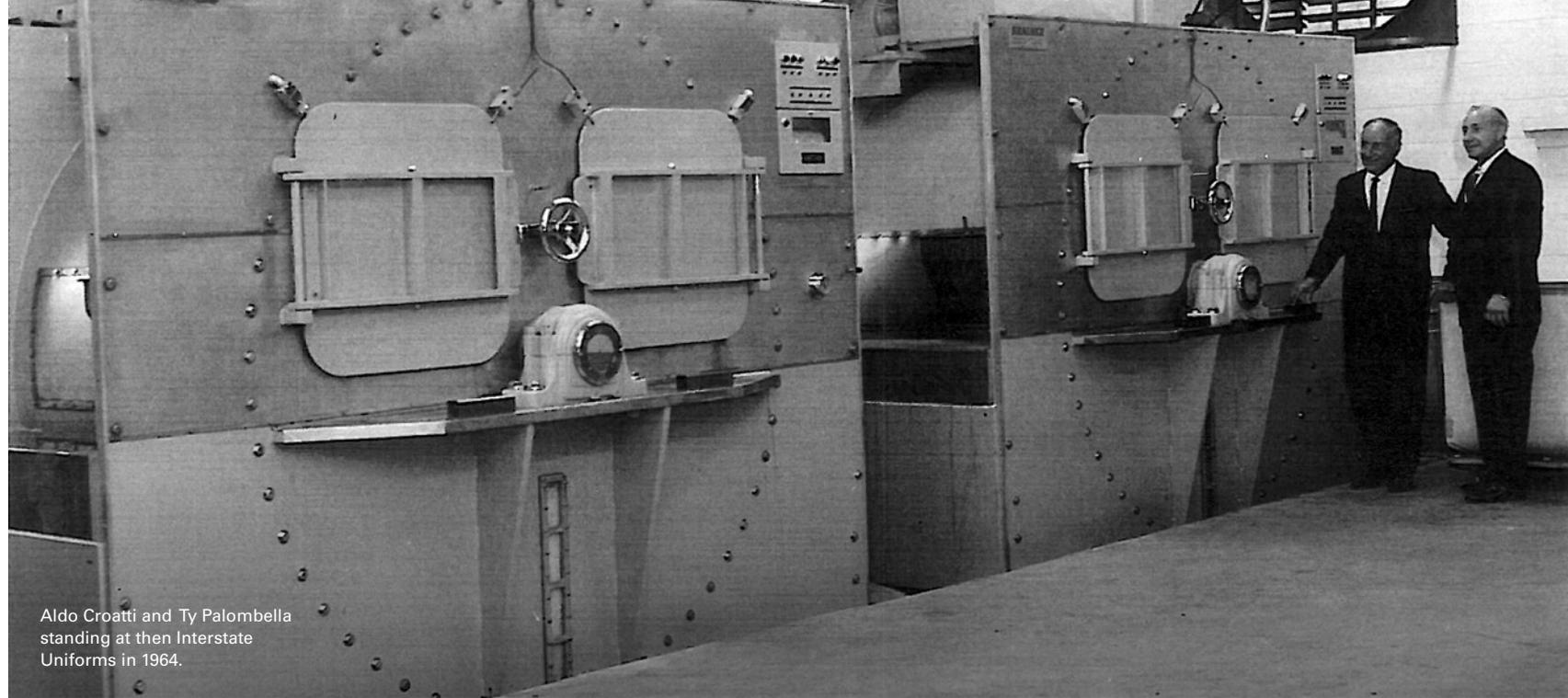
**The core outcome of our consultations, the materiality analysis, and bottoms up deliberation was to align around four goals: Culture & Belonging, Energy Management, Waste Management, and Safety.**

To learn more about our double materiality assessment, please see Appendix A.

## UNIFIRST IMPACT STRATEGY

At UniFirst, our impact strategy is guided by a simple mindset – we seek to do right by our customers, our Team Partners, and the communities in which we live and serve.

To help further define and guide our strategy, we have identified four impact pillars: **People, Communities, Stewardship, and Environment.**



Aldo Croatti and Ty Palombella standing at then Interstate Uniforms in 1964.

### PEOPLE

Our people are our most valuable asset, and we are committed to providing a safe and healthy workplace for our Team Partners, contractors, visitors, and the public.



### COMMUNITIES

We respect the communities in which we serve, minimizing our environmental impact by focusing on making an impact in all aspects of our operations.



### STEWARDSHIP

We seek to conduct our operations with integrity, operating with high moral, legal and ethical standards as it relates to our Team Partners, customers, suppliers, competitors, and our communities.



### ENVIRONMENT

We pursue more sustainable and efficient ways of conducting business, minimizing our impact on the environment and operating in compliance with applicable laws and regulations.



Our foundational pillars serve as the backbone of our strategy, shaping the way we operate and make decisions. From this foundation, we have set our goals—designed not only to reflect our core values but also to drive meaningful progress. These goals embody our vision, translating our strategy into actionable steps that pave the way for a better future.

**As we move forward with our impact strategy, we are focusing our efforts on four goals: Energy Management, Waste Management, Culture & Belonging, and Safety.**

By improving our energy and waste management efforts, we are aiming to reduce UniFirst’s own environmental impacts and also helping our customers lower theirs as well. We continue to focus on improving our overall energy efficiency and are seeking additional renewable energy sources. We are also identifying ways in which we can capitalize on the embedded circularity of our operations, diverting materials from landfills by recovering and recycling materials where possible. We are also committed to improving broader representation in management. To achieve this, we are enhancing the training available to our Team Partners as we support their goals for both personal and professional development. Our renewed focus on enhancing our safety culture and training highlights our commitment to maintaining a safe workplace.

### ENERGY MANAGEMENT

**Reduce energy intensity 20% by 2030.** Aligning with environmental goals and achieving financial benefits through enhanced efficiency. This involves adopting renewables, boosting operational engagement, and increasing Team Partner training.

### WASTE MANAGEMENT

**Increase amount of waste diverted from landfills companywide.** Improving non-hazardous waste management across all waste streams by boosting data quality, leveraging operational circularity, and expanding existing initiatives.

## IMPACT GOALS

### CULTURE & BELONGING

**Increase opportunities for our Team Partners who want to pursue management roles.** Improving broad representation in management at both the corporate and plant levels, primarily by utilizing existing data and initiatives such as enhancing training available to all Team Partners at every level.

### SAFETY

**Target zero serious injuries on an annual basis and 100% safety training compliance.** Expanding driver safety programs to include telematics and additional Route Service Representative (RSR) training. Enhancing facility safety with a renewed focus on roof safety, confined space entry, and workplace ergonomics.



## STRUCTURE AND COMMITTEE

To help drive our impact strategy, we have established a structure that will help identify, prioritize, and secure the resources necessary. Through this structure, we are also able to leverage feedback from our Team Partners to help us further enhance our strategy from the bottom up.



### Board of Directors



#### BOARD IMPACT COMMITTEE

The Impact Committee of the Board of Directors is currently composed of four directors. It is tasked with providing oversight of the Company’s impact strategies, policies, and initiatives.

#### IMPACT WORKING COMMITTEE

Composed of UniFirst leaders and representatives from various roles and backgrounds, such as human resources, operations, finance, safety and risk, supply chain, environmental, legal, and marketing. Their insight and leadership are leveraged to help tailor our strategy to UniFirst and align with industry standards, best practices, and regulatory requirements. This Committee generally meets on a quarterly basis to establish and review key performance indicators and provides updates to the Board Impact Committee.

#### OPERATIONS

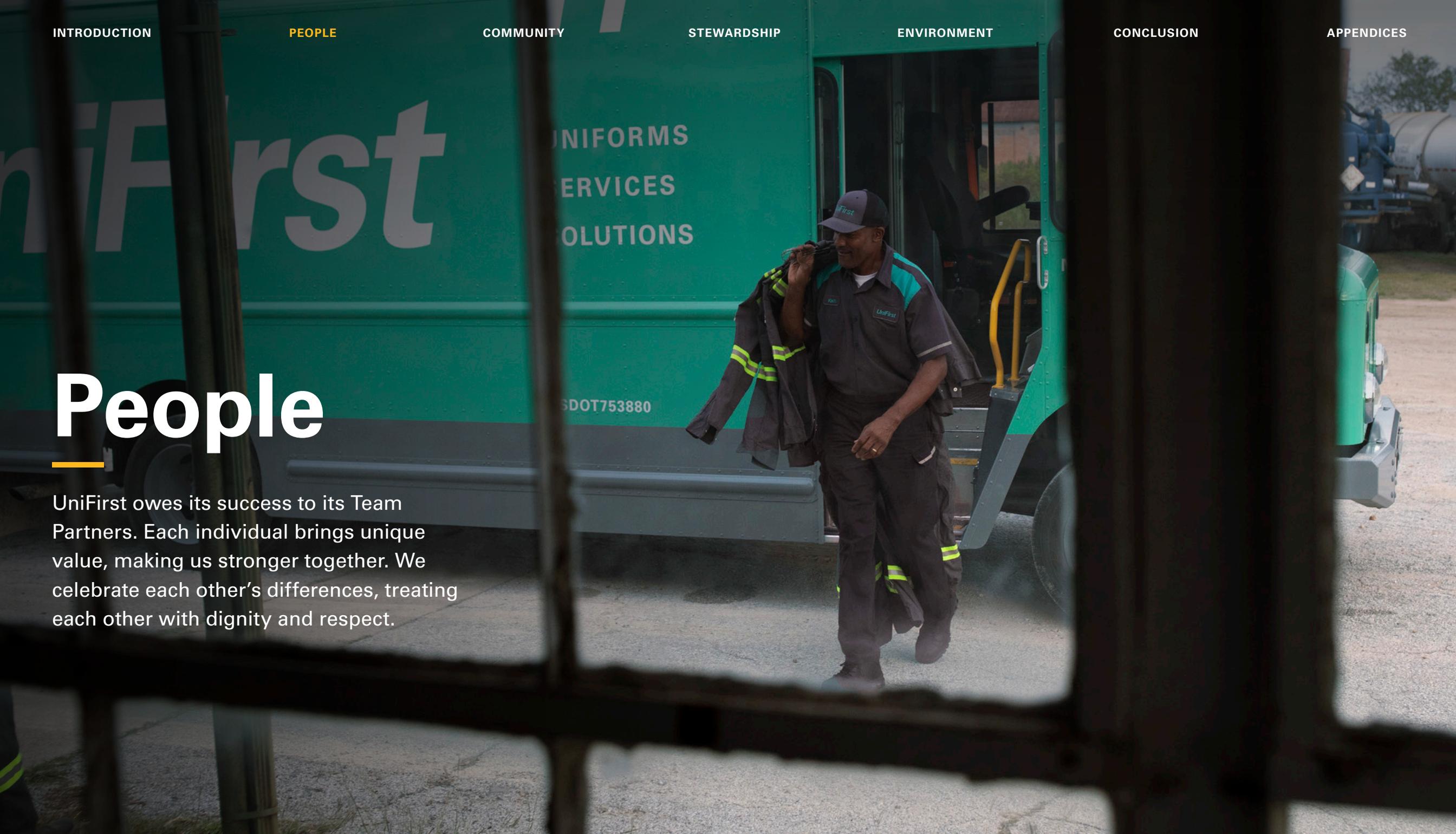
To further assist our Impact Working Committee, we are working with our operations teams and subject matter experts who are tasked with driving progress on specific topics and issues that may require additional subject matter expertise, such as environmental or regulatory compliance.

#### TEAM PARTNERS

Lastly, while the Impact Working Committee is tasked with seeking to drive our goals, we rely on our Team Partners as individuals to help champion our initiatives, promoting impactful and responsible business practices every day.

# People

UniFirst owes its success to its Team Partners. Each individual brings unique value, making us stronger together. We celebrate each other's differences, treating each other with dignity and respect.



# Company Culture

Our founder, Aldo Croatti, believed in continued personal growth, embraced new ideas, and allowed curiosity to guide him. He accepted individuals for who they were, respected their differences, and sought to unite people. We continue to honor his legacy through our mission and Core Values: Customer Focus, Respect for Others, and Commitment to Quality.

**These values are reflected daily in the care and support we provide to our customers, Team Partners, and the communities we serve.**

We believe that every Team Partner at UniFirst is responsible for and capable of exemplifying the principles of being a leader. Our six Leadership Principles form the foundation of effective leadership, providing a compass toward success.

By embodying these Leadership Principles and our core values, we continue to build a stronger, more unified UniFirst that supports and empowers every Team Partner while impacting the communities we serve.



## FOUNDER'S DAY

To commemorate our service culture, UniFirst continues to host our annual Founder's Day celebration—a tradition since 2001 that honors the life and legacy of our founder Aldo Croatti.

During these companywide events we honor our Team Partners who have excelled in their roles. Each UniFirst location names an Employee of the Year (EOY), who receives an award, a recognition gift, and an additional paid day off—acknowledging their embodiment of our core values and their contribution to service excellence across the organization.

At our 2024 Founder's Day celebrations, we honored our Team Partners' dedication to serving our customers and featured videos that showcased how they always deliver exceptional service.

Additionally, this annual event also serves as a platform to announce the winners of our higher-education scholarships, in honor of Aldo Croatti and Ronald D. Croatti, reinforcing our commitment to education and community growth.



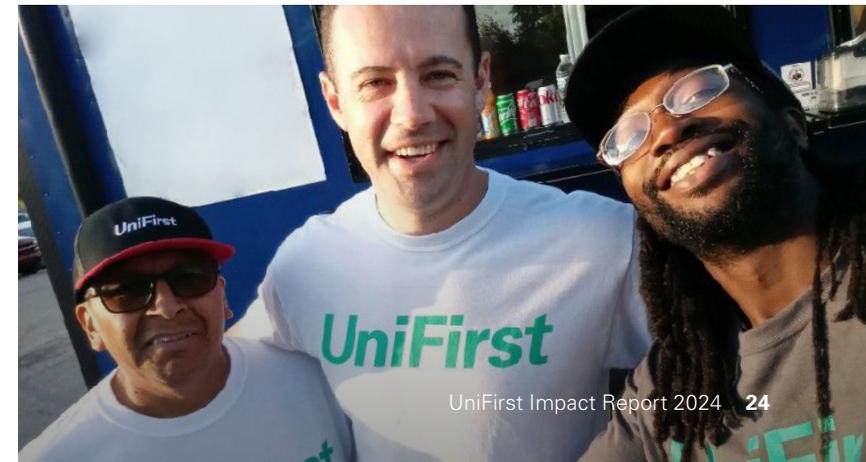
**“At the heart of our company exists a deep appreciation for hardworking people—both customers and employees alike. These dedicated workers have been the driving force behind our success since day one.”**

### CYNTHIA CROATTI

Board Member, Special Consultant and Advisor to the CEO and Senior Leadership Team  
Daughter of UniFirst founder Aldo Croatti



UniFirst—Wilmington, Massachusetts Employee of the Year winner, Brenda Angel and her manager Elita Nicholson.



# Team Partner Metrics

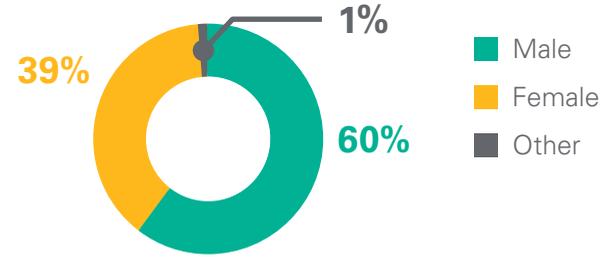
The metrics below represent our U.S., Canada, Latin America, and European countries. We are proud to see that our Team Partners have an average tenure of nearly 6 years, with nearly 18% of our employees having been with UniFirst for more than 10 years and approximately 6% having been with us for more than 20 years.

As our company continues to grow, we are encouraged to see that our Team Partners not only welcome new colleagues, but they are choosing to stay and grow with UniFirst. To us, it reflects our commitment to supporting one another every day.

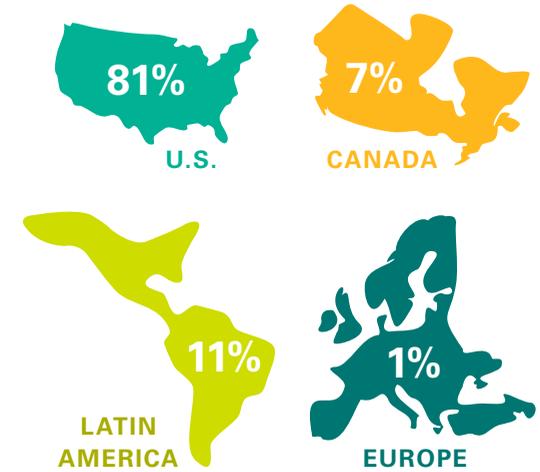
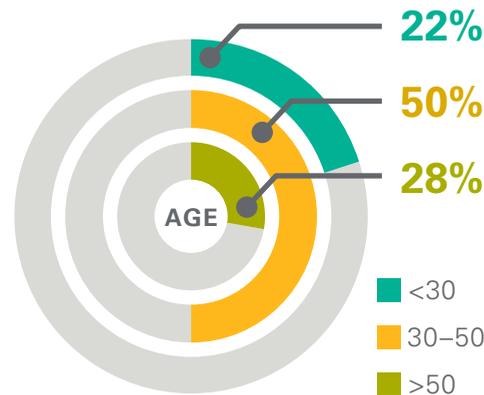
**“UniFirst service is efficient and products are high quality.** Recommendation of UniFirst comes easily. From the sales representatives to the account managers, all aspects of this organization are conducted in a professional and ethical manner.”

**CLINT PORTER,** Purchasing Supervisor, City of St. Augustine

## TEAM PARTNER BY...



**AVERAGE TENURE 6 YEARS**



- White 46.5%
- Hispanic 29%
- Black 15.5%
- Asian 4%
- Multi 2.5%
- Not Identified 1.5%
- American Indian .5%
- Pacific Islander .5%

# Culture and Belonging

At UniFirst, we believe that when people feel like they truly belong, they're empowered to do their best work. That's why we're committed to fostering a culture where every Team Partner feels seen, supported, and valued, not just for what they do, but for who they are.

Our approach centers on creating an environment where all Team Partners, regardless of background, have equitable access to opportunity and feel valued for their unique contributions. We actively work to remove barriers to success by offering reasonable accommodation, investing in ongoing training and education, and ensuring our recruitment, development, and advancement programs are inclusive and accessible.

To help foster a culture of belonging and inclusion, UniFirst also offers English for Speakers of Other Languages (ESOL) courses at various locations across North America. These programs help strengthen communication skills and foster deeper connections among our teams.

Our commitment goes beyond policies and programs though, it's about creating a workplace where people feel like they belong and have the opportunity to grow. Because when our Team Partners succeed, we all succeed.

UniFirst is also continuing its dedication to increasing representation in leadership roles such as corporate directors, corporate and regional vice presidents, and branch and division directors of operations.

**CULTURE & BELONGING GOAL:**

**Increase representation in management roles**



UniFirst Team Partners taking an ESOL course.



**“I truly appreciate the opportunity to take the English classes provided by UniFirst, as it has been incredibly helpful in more ways than one. While learning the language itself is important, I’ve come to realize that the biggest challenge is understanding the differences in thinking styles, culture, and everyday communication. This class has helped me navigate not only the language but also the nuances of daily life and conversations in the U.S., which has been invaluable for my overall growth and adjustment.”**

**RAY RAN** | Team Partner

## MILITARY COMMUNITY

We are proud to employ transitioning military veterans and recognize the unique strength they bring to our company: teamwork, critical thinking, adaptability, and a deep commitment to integrity. These qualities closely align with our company culture and core values, and we are honored to support their transition into civilian careers.

UniFirst partners with military.com to share career opportunities and expand access to meaningful employment. This partnership connects us with millions in the U.S. Armed Forces community who are seeking civilian careers and gives us direct access to a highly skilled talent pool known for leadership, discipline, problem-solving, and teamwork.

We also signed the Military.com Veteran Hiring Pledge, further reinforcing our commitment to actively recruit, hire, and support veterans and military spouses. Through targeted job postings and greater visibility in military-focused content, we are positioning UniFirst as an employer of choice for transitioning service members and their families.

Today, more than 400 of our Team Partners, including many in leadership roles, are protected U.S. military veterans. Their presence strengthens our culture of purpose and resilience.



**“At UniFirst, camaraderie comes naturally – especially when the mission is clear and the team is aligned. Our location thrives on being mission-driven, adapting quickly to new challenges just like in the military.**

**When we onboard a new customer, our Service and Sales teams operate as one unit. We communicate clearly, ensure a smooth handoff, and maintain strong rapport with our customers. No one is left behind.**

**Even though I work in Sales, I know I’m not just selling a product – I’m delivering a service. As a proud Air Force veteran, I continue to live by the values that shaped me: Integrity First, Service Before Self, and Excellence in All We Do.”**

**PETER Y.**

U.S. Air Force Veteran

Sales Representative, President’s Club Achiever

# Company Recognition



Ranked by Newsweek magazine as a provider of

**"America's Best Customer Service"**



Ranked by Forbes as one of

**"America's Best Large Employers"**



Featured on CBS-TV's hit reality show

**"Undercover Boss"**



Ranked by Barron's as one of the

**"100 Most Sustainable U.S. Companies"**



Ranked by Glassdoor as one of the

**"25 Best Companies for Career Opportunities"**



Ranked by Selling Power as one of the

**"60 Best Companies to Sell For"**

# Talent Management and Development

For us, there is no substitute for a knowledgeable team. We believe strongly in the investment of our Team Partners and are dedicated to the development of our workforce, helping them unlock their full potential. Over the course of the past two years, our teams have specifically focused on the following areas:

- ENHANCED LEADERSHIP SKILLS**
- EMPLOYEE GROWTH & RETENTION**
- SUCCESSION PLANNING**
- INNOVATION & ADAPTABILITY**



## TRAINING PROGRAMS

Delegation 101

Delivering Performance Feedback

Different Minds, Shared Success: Embracing Neurodiversity

Enhance Your Emotional Intelligence

Improving Workplace Communication

Introduction to Attention Management

Next Level Leadership

Overview of On-the-Job Training (OJT)

Overview of The Learning Center

Understanding and Building Positive Team Culture

UniFirst Best Practices for Leading a Hybrid Team

Unlock Your Leadership Potential:  
Developing the Skills for Success

Develop Yourself

Lead Across the Organization

## THE LEARNING CENTER

In response to Team Partner feedback; we launched our redesigned “Learning Center” in April 2023. This new digital learning management system expanded access to our on-demand training programs to more than 12,000 courses which are also available in multiple languages. In addition, this new tool allows for self-directed learning pathways allowing those that wish to go above and beyond to do so at their own pace. Since the relaunch, more than 429,000 mandatory trainings have been completed, with another 27,600 self-directed learnings (mostly voluntary) completed.

Through The Learning Center, our Team Partners have attended courses such as “Different Minds, Shared Success: Embracing Neurodiversity,” “Microsoft Teams in 30 Minutes,” and “Understanding and Building a Positive Team Culture.” Favorable Team Partner feedback guides our continued evolution of The Learning Center as we seek to further enable access to meaningful content, convenient and easy access, and flexible scheduling to meet current and future needs.

## MANAGEMENT DEVELOPMENT PROGRAMS

We provide comprehensive leadership development programs designed to equip our leaders with the tools necessary to strengthen their current skills and provide opportunities to learn new skills needed for the future. As part of our refresh, we implemented three new programs and fine-tuned our UniFirst Management Institute (UMI). These programs focus on equipping leaders at all levels with the skills they need to successfully lead our Team Partners to always deliver for our customers. Each tier of training focuses on the specific needs of those leaders. For example, our UMI program is designed to prepare frontline leaders to become Division Directors of Operations with a robust classroom and experiential framework.



Our Team Partners participate in a variety of training to build skills, strengthen bonds, and achieve personal and professional goals.

# Employee Wellness and Benefits

We believe our people are UniFirst’s biggest differentiator and critical to our overall success. As a result, we place an immense value on the holistic welfare of each of our Team Partners through our well-being program, which addresses positive mental health and fosters a thriving workplace environment. To demonstrate our commitment to our Team Partners and their families, we have created our benefits package that supports their financial, emotional, mental, and physical well-being. In doing so, we believe the benefit of attracting new hires and retaining our valued Team Partners as we continue to grow our organization.



## EMPLOYEE BENEFITS

### Standard:

- |   |                                   |
|---|-----------------------------------|
| Health and Prescription Insurance         | Employee Assistance Program (EAP) |
| Dental Insurance                          | Paid Time Off                     |
| Vision Insurance                          | Employee Discounts                |
| Short- and Long-term Disability Insurance | 401(k) with Company-Match         |
| Paid Parental Leave                       | Employee Discounts                |

### Optional:

- |                                 |  |
|---------------------------------|--|
| Employee Life Insurance         | Hospital Indemnity   |
| Spouse and Child Life Insurance | Auto and Homeowner Insurance   |
| Identity Theft Protection       | Tuition Reimbursement  |
| Pet Insurance                   | GED Prep   |
| Legal Insurance                 | English as a Second Language/English for Speakers of Other Languages |
| Accident Insurance              |  |
| Critical Illness                |  |



## HEALTH BENEFITS

As part of our basic health benefits package, we offer our Team Partners multiple options for Medical, Dental, and Vision insurance programs so they can find the best plan for their needs.

**We have implemented a companywide “Work for Wellness” program that promotes on-site events at participating UniFirst locations, offering:**

<b>DENTAL EXAMS &amp; CLEANINGS</b>	<b>BIOMETRIC SCREENINGS</b>	<b>MOBILE MAMMOGRAMS</b>
<b>EYE EXAMS</b>	<b>FLU CLINICS</b>	

In addition to these benefits, we provide prescription coverage, paid life insurance, short-term disability, and more. To encourage preventive care, we provide paid time off to attend annual doctor’s visits.

We offer many optional benefits, such as identity theft protection, accident and critical illness insurance, auto and homeowner insurance, pet insurance, and more. These programs are available to full-time employees within 90 days of hire. Reflecting our commitment to our Team Partners and their families, we also extended coverage to their immediate families and/or partners in compliance with applicable laws and regulations.



**“I had a quick and thorough eye exam, picked out new glasses, and didn’t even have to leave the office. It was a huge time saver!”**

**MICHELLE ANZIVINO**  
Team Partner

## WELLNESS BENEFITS

Our online wellness platform incentivizes our Team Partners and their families to participate in positive, health-related activities such as health risk assessments and biometric screenings. The platform provides access to health coaches, smoking cessation programs, and weight loss support. For parents, we offer parental leave benefits, supporting mothers and fathers during the birth or adoption of a child and allowing them time to adjust and acclimate to their growing family.

Our Employee Assistance Program (EAP) further supports our Team Partners and their households with additional care when needed. For example, each employee can attend five counseling sessions annually through the EAP.



## Wellness Spotlight

Our Owensboro, Kentucky, location opened an on-site clinic for our employees. The clinic allows the more than 500 Team Partners direct access to a range of preventative healthcare services such as annual physicals, wellness screenings, basic lab work and prescriptions. The clinic also provides wellness coaches as part of our comprehensive initiative to increase Team Partners' focus on prevention and wellness.

In addition, the Owensboro campus has a fresh produce market to provide access to fresh fruits and vegetables, and a walking/running track.



**“This is an investment in our Team Partners. Our incentive was to have a healthier and happier workforce who can access health care the way it’s supposed to be—at the preventive level.”**

**KERRY BAILEY**  
Strategic HR Business Partner

## FINANCIAL BENEFITS

At UniFirst, we are committed to supporting our Team Partners through competitive compensation and benefits. Our Company-sponsored 401(k) program with Company match is designed to help our Team Partners live a full and productive life while simultaneously preparing for retirement. In addition to a generous 401(k) match, UniFirst offers an annual Profit Sharing Contribution to align the Company's success with Team Partners' contributions.

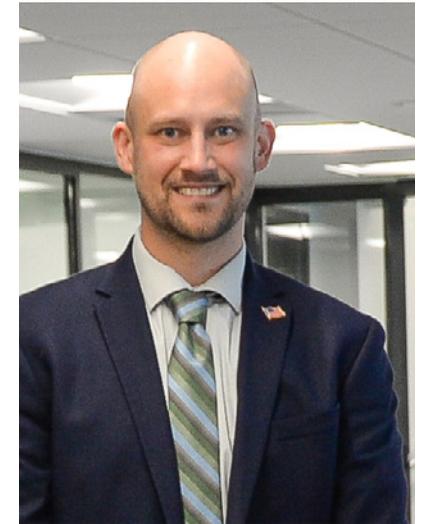
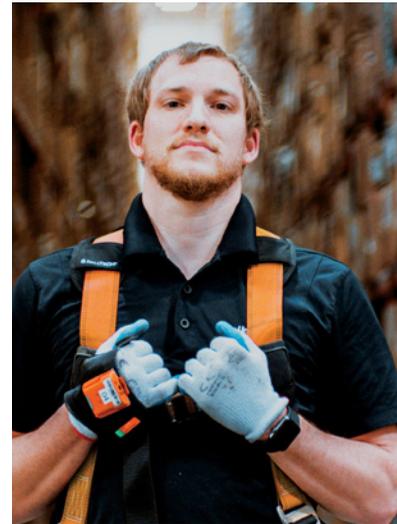
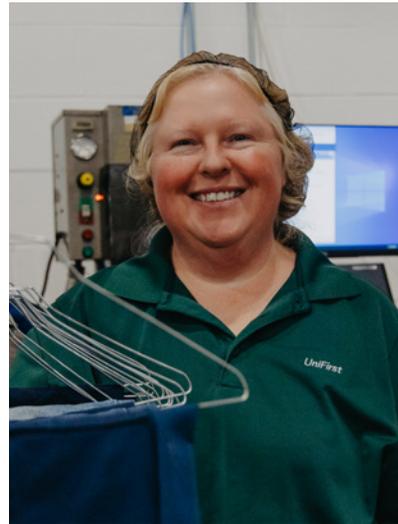
To further assist in financial wellness, we provide access to educational offerings related to financial coaching and planning. As part of our competitive benefits package, we provide paid holidays, vacation days, and sick days, encouraging our Team Partners to take time off throughout the year to rest and reset.

## EMPLOYEE TUITION PROGRAM

We value education and recognize the importance of encouraging tomorrow's leaders. We also acknowledge the financial burden that academic pursuits can place on an individual and their family. In addition to our two established scholarship programs, to help our Team Partners develop their professional skills and expand their educational foundations, we offer tuition reimbursement to support their continued academic pursuits. We are proud that UniFirst has provided several million dollars of educational assistance to our Team Partners across the U.S. and Canada in recent years.

Designed to encourage full-time Team Partners who wish to further their education and progress in their job knowledge, UniFirst provides partial reimbursement for tuition and books upon successful completion of job-related courses in a bachelor's or master's degree program.

In addition, the Company has now expanded its tuition aid to include Team Partners who are pursuing their GEDs. We also offer support for language classes, such as English to Speakers of Other Languages (ESOL).



# Health and Safety

As part of our UniFirst Safety Vision, we are committed to creating, fostering, and consistently promoting safe environments for our Team Partners at work, at home, and at our customers' facilities.



## HEALTH AND SAFETY POLICIES

- |                              |                                    |                                    |
|------------------------------|------------------------------------|------------------------------------|
| Asbestos Program             | Fatigue Management                 | Lead Standard                      |
| Bloodborne Pathogens         | First Aid                          | Lockout/Tagout                     |
| Cadmium Program              | Hazard Communication               | Personal Protective Equipment      |
| Confined Spaces              | Hearing Conservation               | Powered Industrial Trucks          |
| Contractor Compliance Policy | Heat Illness Prevention Plans      | Respiratory Protection             |
| Defensive Driving            | Hot Environment                    | Safety Committee                   |
| EHS Policy                   | Hot Work                           | Training, Posting, & Recordkeeping |
| Emergency Action Plan        | Incident Reporting & Investigation | Walking-Working Surfaces           |
| Fall Protection              | Injury Illness Prevention Plans    | Workplace Violence                 |



UniFirst has frequently been honored for its commitment to excellence in safety.

**In May 2024, the Textile Rental Services Association (TRSA) awarded our 360,000-square-foot Owensboro, KY distribution center the esteemed SafeTRSA Safety Excellence award at the Gold level.**

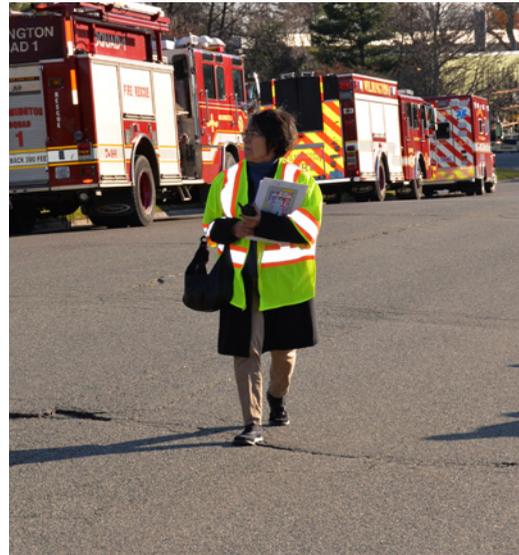
The facility also participates in OSHA's Voluntary Partnership Program (VPP) and has become one of only 20 sites in Kentucky to earn VPP certification. Exemplary safety achievements include establishing an on-site wellness clinic, conducting monthly safety audits, carrying out comprehensive safety reviews for each job function, instituting an emergency response team, and integrating daily safety activities during shift kickoffs, including stretching exercises.

These awards recognize UniFirst's unwavering commitment to promoting and maintaining high safety standards. They further reflect on our comprehensive safety programs, including our training initiatives and risk management strategies. While we are proud of our safety awards and accolades, we know there is always room for improvement.



INTEGRATING  
**Daily Safety Activities**  
DURING SHIFT KICKOFFS

INSTITUTING AN  
**Emergency Response Team**



CONDUCTING  
**Monthly Safety Audits**

SafeTRSA  
**Safety Excellence**  
GOLD LEVEL AWARD WINNER

CARRYING OUT COMPREHENSIVE  
**Safety Reviews**  
BY JOB FUNCTION

ESTABLISHING AN  
**On-Site Wellness Clinic**



**SAFETY LEADERSHIP**

Our Health and Safety program is led by our Corporate Safety team. In early 2024, we began work with Marsh, one of the world’s largest risk and insurance firms, to help us evaluate our safety culture with the aim of further strengthening our commitment to safety.

As a result of this work, we have established two safety goals: zero serious injuries on an annual basis and 100% safety training compliance.

**SAFETY GOALS:**

**Zero serious injuries on an annual basis**



**100% safety training compliance**

To further drive the safety performance at our locations, we have established Safety Committees at each of our facilities, with representatives from various operational functions. These Safety Committees seek to ensure that incidents are reviewed promptly by our locations, share initiatives and direction from Corporate, and participate in ongoing education.

In addition to our Safety Committees, we have Safety Ambassadors who serve as liaisons between our locations and our Corporate Safety team. They educate and mentor our Team Partners on safety matters, and build strong relationships that promote a positive safety culture. They are critical in helping assess key performance indicators and guiding our locations toward a culture of safety as they strive for one of our Annual Safety Awards.

Under our Safety Awards program, our locations are eligible for gold, silver, and bronze level awards that recognize work safety efforts and accomplishments. The Corporate Safety team annually reviews all locations’ performances against established safety criteria. In order to determine which level of awards have been earned. Last year was an impressive year for achievements in safety, with a record number of locations being awarded gold, silver, and bronze safety awards. Our safety initiatives also encourage individual locations to build strong relationships with outside emergency agencies, such as fire departments and public safety departments, through regular drills and community education opportunities.

We also maintain a company safety program entitled “Partners in Safety”. The intent of the program is to engage both management and operational staff in UniFirst’s culture of safety through a quarterly award incentive program focusing on positive reinforcement for exhibiting safe work behaviors and achieving measurable safety goals. Our locations are also encouraged to recognize individuals on the spot when an outstanding safety commitment is displayed by a Team Partner and identified as exemplary behavior for others to follow.

Each of our Team Partners plays a role in their safety and the safety of those around them. Participation in our ongoing safety efforts is critical and we expect our Team Partners to speak up if they encounter any unsafe or potentially unsafe working condition, notifying their managers immediately or, if needed, they can raise concerns anonymously through our third-party EthicsFirst Hotline.



Team Partners at UniFirst's Owensboro, KY location proudly raise the VPP flag.

### FACILITY AUDITS

We regularly conduct and document comprehensive Level 3 safety audits and procedures to help ensure all of our facilities meet or exceed OSHA requirements. Built into these audits is the ability to electronically provide feedback and updates as locations work to correct any potential issues identified by the safety auditor. In addition, UniFirst conducts maintenance and infrared audits. Maintenance audits examine equipment such as boilers, hot water systems, water softeners, air compressors, and heat reclaimers. These audits identify any maintenance or operational issues that

need to be addressed by the plant’s maintenance team to keep the equipment operating efficiently and safely for a long period of time. Infrared audits are also used to identify problems with equipment. Using an infrared camera to photograph equipment, we’re able to identify temperature differences, helping to find things like an electrical circuit breaker that is overheating or a piece of the steam distribution system that is blocked. These audits are crucial in our efforts to identify hotspots that can lead to accidents and rectify issues before anyone’s safety is compromised.

### CRITICAL INCIDENT MANAGEMENT

We have an established Critical Incident Management (CIM) Team with representatives from our Risk, Safety, HR, and Legal teams. In the event of an emergency situation, the CIM Team is responsible for engaging with our local site management and enacting an emergency plan. This process is developed to help ensure appropriate actions are carried out, while further minimizing risks and impacts.



#### Safety Spotlight: OSHA’s Voluntary Partnership Program (VPP)

For the third straight year, our Owensboro, Kentucky, location has been recognized by the Kentucky Education and Labor Cabinet for achieving a significant safety milestone of more than 1,160,000 man-hours worked without a lost time incident. With more than 500 employees at our distribution and fulfillment center, this reflects the time, attention, and effort that our Team Partners and leadership have put into ensuring safety for everyone.

This particular location has been at the forefront of UniFirst’s safety initiatives, including the creation of their on-site wellness center; mandatory safety training for Team Partners; monthly safety audits; comprehensive safety reviews of each job function;

Emergency Response Team trained in emergency response procedures; daily safety topics at shift kickoffs that includes stretching; and participation in OSHA’s Voluntary Partnership Program (VPP).



In addition to receiving the Governor’s Health and Safety Award, Owensboro was one of only 20 sites in the state of Kentucky to have achieved OSHA’s VPP Star certification, a status given to businesses who meet rigorous safety requirements.

### INCIDENT REPORTING

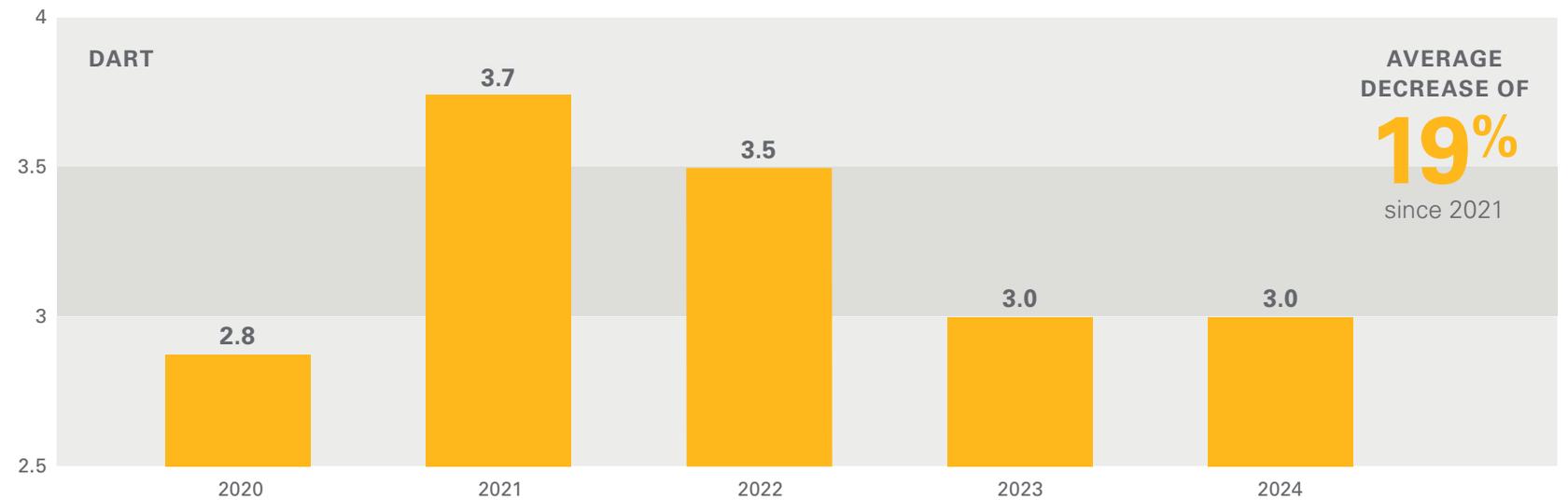
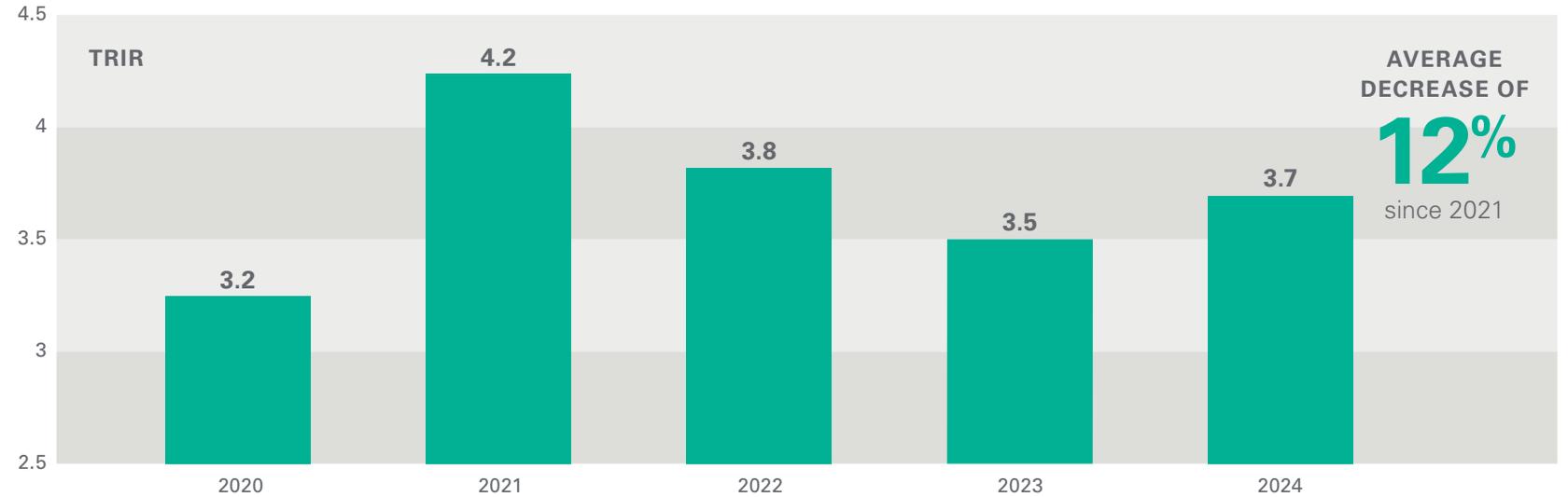
In 2024, we launched Origami, a cloud-based Risk Management and Safety Reporting Platform that modernized how we capture and act on safety data. The platform enables every UniFirst location to report safety-related incidents into a centralized system, providing real-time visibility for our Risk and Safety team. Through integrated root-cause analysis tools and automated tracking, Origami helps ensure that corrective actions are assigned, completed, and measured, reducing the likelihood of repeat incidents and strengthening our overall safety culture.

### SAFETY TRAINING

We seek to continuously train our Team Partners throughout the year so they can readily identify hazards, prevent injuries, and operate in a safe manner. Our training efforts cover a range of topics from general compliance such as “Workplace Hazardous Materials Information System” to more job-specific training such as “Hot Work Certification Training.” At the end of FY24, we achieved a mandatory training rate of 97.3%, representing more than 25,000 hours recorded.

Our Health and Safety program monitors a number of safety-related metrics\* to help inform our safety strategies and initiatives. In 2024, our Total Recordable Incident Rate (TRIR) showed a nominal 5% increase compared to 2023, however overall OSHA recordable cases with days away decreased by 33%, despite a nearly identical incident count and our Days Away, Restricted, or Transfer (DART) rate has also fallen by 2.5%.

\*Data excludes subsidiaries in Canada, Europe, and Latin America.



## DRIVER AND FLEET SAFETY

As we deliver goods and services to more than 300,000 business locations each and every day, our drivers are the face of our organization. They represent us when interacting with our customers and our community at large, therefore they must always be demonstrating our core values and our mission.

Our Fleet Program has a four-prong focus: maintenance, compliance, procurement, and driver safety. Our dedicated Fleet Team strives to ensure that our fleet vehicles are road ready and that our Team Partners are fully trained to manage the day ahead. As part of their training, all of our drivers need to meet specific requirements including passing appropriate background checks and completing a driver certification program that includes customer interaction training, defensive driving, and road tests.

Our drivers are then regularly re-evaluated and undergo annual road tests to ensure they remain in compliance with UniFirst, state, and federal requirements.

In addition to our companywide safety goals, our Fleet Program has implemented specific safety goals. These goals are to meet

**“We’ve been very happy with the service we have from UniFirst. Our delivery driver takes the extra steps to make sure that we are happy and things are running smoothly.”**

**GINNY LAWLESS**, Office Manager, Adams & Fogg Oil Equipment Co.

or exceed all regulatory requirements concerning driver safety and qualifications; to recruit Team Partners who share UniFirst’s values and goals of operating in a safe, legal, and professional manner; and to employ staff members who can provide the highest level of customer service and satisfaction to achieve our goal of earning “Customers for Life.”

We are continuously enhancing our Fleet Safety Program with new technology and improved vehicle designs. Through a partnership with Samsara, we are integrating new telematics and dashcams across our fleet. This technology provides valuable insights into driving habits, helps us identify opportunities for improvement, and allows for proactive coaching. These efforts not only improve safety but also help to define more efficient routes, reducing our time on the road.

The safety of our drivers extends to the vehicles themselves. We equip our trucks with features like skid plates on walkways and sturdy safety rails to prevent slips and falls. Depending on the vehicle, we also include lift gates or built-in ramps with hoists to make loading and unloading safer and easier. Furthermore, our vehicle cockpits are ergonomically designed with driver comfort and safety in mind, creating an environment that supports both productivity and well-being.



**WE REQUIRE ALL OF OUR DRIVERS WHO OPERATE COMPANY VEHICLES TO COMPLETE AN ANNUAL DEFENSIVE DRIVING COURSE.**

# Community

Our founder, Aldo Croatti, deeply believed in supporting the communities we serve, a commitment we continue to uphold today.



# Community Involvement

Reflective of our founder's dedication, our company is built with a service-first mentality as we seek to help one another succeed and believe that every individual has the potential to be a force for good. Our genuine care for one another as individuals translates to our promise to Always Deliver.

## UNIFIRST GIVES

We take a hands-on approach to community engagement, donating our time and resources to local initiatives to enhance education and the welfare of our communities. Through our program, UniFirst Gives, we encourage our 16,000 Team Partners and their families to participate in charitable events throughout the year. Over the years, we have donated hundreds of thousands of clothing items, PPE, monetary donations, and more to help keep our communities safe in times of need. By engaging with our communities, we gain valuable firsthand insights into important issues affecting our customers and Team Partners. This understanding drives us to take thoughtful actions, allowing us to create even more opportunities to support one another and expand our impact at the local level.

We have streamlined and centralized our donation process across the organization to help us remain focused and agile in our engagement activities. This enables us to ensure that our donations and efforts are used appropriately and reflect UniFirst's mission. We continue to partner with local and national programs throughout the year.

UniFirst also maintains an Employee Disaster Relief Program to support Team Partners impacted by crises such as natural disasters. An example of this is Hurricane Ian, which devastated Florida in September 2022. Through the program and an employee donation initiative, UniFirst donated \$20,000 to assist our affected Team Partners who suffered significant home damage and support the local food bank.



**"At UniFirst, we believe in standing together, especially during times of crisis and need."**

**RYAN BEAULIEU**

Division Director of Operations

UniFirst Team  
Partners participating  
in Wreaths Across  
America.

**Other initiatives that took place at the local level are:**

In December 2022, through Beantown Blankets, UniFirst donated over 2,000 blankets to the Lazarus House and Rosie's Place shelters.

During the tragic shooting in Lewiston, Maine, on October 25, 2023, our Portland, ME, location stood together in support of the community, donating \$5,000 to the victims' families and working alongside local businesses and organizations to heal and honor the memories of those lost.

In Charleston, South Carolina, our local Team Partners have partnered with the Vocational Rehabilitation Department of South Carolina for over ten years. Their mission is to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. UniFirst partners with Vocational Rehab by utilizing their services in our hanger reuse program. UniFirst will send hangers collected from current customers, and Vocational Rehab employees will straighten the hangers and place them on racks for reuse within our production facility.



**ORGANIZATIONS UNIFIRST HAS SUPPORTED**

American Cancer Society

The American Lung Association

Boys & Girls Clubs of America

The College Success Foundation

Habitat for Humanity

Make-A-Wish

March of Dimes

The Red Cross

Ronald McDonald House

Salvation Army

Special Olympics

St. Jude Children's Research Hospital

United Way

Wreaths Across America

YMCA/YWCA



UniFirst Team Partner's donating blankets to the Lazarus House shelter.

## PHILANTHROPY

In addition to the organizations we support across our company, we have dedicated time and resources to supporting four key philanthropic programs: Ronald D. Croatti Memorial Golf Tournament, Scholarship funds, National Guard Relief Foundation, and The Sunflower Initiative. Each of these programs gives back to the community by fundraising and/or raising awareness of events near and dear to our Team Partners' hearts.

### RONALD D. CROATTI MEMORIAL GOLF TOURNAMENT

We host the annual Ronald D. Croatti Memorial Golf Tournament in honor of our late Chairman, CEO, and President. He loved golf and started the annual company tournament to strengthen customer and partner relationships. After his passing, the tournament transformed into a charitable event to honor his legacy and give back to the New England community. In 2023, the tournament raised more than \$25,000. In 2024 we doubled the funds raised. Since the start of this annual event, we have raised more than \$200,000 for local charities such as One Mission; Buzz Off for Kids with Cancer; Operation Care for Troops; Two Kidneys, One Heart; The Greater Boston Food Bank; and more.

**The Ronald D. Croatti  
Memorial Golf  
Tournament has raised**  
**\$200,000+**  
**SINCE INCEPTION**



Golfers take the green at the Ronald D. Croatti Memorial Golf Tournament.



### SCHOLARSHIP FUNDS

The Croatti Family and UniFirst remain committed to supporting the educational goals of its Team Partners and their families, having created two distinct scholarship programs: The Aldo Croatti Scholarship for children and grandchildren of current Team Partners, and the Ronald D. Croatti Scholarship for UniFirst Team Partners pursuing degree programs. Since the inception of the UniFirst scholarships (beginning with the Aldo scholarship in 2004 and the Ronald D. Croatti Scholarship in 2015), the Company has awarded close to \$1,000,000 in financial support to deserving students and employees, underscoring our company’s commitment to education and professional growth.

#### The Aldo Croatti Scholarship

Awarded annually to the children and grandchildren of company Team Partners. This UniFirst scholarship honors the legacy of UniFirst’s founder, Aldo Croatti. Since 2004, this scholarship program has granted more than \$470,000 to support students in their academic endeavors.

#### The Ronald D. Croatti Scholarship

Provides financial support to full-time UniFirst Team Partners. This UniFirst scholarship honors Aldo’s son, Ron, who led the Company from 1991 until his passing in 2017. The program assists those pursuing full- or part-time undergraduate or graduate studies at accredited colleges or vocational/ technical schools for an entire academic year. Since 2015, UniFirst has given more than \$310,000 to support the educational aspirations of its employees.

The Aldo Croatti  
Scholarship has granted  
**\$470,000+**  
SINCE 2004

The Ronald D. Croatti  
Scholarship has granted  
**\$310,000+**  
SINCE 2015

**“By investing in the education and development of our UniFirst Team Partners and their families, we are also investing in the future of our company. Both Aldo and Ron Croatti were big proponents of supporting our employees’ educational aspirations. The UniFirst scholarship program continues its legacy by nurturing the potential within our UniFirst family.”**

**STEVEN SINTROS**  
UniFirst President and CEO



Aldo Croatti  
Scholarship Winners.

### NATIONAL GUARD RELIEF FOUNDATION

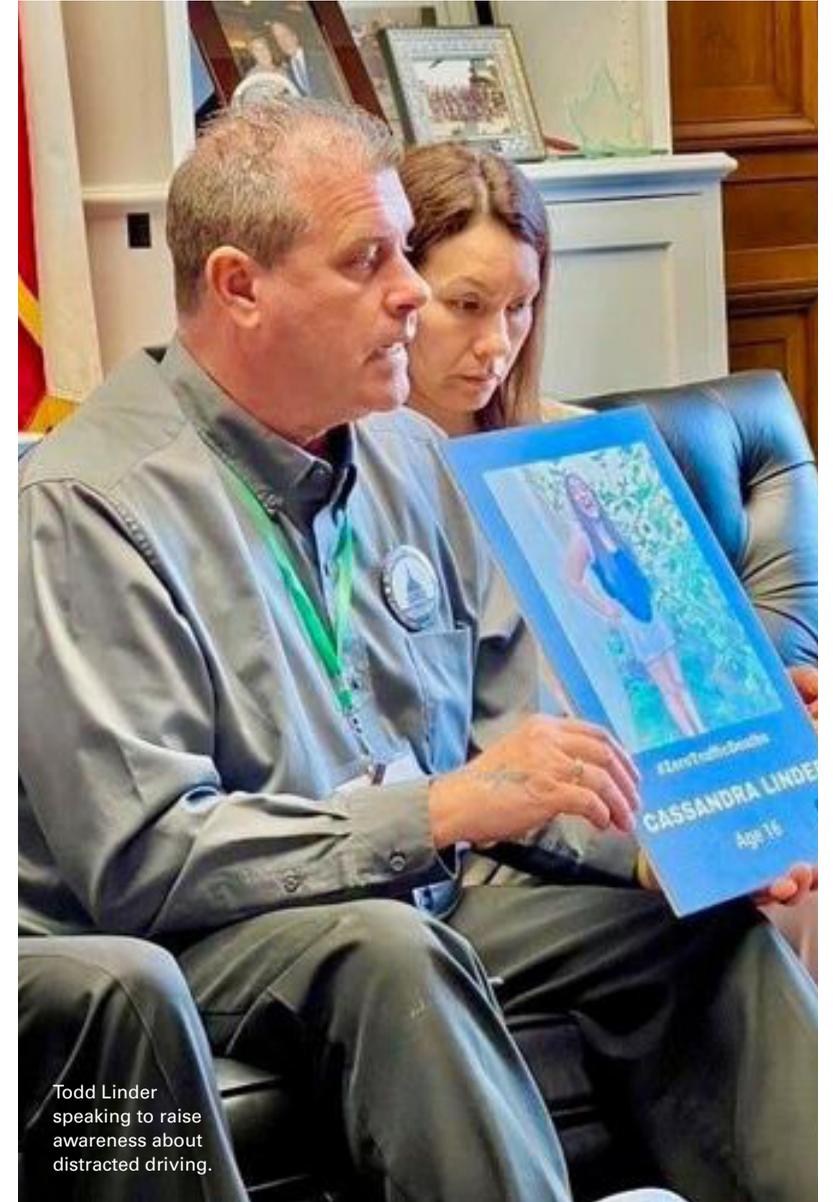
UniFirst partners with the Chase Elliott Foundation to support the National Guard Foundation. Last year, UniFirst donated \$10,000 to the National Guard Relief Foundation. This donation matches the funds raised during a charity auction organized by the Chase Elliott Foundation. Proceeds are dedicated to the National Guard Relief Foundation, a charitable organization that provides financial assistance and support to National Guard members and their families in times of need. The foundation's mission is to ensure that those who serve our nation have access to the resources they require during difficult times, whether due to deployment, natural disasters, or personal hardships.



NASCAR driver, Chase Elliott.

### THE SUNFLOWER INITIATIVE

With hundreds of vehicles on the road each day, UniFirst takes distracted driving seriously for both our own people and those on the road around us. We also recognize that the impact of dangerous driving can have lasting consequences on families and communities. Tragically, one of our own Team Partners, Todd Linder, lost his 16-year-old daughter, Cassy, to a distracted driver in 2023. Todd recently launched the Sunflower Initiative, a nod to her love of sunflowers, to raise awareness about the dangers of distracted driving. UniFirst is privileged to support Todd as he honors his daughter's legacy through advocacy and awareness.



Todd Linder speaking to raise awareness about distracted driving.

# Stewardship

Our leadership team's guidance enables us to successfully support the variety of industries we serve daily.



# Leadership

Our leadership team is comprised of experienced business executives who collectively have deep subject matter expertise in uniforms and facility services, operations, manufacturing, supply chain, technology, finance, sales and marketing, and legal and human resources.

## BOARD OF DIRECTORS

At UniFirst, we are guided by our seven-member Board of Directors who oversee our Company's affairs. The Board has four distinct Committees, each tasked with supporting various aspects of UniFirst. The Nominating and Corporate Governance Committee is responsible for identifying and recommending qualified individuals to serve as Board members and oversight of the corporate governance guidelines. The Compensation Committee is tasked with evaluating the performance of Company executives on an annual basis. The Audit Committee is responsible for overseeing the Company's financial statements, reporting processes, and internal controls and procedures. Finally, our Board Impact Committee works together with our Working Committee and is responsible for oversight of our strategies, initiatives, and policies, including our approach to risk assessment and management.



UniFirst Board of Directors: (left to right, front row) Cynthia Croatti, Michael Iandoli, Cecilia McKenney, (back row) Ray Zemlin, Steven Sintros, Sergio Pupkin, Joseph Nowicki

During the Annual Shareholder Meeting, shareholders vote on candidates to serve for a three-year term. During the Board nominee selection process, the Committee considers the experience and qualifications necessary to best serve the interests of our organization. The Committee also considers candidates who have a background that complements the existing Board members, providing different perspectives and freshness of views.

At the close of our fiscal year, our Board consisted of two women and five men. Five of the Directors were classified as being independent in accordance with the New York Stock Exchange (NYSE). The two non-independent Directors include our current CEO and a former Executive Vice President, who also serves as a special consultant and advisor to the CEO. No Director represents the interest of any particular constituency, other than our stockholders as a collective.

### BOARD OF DIRECTORS BY\*...



\*As of FY24.

### BOARD STRUCTURE



## EXECUTIVE LEADERSHIP

The UniFirst Executive Leadership Team is responsible for managing the Company, including the Company's strategic direction and works closely with both the Board of Directors and senior leaders across our organization. Comprised of our President and Chief Executive Officer, Chief Financial Officer (CFO), Chief Operating Officer (COO), and three Executive Vice Presidents, our UniFirst Executive Leadership Team seeks to ensure that the strategy is effectively communicated and implemented across all aspects of our organization. They continue to identify ways to improve our customer commitment, focus on quality, and strengthen our relationships with Team Partners, customers, and communities.



**STEVEN SINTROS**  
President and CEO



**SHANE O'CONNOR**  
Executive Vice President  
and CFO



**KELLY ROONEY**  
Executive Vice President  
and COO



**DAVID DIFILIPPO**  
Executive Vice President,  
Operations



**BILL ROSS**  
Executive Vice President,  
Operations



**DAVID KATZ**  
Executive Vice President,  
Sales and Marketing

# Responsible Business and Ethics

Our commitment to responsible business practices is deeply rooted in our company identity and is embodied within our core leadership principle of “Acting with Integrity.” This principle has been a cornerstone of our culture, guiding and shaping a legacy of integrity, accountability, and responsible conduct by each individual Team Partner.

Our Statement of Corporate Policy and Code of Business Conduct and Ethics (the “Code of Conduct”) serves as the foundation of our ethical framework. The Code of Conduct, which is publicly available on our website, defines the expectation for all our Team Partners, to comply with the law and to conduct the Company’s business in keeping with high moral, legal and ethical standards. We intend to continue to conduct our business with integrity in relation to our customers, suppliers, competitors, and all others with whom we deal, including our Team Partners.

Topics covered by the Code of Conduct include policies related to environmental laws and regulations, antitrust, fair dealing, conflicts of interest, political contributions, improper payments, giving or receiving of gifts, accuracy of records, insider trading, fair

dealing, and the proper use of company assets. We uphold rigorous standards and have established standalone policies with the aim to ensure that our actions are consistent and reflective of our core values and commitment to ethical excellence. By integrating ethical business practices into our operations, UniFirst not only fulfills its legal and regulatory obligations but also reinforces its commitment to corporate responsibility and sustainability.

Each year, all our Team Partners in North America are responsible for certifying they have read and agree to abide by the Code. The Code is available in English, Spanish, and French. Failure to comply with the Code may result in disciplinary action including up to employment termination.

## **Internal controls for ethical business practices**

As part of our commitment to the principles set out in the Code of Conduct, we have designed and implemented proactive measures to help prevent corruption and bribery. Those measures involve rigorous internal controls and a stringent policy regarding unethical financial practices.

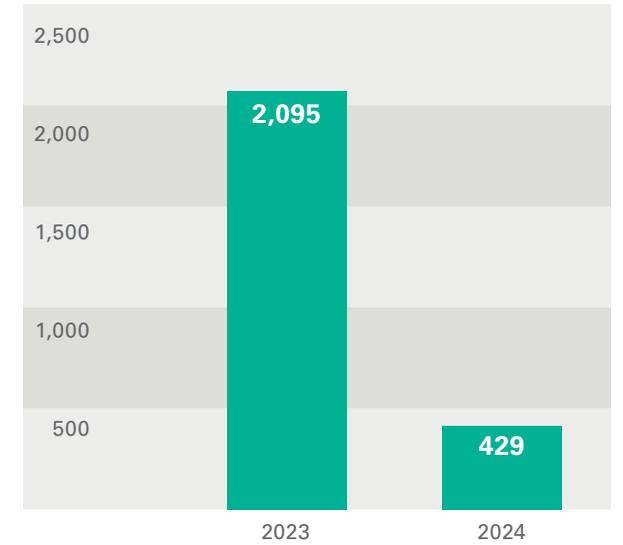


## REPORTING A CONCERN

If any Team Partner or other stakeholder believes a violation of the law, the Code of Conduct, or any company policy or procedures has, or may, occur we encourage them to promptly report the matter. Our EthicsFirst Helpline is a telephone and web based anonymous incident reporting system managed through a third party. The EthicsFirst Helpline is available in all of the countries in which we operate and is open to Team Partners, customers, suppliers, and other external stakeholders to raise concerns related to any issues, observed or suspected. As part of

our Speak Up Policy, Team Partners may also take their concerns or suggestions to any supervisor or manager within the Company, even if it means going to another department. Alternatively, they have the option to contact the internal audit, human resources or legal departments directly, or report their concern through the EthicsFirst Helpline. We make all efforts to maintain anonymity through the investigation process. Matters reported through the EthicsFirst Helpline are reviewed and investigated by the internal audit and human resources departments,

together with the legal team where appropriate. Escalation and resolution processes differ depending on the type of issue raised. Any concerns and complaints related to accounting or auditing are also reported to the Audit Committee of the Board through our Audit Committee Complaint Procedure. We have a strict Anti-Retaliation Policy that prohibits retaliation for good faith reporting of misconduct or for participating in an investigation, hearing, or other related activities; any person who participates in retaliation is subject to disciplinary action.



## HUMAN RIGHTS

Our approach to labor practices is rooted in our deep respect for human rights and the dignity of every unique individual. We prioritize creating a safe, healthy, and supportive environment for our Team Partners as well as our customers, suppliers, and community at-large. As such, we have established comprehensive policies, procedures, and protocols to address and prevent labor and human rights concerns across our operations. Furthermore, we have stringent policies in place to prevent child labor, forced labor, and human trafficking. We seek to ensure that our workplace not only complies with regulatory standards and contractual obligations of our customers but exceeds them where possible.

We also remain dedicated to providing safe and equitable working conditions for our Team Partners, suppliers, visitors, customers, and community. As we address these matters across our organization, we expect the same from not only our suppliers but also our customers and community partners. We remain diligent in our business practices, monitoring applicable federal, state, and local requirements for compliance.

We are guided by the principles set forth in our Corporate Human Rights Policy which was updated in 2024. This policy demonstrates our ongoing commitment to respecting human rights within our own operations and throughout the value chain. Our commitment to human rights is based on the United Nations Guiding Principles on Business and Human Rights (UNGPs), which recognize the distinct human rights responsibilities of states and businesses. This commitment includes internationally recognized human rights as defined by the International Bill of Human Rights and the International Labour Organization’s (ILO) Declaration on Fundamental Principles and Rights at Work. We conduct regular assessments seek to ensure our practices align with our values and legal requirements.

### MINIMUM AGE REQUIREMENTS

To help combat the risk of child labor within our operations, we have introduced a Minimum Age Requirements Policy. This policy provides guidance for certain roles for individuals who seek employment, internship, or co-op positions but are not yet over the age of 21. Under no circumstance do we employ individuals under the age of 18. We hold our hiring managers responsible for verifying the ages of our employees according to applicable policies, laws, and regulations.

### EQUAL OPPORTUNITY POLICY

Our Equal Opportunity Policy confirms that UniFirst provides equal opportunity for all employees and applicants for employment without prejudice in regard to sex, race, color, religion, national origin, veteran status, marital status, political beliefs, physical or mental disabilities, or age. We hire based upon the individual’s abilities and qualifications to perform the essential functions of the job.



### ANTI-HARASSMENT POLICY

A safe and civil environment is necessary for UniFirst and its Team Partners to operate safely and successfully. We are committed to achieving a workplace free from bullying and harassment, including harassment based on any categories protected by law such as sex, gender, race, religion, age, veteran status, citizenship status, or disability. Anyone who intends to make a Team Partner feel threatened, humiliated, or intimidated is subject to disciplinary actions. This Policy extends to all our Team Partners, as well as our customers, applicants, suppliers, visitors or anyone else that our Team Partners may interact with within the workplace setting or during work-related events.

### OPEN DOOR POLICY

UniFirst continues to recognize the importance and value of our Team Partners' voices. We have an established "Open Door" policy that provides our Team Partners with the ability to share their suggestions, ask questions, or raise concerns without fear of reprimand. To reinforce this expectation, our Corporate executives, including our President and CEO, routinely make visits to each of our company locations, giving the opportunity for Team Partners to engage with them directly. Our locations also regularly host a Lunch with the Leader program to provide an informal opportunity for our Team Partners to engage with open and candid conversations with location management. We believe this employee engagement and interaction with our leadership team promotes our culture of caring for one another as we seek to serve others.

### ENGAGING OUR STAKEHOLDERS

We engage transparently and collaboratively with our stakeholders to help ensure the effectiveness of our human rights program. Our Code of Conduct outlines the requirements for all our Team Partners within the Company. Our Vendor Code of Conduct, which has been updated in 2024, defines our compliance expectations for our vendors and their subcontractors to support our commitment to compliance with the law. Active engagement and feedback from our partners supports our desire to continually improve our approach.

**If, at any time, a stakeholder has an ethical or human rights concern, they have the option to contact our EthicsFirst Hotline and can submit a report anonymously, if desired.**

## RISK MANAGEMENT

At the highest level, the Board of Directors oversees our company's risk assessment and management processes. The UniFirst Executive Leadership Team helps identify and assess potential risks to the Company, seeking to ensure that business continuity plans are in place including critical risk mitigation efforts. The Executive Leadership Team reports to the Board on a quarterly cadence.



## CYBERSECURITY AND DATA PRIVACY

UniFirst is subject to a number of laws and regulations in the U.S. and internationally that are dedicated to the protection of information of our customers, Team Partners, and other third parties. To help ensure we are compliant, we take a proactive approach to cybersecurity and data privacy by monitoring, scanning, and prioritizing threat intelligence and providing tailored outreach support to our teams. **UniFirst targets zero IT security data breaches.**

We regularly assess our information technology and cybersecurity programs through penetration testing, or “pen tests.” During our annual pen test engagements, we combine Traditional Pen Testing with On Demand/Continuous Pen Testing. This approach of human- and AI-driven Pen Testing provides greater visibility into our environment, allowing us the opportunity to identify and mitigate a wider range of risks that would otherwise not be possible with traditional pen testing alone.

We have also implemented what we believe are industry best practices, including the adoption of the Center for Internet (CIS) 18 Critical Security Controls Framework, seeking to ensure the confidentiality, integrity, and availability to

protect our information technology infrastructure and customers’ data. The following controls represent a partial list of strategic, technical, and administrative measures taken with the aim of reducing overall risk to the organization and our customers, with additional tools being evaluated for potential implementation in the near future:

### MULTIFACTOR AUTHENTICATION

<b>ENDPOINT DETECTION &amp; RESPONSE</b>	<b>SECURITY INCIDENT &amp; EVENT MANAGEMENT</b>
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### 24/7 MONITORING, TRIAGE, & SUPPORT WITH OUR TRUSTED CYBERSECURITY PARTNER

To further combat the risks associated with cybersecurity, and as outlined by our internal Data Privacy and Cybersecurity Policy, we train our employees and conduct routine campaigns to ensure they remain diligent. For example, we leverage The Learning Center to complete mandatory Cybersecurity Awareness training. We also conduct phishing campaigns, generally averaging one phishing campaign every five weeks. During these campaigns, we deploy regular phishing simulations and corrective action trainings. As a result, we have reduced our Team

Partner click rate over 50% in the 12-month period. In our final campaign of the year, our click rate was reduced to just 5%, demonstrating that our Team Partners are becoming more aware of potential risks. We believe this remains an

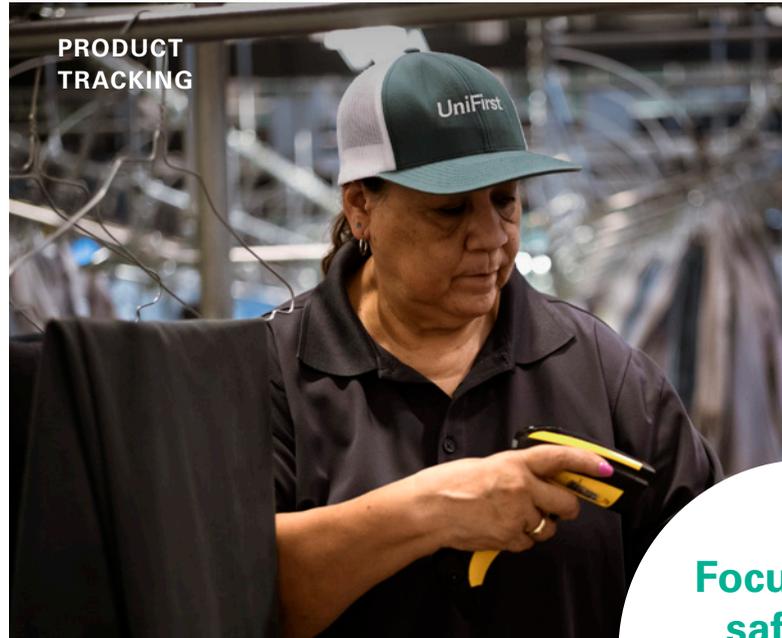
important aspect of a successful cybersecurity program. In 2023 and 2024, we had zero reported data breaches, but we know we must continue to remain vigilant in our efforts to combat cybersecurity threats.



## PRODUCT SAFETY AND QUALITY

At UniFirst, we are committed to quality of products and quality of service – it is who we are and is embedded in our core values. We understand that we support a wide range of industries that rely on us to provide uniforms that meet stringent health and safety standards, are durable enough to withstand some of the toughest and roughest industries, and help minimize certain hazardous situations by offering flame resistance and other protective features.

Likewise, our floor mats may help reduce slip and fall risks, our first aid kits may assist in minimizing blood borne pathogens, and our safety trainings such as CPR help save lives. If our products and services fail to deliver, the consequences can be catastrophic. Therefore, each year our Team Partners seek to ensure more than eight billion points-of-quality inspections are completed on our uniforms.



Focused on safe and high-quality products



**“It’s been a top-notch experience.** Everything is better with UniFirst: the prices, the customer service, and the quality of the uniforms.”

**DOUG**, Plant Superintendent, Pollution Control Products Co.

**TRSA (TEXTILE RENTAL SERVICES ASSOCIATION)  
HYGIENICALLY CLEAN FOOD SAFETY (HCFS) CERTIFIED**

We provide uniforms and services to facilities that maintain a variety of standards and certifications from Hazard Analysis and Critical Control Points (HACCP) and Global Food Safety Initiative (GFSI) certifications to cleanrooms in laboratories.

To support our customers' needs for ensuring food safety and minimizing cross-contamination, we have had our uniform and textile laundering plants Hygienically Clean Food Safety (HCFS) Certified by the TRSA. UniFirst currently has 68 plants certified, demonstrating our commitment to best management practices (BMPs) as verified by inspections and independent microbial lab testing. Our dedication to compliance and processing uniforms and textiles using BMPs is governed by strict quality assurance (QA) documentation, and is the focus of stringent inspection and evaluation of critical control points to help minimize risk.



Hygienically Clean Food Safety recognizes cleanliness standards for laundering garments and other textile products in food manufacturing.

**68 UNIFIRST FACILITIES  
TRSA HYGIENICALLY CLEAN FOOD SAFETY (HCFS) CERTIFIED**



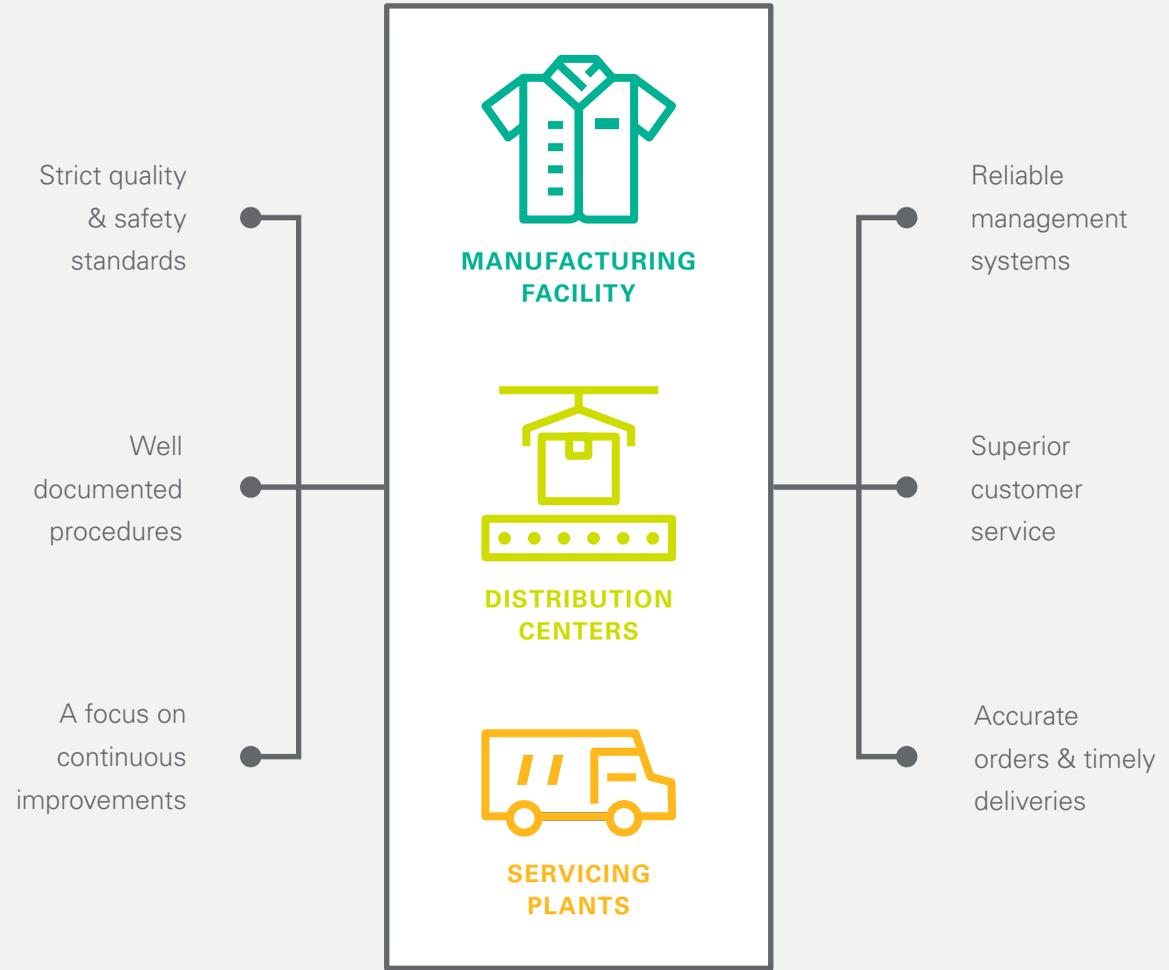
**ISO 9001 CERTIFICATION**

From industrial uniforms, career wear and image apparel, to highly specialized protective clothing, casual wear and floorcare products, UniFirst-made products stand for quality and offer a commitment to providing maximum comfort, durability, and safety. Our customers rely on receiving consistent, best-in-class goods and services from UniFirst; it is who we are.

To reinforce our promise of quality to our customers, we have committed to having each of our 90+ customer-servicing plants obtain International Organization for Standardization (ISO) 9001 certification for their quality management systems (QMS). Currently, more than 80 plants are ISO 9001-certified. Additionally, 2 of our 3 company-owned manufacturing facilities also operate within the ISO 9001 certifications, including our ISO 9001-certified distribution center. These certifications are earned and maintained by following in-depth quality and conformance protocols, and they are audited by a third-party certifying authority.

**OUR GARMENTS ARE MADE IN ISO 9001-CERTIFIED FACILITIES, ENSURING HIGH QUALITY UNIFORMS.**

**THE MOST ISO 9001 CERTIFICATIONS IN THE INDUSTRY**



# Responsible Sourcing

We recognize that not only do our Team Partners play a pivotal role in our success, but so too do our suppliers. While we do not have a large upstream pool of suppliers, we initiated a multiyear enterprise resource planning (ERP) system which has placed a strong emphasis on supply chain and procurement automation and technology.

## SUPPLIER MANAGEMENT

In 2024, we manufactured approximately 65% of our garments that we placed in service. We routinely acquire the raw materials from a limited number of suppliers who meet or exceed our supplier expectations. Furthermore, as we continue to develop and roll out the ERP system, we believe that this will enable us to lower operating costs and enhance our customer experience through improved inventory utilization and vendor management, improving response times for our customer’s orders, and leading to lower down times.

## SUPPLY CHAIN MAPPING

UniFirst began working with a third party to conduct an initial mapping of our supply chain. The purpose is to establish a set of questions covering a mix of management systems and procedural implementation topics focused on the most essential impact topics, including social concerns, health and safety, environment, climate change, business ethics, and responsible sourcing. The feedback will enable us to get a better understanding of our supply chain footprint moving forward. Depending on the results and risks uncovered, we may also consider expanding to further upstream suppliers. The supply chain data generated is anticipated to provide us with a macro view of strategic key performance indicators, which will be shared with our Executive Leadership Team as well as our operational teams.



Evans Agyemang  
Head of Supply Planning

For our active participation and support of TRSA’s initiatives and our commitment to the textile services industry, UniFirst was presented with the TRSA Leadership Award. This award highlights UniFirst’s role as a trusted partner and its contributions to the growth and advancement of the industry.

**“These recognitions are a testament to the hard work, dedication, and innovative spirit of our entire team. We remain committed to upholding the highest standards of safety, actively contributing to the advancement of our industry, and effectively sharing content that is meaningful to our customers.”**

**STEVEN SINTROS**  
UniFirst President and CEO

### VENDOR CODE OF CONDUCT

In addition to our Code of Conduct, we expect our vendors and suppliers to support our commitments to compliance with all applicable laws and regulations, and to implement a similar policy for their own value chains. The Vendor Code of Conduct is designed to reinforce our commitment to responsible and ethical business practices, including preventing insider trading, bribery and corruption, and more.

### PRODUCT QUALITY ASSURANCE

At UniFirst's Owensboro Distribution and Fulfillment Center, we have a strong focus on producing high-quality products for both our internal and external customers. To do this, we use various methods with the aim of consistently analyzing the quality of our products. We track several key performance indicators (KPIs) every day, week, month, and year. Based on these metrics, we take necessary actions to meet our service level agreements (SLAs).

We also compare the quality results from one fiscal year to the next. This ongoing analysis helps us support our company goals related to quality and exceptional customer service.

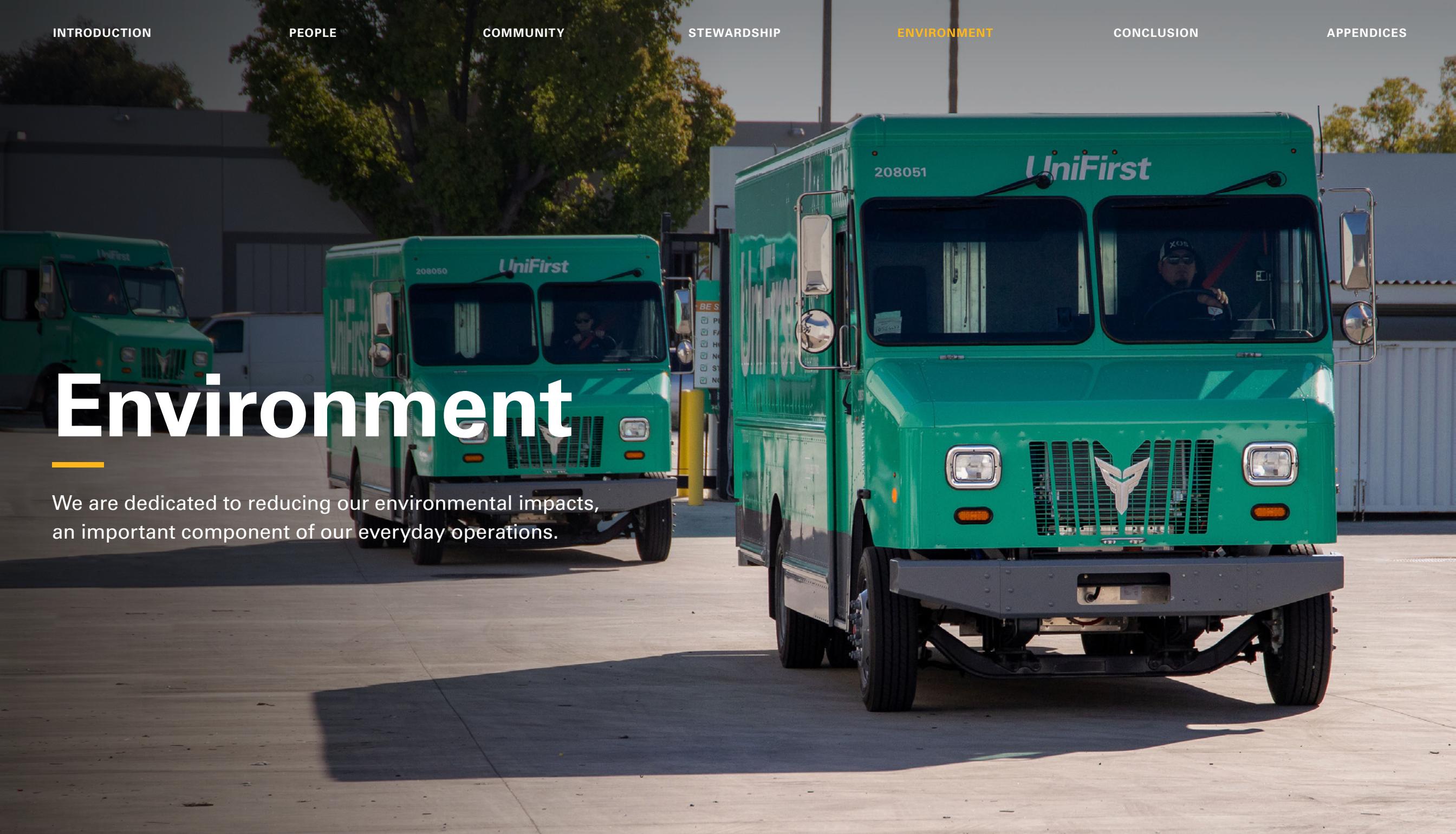
### SUPPLIER DIVERSIFICATION

Despite our relatively small supply chain, we proactively work with a variety of suppliers including small and mid-sized businesses. We also encourage our vendors to seek federal-level certification, offering guidance and support throughout the process. We also track and review our supplier base, providing pathways to new partnership opportunities and continued growth for our vendors.



# Environment

We are dedicated to reducing our environmental impacts, an important component of our everyday operations.



# Environmental Compliance

Environmental compliance, is part of our everyday business operations and is embedded in our ethical business practices such as our Code of Conduct and our safety and environmental policies.

Environmental compliance is managed, in part, by our Corporate Environmental Department. Ultimately each of our Team Partners is accountable for understanding their responsibilities, seeking to ensure that they are conducting themselves in a manner that is compliant with our Company's Corporate Environmental Policy as well as all applicable laws and regulations.

## CORPORATE ENVIRONMENTAL POLICY

This policy informs our approach to creating meaningful benefits for our customers and the communities we serve. We strive to improve our environmental performance through responsible resource use and conservation, pollution prevention, and by waste reduction. Our efforts extend to fleet efficiency, energy consumption, greenhouse gas emissions and climate change, air pollution, water, biodiversity, customer health and safety, materials and waste, and sustainable consumption.



# Environmental Management

As a uniform rental service provider, the very nature of our business strives to support the circular economy by extending the life of the textiles we launder. We also understand that we have an important role to play when it comes to environmental management, especially as it relates to our own energy, emissions, waste, and water use as we repair, clean, and recycle these materials along the way. We have implemented policies and procedures to further guide us as UniFirst continuously seek ways in which we can lower our environmental impacts.

For example, all five of our CLEAN laundering facilities are ISO 14001-certified. This certification ensures that we adhere to effective sustainability practices, minimizing environmental impact and enhancing operational efficiency. For our customers, this means partnering with a company that prioritizes eco-friendly operations, contributing to a healthier world while delivering reliable and responsible services. We are focusing our efforts on improving energy and resource efficiency, introducing new technologies, and innovating new and more sustainable detergents. We are also sourcing environmentally preferable materials that are biodegradable or made from renewable sources and we are computerizing our textile-cutting systems to reduce waste generation, installing energy efficient equipment such as heat reclamation, and optimizing our fleet routes and expanding our use of electric vehicles.

We are also partnering with like-minded organizations like the TRSA and the Laundry Environment Stewardship Program (“LaundryESP”). Since 1997, we have been a proud charter member of this organization which focuses on pollution prevention and resource conservation programs. Through programs like TRSA and LaundryESP, we are better able to understand industry best practices and looking to identify ways to build a stronger, safer, and more environmentally responsible industry.

At UniFirst, as we continue to pursue environmental improvements across our organization, we are introducing two new goals. These goals are to decrease overall energy intensity\* 20% by 2030 from a 2022 base year, and increase the amount of waste diverted from landfills, companywide.

**ENVIRONMENTAL GOALS:**

- Decrease overall energy intensity 20% by 2030**
- Increase the amount of waste diverted from landfills, companywide**



UP TO

## 40%

of process water is recycled in our Ontario, CA location

REDUCED OVER

## 19,000

pounds of CO2e with electric vehicle use

A DECREASE OF

## 11%

in overall energy intensity from baseline year to 2024

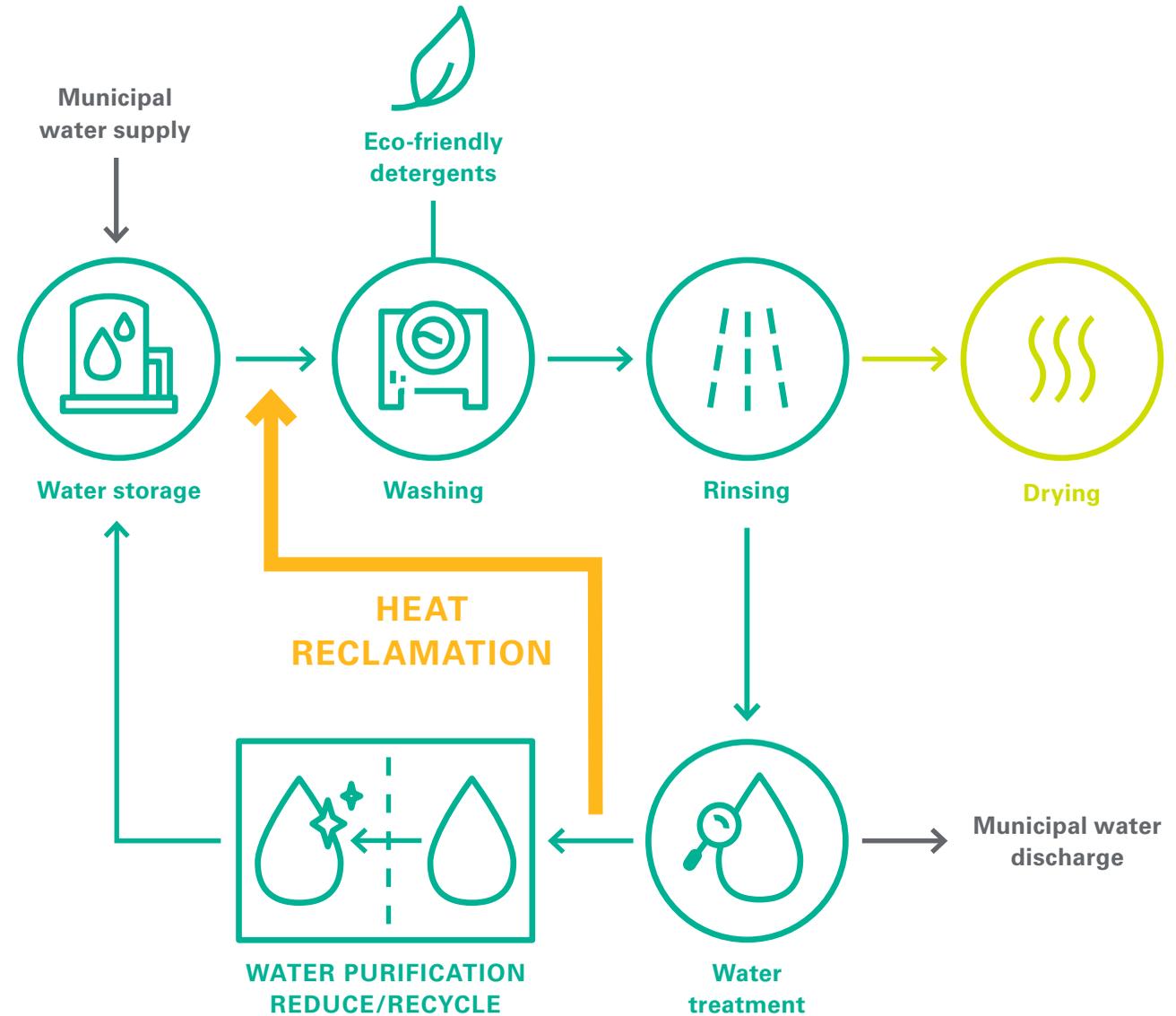
\*Energy intensity is gigajoules per unit of economic output in millions of dollars (GJ/\$M).

## INNOVATION AND TECHNOLOGY

We remain committed to innovative solutions when it comes to our product and service offerings, knowing that these will lead to greater benefits for our customers, our Team Partners, our communities, and the Company. In 2023, we invested more than \$3.6M in research and development efforts. We are incorporating the latest technologies and innovative software solutions where applicable, and we are redesigning or re-engineering others to better meet our business needs and the needs of our customers.

We have also recently partnered with Redaptive Energy to provide LED lighting upgrades to targeted facilities, leading to cost savings, improved workspace lighting, and energy efficiency improvements. It is estimated that the improvements will save UniFirst \$552,000 per year in energy costs and will potentially reduce our annual GHG emissions by more than 1,400 metric tons.

To further help us lower our energy demands and to maximize our water use efficiencies, we have implemented heat reclamation units at 95% of our laundry locations. Heat reclaiming systems transfer fluid heat between hot wastewater and cold, incoming water. In doing so, they can reduce energy consumption. In addition to using reclaimed hot water, we can reuse and recycle water in certain facilities for specific wash formulas. For example, we reuse non-filtered wash water for mats and wipers. This process enables us to reuse up to 15% of the water, based on normal industry product mixes. We are also able to use ultra-filtration systems, filtering particles down to 0.02 micron. This process allows UniFirst to recycle up to 40% of the process water.



\*Illustration of the process in general, the practices may vary between laundries.

## STATE-OF-THE-ART EQUIPMENT

UniFirst runs an ongoing program to replace all industrial washers located in our laundry facilities that have reached 20 years of age or equivalent use. However, our used equipment is not merely deposited in the nearest landfill. UniFirst works with the equipment manufacturers, sending the older equipment back to be rebuilt as near new or to have the steel and other materials recycled, greatly reducing waste, and offering new life to old materials. As the washers are removed, they are replaced with units that contain high-efficiency motors, allowing for far less heat loss and greater efficiency.

In addition, all garment presses are on a similar 20-year schedule for replacement. We strive for maximum efficiency as it relates to our industrial dryers. Employing coaxial ducts, a “duct within a duct,” hot moisture-laden dryer exhaust air is carried out of the plant through a center duct to the lint filter while the surrounding outer duct carries fresh outside make-up air directly to the dryer. As a result of this process, dryer energy consumption can be reduced by 5–10% leading to shorter cycle times, which further improves our energy efficiencies. In addition to the energy efficiencies gained by the duct work, nearly all UniFirst processing facilities employ wastewater heat reclaimers, which recover heat from wastewater, transferring it to incoming clean, fresh water destined for tempered or hot water systems.



Wash aisle at  
UniFirst's Syracuse,  
New York location.

## Enhancing Laundry Efficiency Spotlight

Heat Reclaimers are pivotal in optimizing the sustainability and efficiency of the laundry process by capturing and reusing heat that would otherwise be wasted.

By integrating Heat Reclaimers, water from completed washing cycles, still warm, passes through a heat exchanger where its residual heat preheats incoming cold water. This significantly reduces the energy needed to achieve the necessary washing temperatures, lowering the reliance on external energy sources. This process not only enhances efficiency but also markedly reduces energy consumption, helping to lower UniFirst's carbon footprint and demonstrating a strong commitment to environmental stewardship.

## HYGIENIC LAUNDERING PROCESS

UniFirst strives to stay up to date with the latest innovations in laundering, including use of innovative industrial laundry detergents that allow for effective cleaning and sanitization at wash temperatures as low as 120°F, rather than the previous standard of 160°F. By reducing the demand for high water temperatures, we are able to lower both our energy and water demands as well as reduce our operational costs. As we now use these detergents as part of our standard operating procedures for hygienic laundering, the potential financial and environmental impact is substantial considering the millions of garments we process on a weekly basis.

As a standard, we select and use detergents that are biodegradable, made from renewable resources, and are free of phosphates and other chemicals that could be harmful to the environment. Our detergents are specially formulated for maximum soil removal with minimal abrasiveness to avoid fiber deterioration that could lead to premature fabric waste. We also utilize peroxide bleach for specified wash formulas because chlorine bleach, when combined with other chemicals, can create non-biodegradable byproducts.



### Wastewater Efforts Spotlight

The UniFirst Ontario, California location utilizes ultra filtration membrane technology to recycle wastewater that would normally discharge to the city sewer systems. This highly efficient system continuously monitors the reusable water to ensure it meets the wash water quality. This system provides make-up water to the hot water delivery system. Representing 35–40% water recycling and equaling 8,000,000 gallons per year, potentially saving over \$95,000 per year.



## BIODIVERSITY

As part of our commitment to protecting the local environment, we are mindful of local flora and fauna. In recent years, we have assessed water stress as well as biodiversity impacts at our locations. We continue to monitor our high-priority locations and maintain our locations with wetland areas.

For example, our UniTech location in the United Kingdom (UK), has a flourishing local ecosystem on the site grounds. This location has installed a number of bug hotels, bird houses, owl boxes, hedgehog hotels, and bat boxes to provide additional habitat for native wildlife. We have future plans to continue restoring the surrounding area of the locations by planting a native wildflower patch on an unused strip of grass. This particular operation was one of our first locations to also undergo the installation of solar panels with the vision of moving to carbon neutrality in the future.

## ENERGY AND GREENHOUSE GAS EMISSIONS

We continue to operate within the U.S. Environmental Protection Agency's (EPA) Green Lights and ENERGY STAR® programs, combining business strategies with environmental protection and energy conservation initiatives. Each of our laundry production facilities uses computerized processing equipment which allows us to optimize fuel and energy efficiencies, while also reducing waste generation.

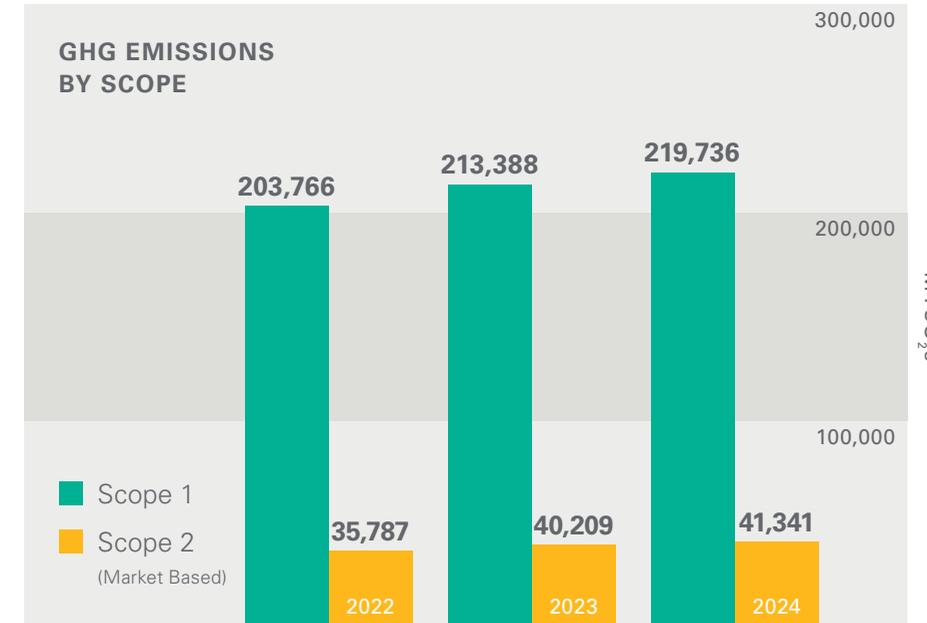
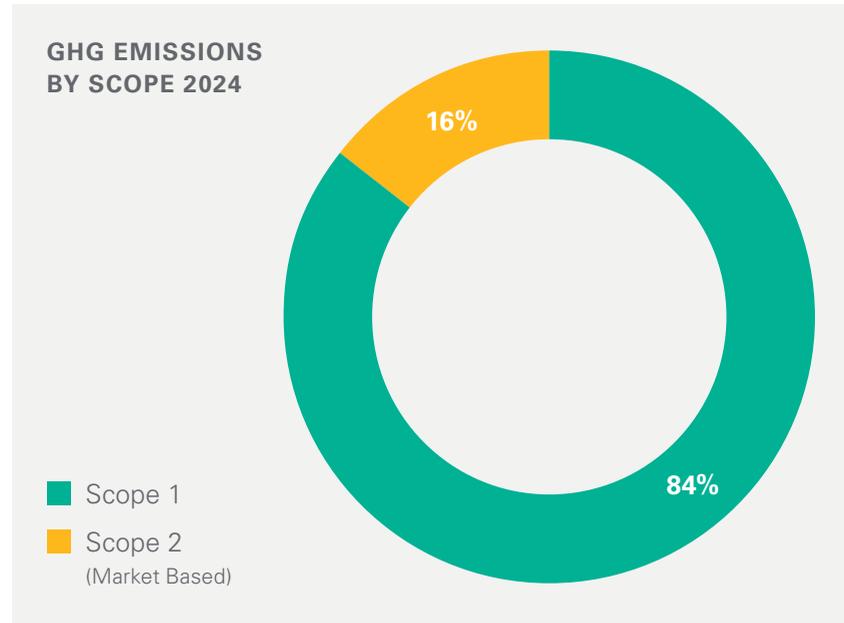
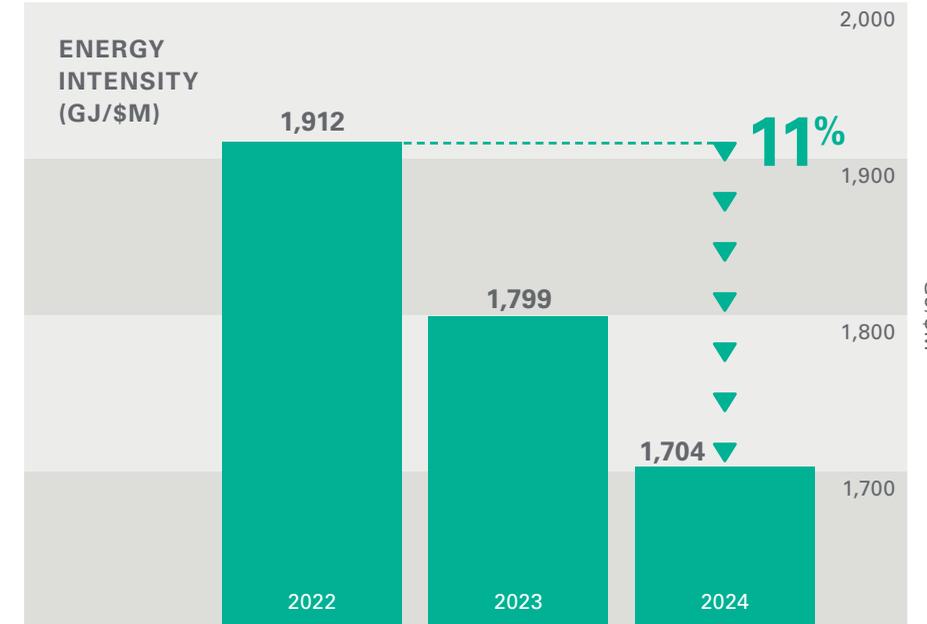
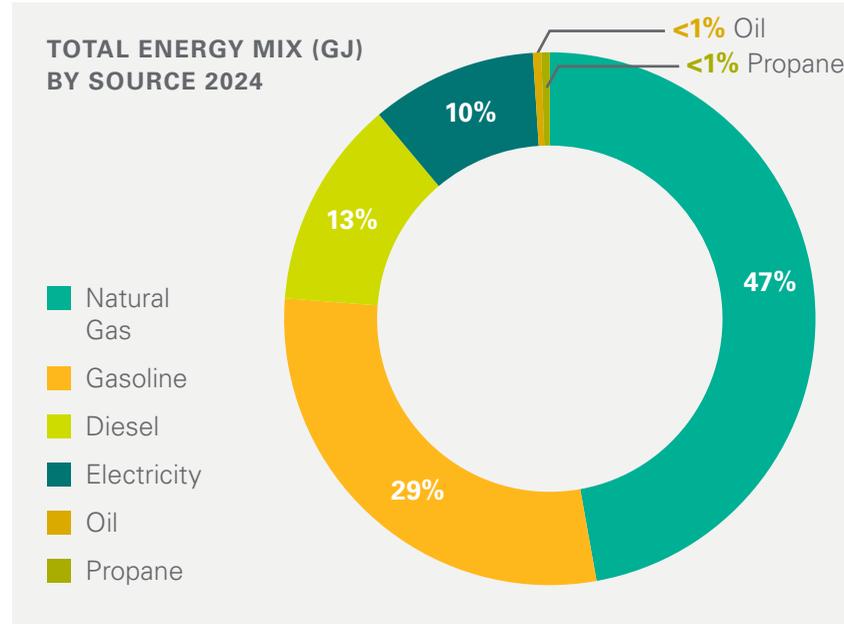
UniFirst is expanding our use of solar energy, as we have partnered with a third-party to install rooftop solar panel systems across three of our laundry facilities in the U.S. The first panels were installed in 2020 in San Antonio, Texas, while the second and third installations were completed in 2023 and 2024 at our facilities in Austin, Texas, and Stockton, California. The installation in Austin is anticipated to provide up to 30% of the facility's electrical needs, while also lowering greenhouse gases by more than 262 metric tons. In Stockton, we anticipate that the project will provide nearly 50% of the electrical demand and a substantial cost savings.



UniFirst–Austin, TX  
industrial laundry facility  
with rooftop solar panels.

In 2024, we consumed 4,137,316 gigajoules (GJ) of energy stemming from purchased natural gas, electricity, propane, oil, and fuel oil. 99.07% of our electricity came from the grid. We continue to make progress towards our energy intensity goal, having reduced our overall energy intensity from 1,912 GJ/\$M in our 2022 baseline year to 1,704 GJ/\$M in 2024, a decrease of 11%.

This energy consumption in 2024 amounts to approximately 219,736 metric tons of Scope 1 carbon dioxide equivalents (MTCO<sub>2</sub>e). For Scope 2, this equates to 41,341 MTCO<sub>2</sub>e for our market-based emissions and 40,422 MTCO<sub>2</sub>e for our location-based emissions. Over the past year, we saw an increase in total energy consumption, driven primarily by an increase in our fuel consumption by our fleet, as well as an increase in energy consumption by our laundering facilities. This increase in fuel and energy reflects continued growth in our Company’s operational footprint through both organic means and through acquisitions. When considering the growth rate of our emissions and energy compared to our annual revenue, (Energy Intensity [GJ/\$M]) our performance is more stable. Over the past year, our annual Energy Intensity has decreased by 5%.



## FLEET MANAGEMENT

In addition to the energy used during laundering services, approximately 42% of our energy consumption is associated with fuel combustion from our fleet vehicles. We see this as an opportunity for UniFirst to further lower our companywide GHG emissions, as well as reduce related air pollution.

UniFirst now has 35 electric vehicles (EVs) in our fleet, with plans to continue this expansion in the future. These EVs have logged more than 263,000 miles (about 423,000 km) since 2022. During 2024, we saved the equivalent of more than 19,982 lbs. of GHG emissions equivalent by using these vehicles. In 2022, we had 891 diesel vehicles and since then we've reduced our diesel vehicles by 9%. We expect this will be an ongoing effort companywide to reduce the number of diesel vehicles in our fleet.



UniFirst is piloting the use of electric vehicles in multiple locations in order to reduce our carbon footprint while providing the best service to our customers. We'll be evaluating the performance and reliability of these electric vehicles in various weather and road conditions.

## WATER MANAGEMENT

Water remains a materially significant topic for our industry, therefore UniFirst is committed to responsible water management practices, leveraging our utility management program to monitor water use throughout the Company, diagnose and remedy water irregularities, and improve water use efficiency.

As we continue to reduce our water intensity per garment laundered, we are also considering the impact of water stress on our operations. In 2023, we used the Aqueduct Water Risk Atlas to assess how many of our sites were in regions of water stress. Only 3% of all locations were in areas of extremely high-water stress.

### WATER USE

To help us improve our water use efficiencies, we use innovative detergents that are effective at cleaning and sanitizing at lower temperatures than that required of a normal home-use washing machine. As a result, we also reduce evaporation and further lower energy demands. We also sort clothing and textiles according to garment type and soil levels. In doing so, we can use our pre-programmed wash cycles to use the appropriate cleaning agents, water, and temperatures to enhance their effectiveness while reducing resource waste.

In 2024, we consumed 1.33 billion gallons of water, compared to 1.32 billion gallons in 2023. Our average water per pound of processed textiles in 2024 was 1.44, as compared to 1.41 in 2023 as additional plants became operational. As we continue to process over 900 million pounds of textiles per year, we strive for improved water utilization.

**1.44**  
GALLONS

Average water per pound  
of processed textiles

**927**  
MILLION POUNDS

Textiles processed  
in 2024



## WATER TREATMENT

In addition to water use, we also consider the downstream impacts of wastewater. Through our environmental compliance program, we seek to meet or exceed compliance with federal, state, and local regulatory requirements. At many of our processing locations, UniFirst deploys a Dissolved Air Flotation (DAF) wastewater pre-treatment program seek to minimize any pollutant discharges to the local wastewater systems. We also communicate with our local municipalities to strive to ensure we are not negatively impacting the surrounding communities and seek out opportunities to work together.

As UniFirst continues to invest in water recycling technologies, we are continuing to see the benefits of lowered utility costs and water use. For example, our Ontario, California, facility is able to recover and reuse nearly 40% of its process water. In other plants, we use cleaned and treated wastewater in the initial stages of our floor mat and wiper laundering process, an opportunity to reuse such water. At these locations, we estimate up to 15% of our water may be reusable through these processes.



## WASTE MANAGEMENT

When it comes to waste management, UniFirst aims to address waste from our operations and waste from our customers as we continue to strive to support the circular economy. This is because as we manufacture many of our own products, including our line of branded work clothing and floor mats, we are able to repair, replace, and even recycle many of these garments and other UniFirst products. Through our continued focus on resource efficiency and conservation, we seek to minimize waste generated during production. Finally, as our industrial washers reach the end of their 20-year life cycle, we either refurbish or dismantle the units. This allows for the steel and other materials to be recovered and reused where possible and the washer units are replaced with higher-efficiency machines. This year, to further demonstrate our commitment to waste management and the circular economy, we are introducing a new companywide goal: **to increase the amount of waste diverted from landfills.**

### UNIFIRST CIRCULAR ECONOMY



**PRODUCTION AND MANUFACTURING**

We begin our efforts to reduce waste at the very beginning of the production phase, focusing our efforts on both resource optimization and resource conservation. For example, our fabric and textiles production processes employ optimizing software to help maximize the materials used during the production process, thereby reducing scrap generation. For our floor mats, the rubber waste that is generated is often able to be reintroduced into uncured rubber compounds, which are then used to make our non-carpeted mats. In addition, the remaining quality rubber waste in non-related products can be utilized for automotive brake shoes, rubber bumpers, and more. Waste generated by our carpet-top trimmings are sent to be reprocessed at another facility where it is further recycled into other textile products.

**CLEANING AND REPAIR**

Our products are designed to withstand multiple wash cycles and durability to meet the needs of our customers. After a while, our uniforms, floor mats, and other goods are returned to UniFirst for cleaning and repair services. During the cleaning process, we evaluate the quality of the garment to ensure it is ready to return for use or we will repair the material before it is returned to service, such as redyeing the garments in-house, further extending its useful life.

**RECYCLING AND RECOVERY**

When product is no longer able to remain in service, we aim to recycle the materials into other products. Across our manufacturing operations, we recycle more than 1.5 million pounds of scrap fabric each year, which we then bale and sell to textile recycling companies who are able to further reuse the materials.

We also recycled hundreds of thousands of pounds of cardboard that are converted into construction materials by a third party. Each year, UniFirst uses about 4 million pounds of galvanized steel in our reutilization of hangers to extend their life, then ultimately to recycle. This is another opportunity for us to not only recycle and reuse our hangers but also to purchase recycled steel when possible.



**734,000 lbs.**  
**GARMENTS PROCESSED**  
**ANNUALLY IN REDYEING**

**404,800 lbs.**  
**TEXTILES RECYCLED**  
**IN MASSACHUSETTS**

**3 Million+ lbs.**  
**CARDBOARD RECYCLED**  
**IN KENTUCKY**

**“Everything’s been fantastic.** From the sales team to the RSR, every aspect of the service has been more than we could have hoped for.”

**DAVE,** Owner, Big Guy Auto

# Conclusion

We are expanding impact reporting by leveraging new frameworks to enhance transparency, and effectively communicate ongoing progress and future advancements.



# Looking Ahead

As UniFirst looks to the future, our progress in FY2023 and FY2024 stands as a testament to our success and growth. We have made significant strides in developing our impact strategy and commitments. After having completed our double materiality assessment, UniFirst is poised to explore innovative ways to positively influence customers, Team Partners, and the communities we serve. Monitoring potential changes in the impact landscape, domestically and internationally, remains a priority.

We remain encouraged by the passion that our Team Partners bring to work each day and their desire to create a company that is providing more sustainable solutions. Looking ahead, there are plans to expand impact reporting, leveraging new frameworks to effectively communicate advancements. For inquiries or to connect with us, please visit our website at [UniFirst.com/contact](https://UniFirst.com/contact).



# Forward Looking Statements

This impact report contains forward-looking statements within the meaning of the federal securities laws, including statements related to UniFirst's impact strategies, initiatives, commitments, goals and targets. Forward-looking statements contained in this report are subject to the safe harbor created by the Private Securities Litigation Reform Act of 1995 and may be identified by words such as "guidance," "outlook," "estimates," "anticipates," "projects," "plans," "expects," "intends," "believes," "seeks," "could," "should," "may," "will," "strategy," "objective," "initiative," "continue," "assume," "strive," "design," "assumption," "vision," "explore," "embarking," "journey," "mission," "initiatives," "transformative," "target," "potential," "help," "plan," "commitment," "aim," "future," "toward," or the negative versions thereof, and similar expressions and by the context in which they are used. Such forward-looking statements are based upon our current expectations and speak only as of the date made. Such statements are highly dependent upon a variety of risks, uncertainties and other important factors that could cause actual results to differ materially from those reflected in such forward-looking statements. Such factors include, but are not limited to, uncertainties caused by an economic recession or other adverse economic conditions, including, without limitation, as a result of continued high inflation rates or further increases in inflation or interest rates or extraordinary events or circumstances such as geopolitical conflicts like the conflict between Russia and Ukraine, disruption in the Middle East or the COVID-19 pandemic, and their impact on our customers' businesses and workforce levels, disruptions of our business and operations, including limitations on, or closures of, our facilities, or the business and operations of our customers or suppliers in connection with extraordinary events or circumstances such as the COVID-19 pandemic, uncertainties regarding our ability to consummate acquisitions and successfully integrate acquired businesses, including Clean Uniform, and the performance of such businesses, uncertainties regarding any existing or newly-discovered expenses and liabilities related to environmental compliance and remediation, any adverse outcome of pending or future contingencies or claims, our ability to compete successfully without any significant degradation in our margin rates, seasonal and quarterly fluctuations in business levels, our ability to preserve positive labor relationships and avoid becoming the target of corporate labor unionization campaigns that could disrupt our business, the effect of currency fluctuations on our results of

operations and financial condition, our dependence on third parties to supply us with raw materials, which such supply could be severely disrupted as a result of extraordinary events or circumstances such as the conflict between Russia and Ukraine, any loss of key management or other personnel, increased costs as a result of any changes in federal, state, international or other laws, rules and regulations or governmental interpretation of such laws, rules and regulations, uncertainties regarding, or adverse impacts from continued high price levels of natural gas, electricity, fuel and labor or increases in such costs, the negative effect on our business from sharply depressed oil and natural gas prices, the continuing increase in domestic healthcare costs, increased workers' compensation claim costs, increased healthcare claim costs, our ability to retain and grow our customer base, demand and prices for our products and services, fluctuations in our Specialty Garments business, political or other instability, supply chain disruption or infection among our employees in Mexico and Nicaragua where our principal garment manufacturing plants are located, our ability to properly and efficiently design, construct, implement and operate a new customer relationship management computer system, interruptions or failures of our information technology systems, including as a result of cyber-attacks, additional professional and internal costs necessary for compliance with any changes in or additional Securities and Exchange Commission (the "SEC"), New York Stock Exchange and accounting or other rules, including, without limitation, recent rules adopted by the SEC regarding climate-related and cybersecurity-related disclosures, strikes and unemployment levels, our efforts to evaluate and potentially reduce internal costs, the impact of foreign trade policies and tariffs or other impositions on imported goods on our business, results of operations and financial condition, our ability to successfully implement our business strategies and processes, including our capital allocation strategies, our ability to successfully remediate the material weakness in internal control over financial reporting disclosed in our Annual Report on Form 10-K for the year ended August 31, 2024 and the other factors described under Part I, Item 1A. "Risk Factors" and elsewhere in our Annual Report on Form 10-K for the year ended August 31, 2024, Part II, Item 1A. "Risk Factors" and elsewhere in our subsequent Quarterly Reports on Form 10-Q and in our other filings with the SEC. We undertake no obligation to update any forward-looking statements to reflect events or circumstances arising after the date on which they are made.

# Disclaimers

## MATERIALITY

The inclusion of information or references in this report, including the use of "materiality" or similar terms, should not be construed as a characterization regarding the materiality of such information to our business or financial results or that such information is necessarily material to investors or other stakeholders for purposes of U.S. federal securities laws. Inclusion of information in this report is not an indication that the subject or information is material to UniFirst's business or operating results.

## NO ASSURANCE

The goals, targets, and commitments presented in this report are aspirational and not guarantees or promises that such goals, targets, or commitments will be achieved. Further, historical, current, and forward-looking information included in this report may be based on standards and practices for measuring progress that are still developing, internal controls and processes that continue to evolve, and assumptions that are subject to change, therefore, no assurance can be given that any plan, initiative, projection, goal, commitment, expectation, or prospect set forth in this report can or will be achieved. Accordingly, such historical, current, and forward-looking information or underlying assumptions may be subject to modifications in future reports due to such developing standards, practices, controls, and processes.

## UNAUDITED DATA

The data contained in the report is unaudited.

## REPORTING UPDATE

The financial reporting segments are realigned for FY25 end of year fiscal reporting.

# Appendices



# Appendix A

## STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

### STAKEHOLDER ENGAGEMENT

UniFirst engages its stakeholders through several channels, including social media, investor events, and annual publications such as our Impact Reports and Annual Meeting of Shareholders. We also seek opportunities to hear from our Team Members throughout the year by leveraging our Open Door Policy and through localized pulse surveys, ensuring we are hearing from our Team Members and enabling them to be successful. If you would like to contact us, please visit our website ([www.UniFirst.com/contact](http://www.UniFirst.com/contact)). You may also follow us on social media such as Facebook, X, and LinkedIn.

### DOUBLE MATERIALITY

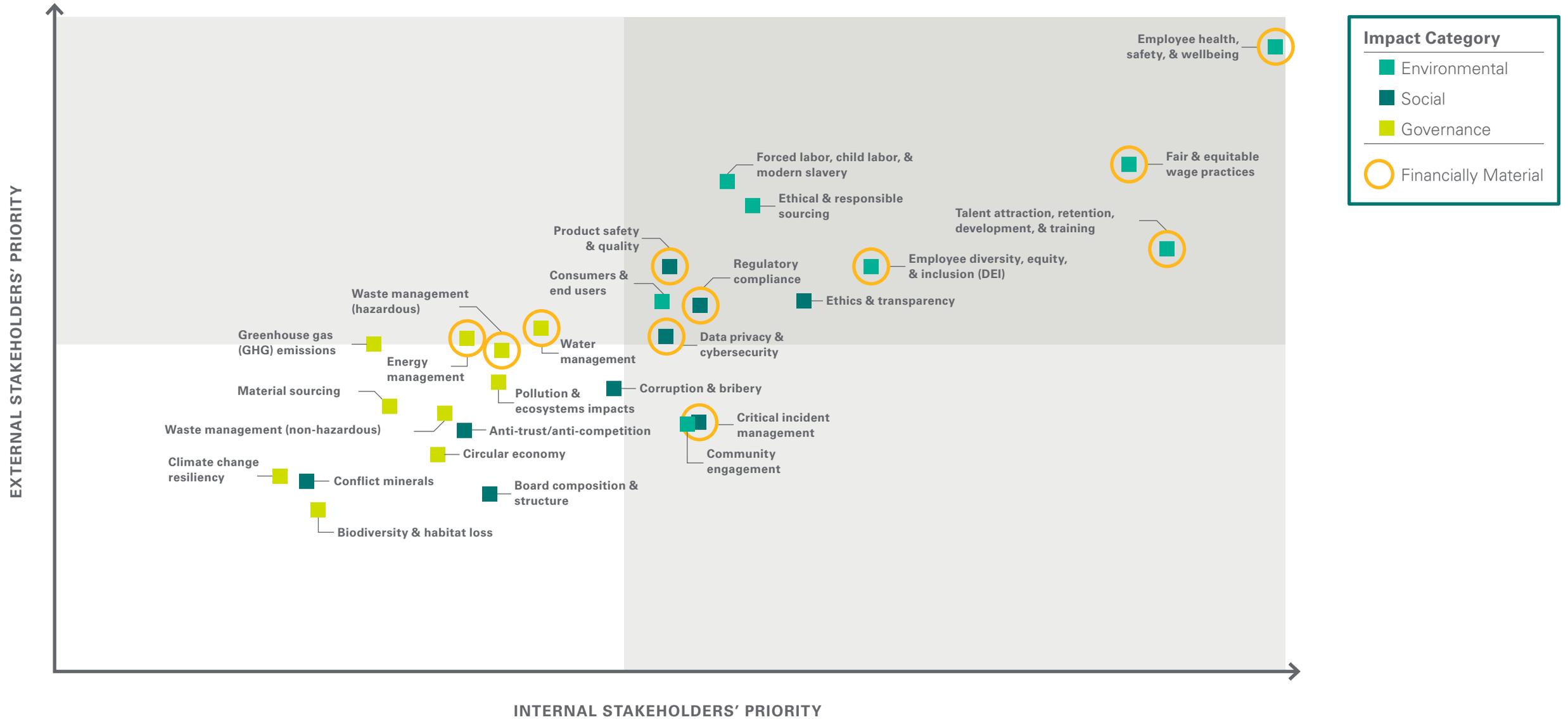
Partnering with a third-party EHS&S consulting firm in 2023, we completed our first double materiality assessment with the intention of identifying and prioritizing the most important impact topics to our business. This assessment helped us better understand how various impact issues may influence UniFirst (financial materiality) and, in turn, how UniFirst's operations affect people and the planet (impact materiality).

**Phase 1:** To aid in this process, we utilized guidance from the best available standards, including the European Sustainability Reporting Standards (ESRS), Global Reporting Initiative (GRI), and Sustainability Accounting Standards Board (SASB).

**Phase 2:** After evaluating a comprehensive list of topics, we identified 27 topics to further evaluate potential financial and impact materiality. We then solicited feedback from more than 100 internal and external stakeholders through a series of interviews and surveys. These stakeholders were asked to prioritize the topics according to their potential importance and to assess the potential short- and long-term risks and opportunities of each topic regarding UniFirst's business operations.

**Phase 3:** Based on the stakeholder feedback coupled with impact considerations, we prioritized our final list of 7 identified material topics. These topics are considered central to our impact strategy and are the focal points for ongoing initiatives.

DOUBLE MATERIALITY MATRIX CONDUCTED IN 2023



## DOUBLE MATERIALITY LIST

## Topic Definitions–Environmental

TOPIC	DEFINITION
<b>Greenhouse Gas Emissions</b>	Environmental impacts associated with UniFirst’s management of direct (Scope 1 and 2) and value chain (Scope 3) greenhouse gas (GHG) emissions, and its efforts to reduce or mitigate emissions. This includes emissions associated with UniFirst’s fleet vehicles and contracted transportation.
<b>Climate Change Resiliency</b>	The adaptation and resiliency of UniFirst’s operations to climate change impacts, including acute (e.g., severe weather) and chronic (e.g., sea level rise, drought) events in line with the transition to a sustainable economy.
<b>Energy Management</b>	Environmental impacts associated with energy consumption in UniFirst’s operations, including management of energy efficiency and intensity, share of renewable energy used, and grid reliance. Scope 1 and 2 only.
<b>Water Management</b>	The environmental impacts associated with UniFirst’s water management through direct operations and value chain (water consumption, withdrawals, and discharges), including the overlap between water intensity and water stress, quality, and accessibility.
<b>Pollution &amp; Ecosystem Impacts</b>	Impacts of UniFirst’s operations and value chain on normal ecosystem function. This includes pollution of air, water, and soil. Examples of different pollution types include: non-CO <sub>2</sub> gaseous emissions, hazardous chemicals, microplastics, disruptive or excessive noise, and disruptive or excessive external lighting.
<b>Material Sourcing</b>	UniFirst management of risks and impacts related to climate change, land use, resource scarcity, and conflict in regions where the supply chain operates.
<b>Circular Economy</b>	Measures taken to retain the value of products, materials, and resources and redirect them back to use for as long as possible with the lowest carbon and resource footprint possible, such that fewer raw materials and resources are extracted and waste generation is prevented. Considerations UniFirst is making regarding impacts from downstream activities of UniFirst’s products, such as those related to packaging, distribution, use-phase resource intensity, and other environmental externalities that may occur during their use phase or at the end of life. This includes considerations of circularity in the product & packaging development stages.
<b>Biodiversity &amp; Habitat Loss</b>	The impacts of UniFirst’s operation and value chain on natural habitat, ecosystems, and species. This includes the prevention, management, and remediation of damage to natural habitats resulting from UniFirst’s activities.
<b>Waste Management (Non-Hazardous)</b>	The management of UniFirst’s waste streams beyond regulatory compliance with a focus towards overall waste reduction strategies in line with the consideration of the environmental impact of sourcing, production, and end use. This includes the separation of waste streams (e.g., compostable, recyclable, incineration, landfill) as well as monitoring and reduction.
<b>Waste Management (Hazardous)</b>	UniFirst’s management of hazardous waste streams and related impacts, including maintaining compliance with environmental laws and regulations, regular monitoring, and spill prevention procedures. This includes considerations for effluent, radioactive waste, and PFAS (pending EPA hazardous designation).

**Topic Definitions–Social**

TOPIC	DEFINITION
<b>Employee Health, Safety, &amp; Wellbeing</b>	Importance of a culture of complete employee health, safety, and wellness, which incorporates all aspects related to physical and mental health, and ensuring that all employees have access to safe working conditions. Ensuring that all employees have access to training materials or programs that are appropriate and effective for their job responsibilities.
<b>Employee Culture &amp; Belonging</b>	The importance of a work environment for all employees, regardless of gender identity, national origin, race, color, creed, sexual orientation or other background characteristic through hiring practices, sponsored programs, and employee engagement.
<b>Fair &amp; Equitable Wage Practices</b>	The importance of fair wage practices and commensurate benefits packages for all employees and workers in the value chain regardless of gender identity, national origin, race, color, creed, sexual orientation or other background characteristic.
<b>Talent Attraction, Retention, Development, &amp; Training</b>	Impacts on employees and Company performance based on attracting talented individuals and to supporting their personal and professional development through industry-leading training, professional development programs, and promoting skill acquisition and workforce flexibility.
<b>Community Engagement</b>	The importance of fostering and nurturing relationships in the communities where employees live, work, and serve through corporate giving, foundational grants, and employee volunteerism.
<b>Forced Labor, Child Labor, &amp; Modern Slavery</b>	The risk of work being performed in UniFirst’s value chain that is child labor and/or is involuntary and under the menace of any penalty. This topic includes forced labor, human trafficking, debt bondage, and decent-based slavery. Child labor is work that is physically, mentally, socially, or morally harmful to children or deprives them of their right to education. A child is a person under the age of 15 years, or under the age of completion of compulsory education, whichever is higher.
<b>Ethical &amp; Responsible Sourcing</b>	UniFirst’s selection of vendors based on direct and indirect suppliers’ impact on the workers and communities, including working conditions, worker health and safety, gender equity, and gender-based violence.
<b>Consumers &amp; End Use</b>	The impact on individuals who acquire or use the goods and services supplied by UniFirst. This includes customer health and safety.

## Topic Definitions–Governance

TOPIC	DEFINITION
<b>Corruption &amp; Bribery</b>	Importance of upholding the strong business values that have no tolerance for corruption or bribery within UniFirst’s operations or value chain. Corruption is the abuse of entrusted power for private gain and includes practices such as bribery, facilitation payments, fraud, extortion, collusion, and money laundering.
<b>Anti-Trust/Anti-Competition</b>	The importance of maintaining responsible marketing and industry practices that avoid collusion to erect barriers for entry to the sector or another collusive action that prevents competition. Examples include abuse of market position, anti-competitive mergers, cartels, price-fixing, unfair business practices.
<b>Critical Incident Management</b>	The prevention and control of incidents that can lead to fatalities, injuries or ill health, environmental impacts, and damage to local communities and infrastructure.
<b>Data Privacy &amp; Cybersecurity</b>	The risk of impacts on digital equity, manipulation, and privacy on communities along the value chain, including consumers. This includes the importance of UniFirst’s compliance with all applicable data security and privacy laws to ensure all stakeholders data is handled in safe, lawful, and ethical manner.
<b>Ethics &amp; Transparency</b>	The importance of ensuring transparent business operations and the commitment to conduct business to the highest standards of ethics and integrity.
<b>Product Safety &amp; Quality</b>	The importance of ensuring product quality and safety, especially considering physical safety related to chemical substances and managing the product recall process. Entities that proactively manage product safety risks can enhance their brand reputation and reduce the risk of adverse financial impacts.
<b>Regulatory Compliance</b>	Managing compliance with laws and regulations issued by various bodies including regulatory authorities, public agencies, and local, regional, and national governments. This includes management of any issues of non-compliance.
<b>Conflict Minerals</b>	Managing risk related to conflict minerals within a company’s own operations and supply chain. Conflict minerals are often sourced from areas with political instability, and can include tin, tantalum, tungsten, gold, cobalt, and mica.
<b>Board Composition &amp; Structure</b>	The structure and composition of UniFirst’s board of directors in relation to expertise, ethics, and independence with respect to risk oversight and strategic development.

# Appendix B

## WATER DATA

WATER USAGE	UNITS	FY'22	FY'23	FY'24
Total Water Usage	Gallons	1,286,142,778.58	1,323,176,410.49	1,334,727,475.10
Annual Water Usage Change	Gallons		37,033,631.91	11,551,064.61
Change from Base Year (FY'22)	%		2.88	3.78
Stressed Regions Total Water*	Gallons	175,555,412.89	192,106,308.40	208,050,339.97
Percentage of Total Water	%	13.65	14.52	15.59
Water Intensity (water usage per pound of processed textiles)	Gallons	1.39	1.41	1.44

\*Stressed regions are considered high and extremely high areas as defined in the Aqueduct Water Risk Atlas.

# Appendix C

## ENERGY DATA

ENERGY INTENSITY TREND	UNITS	FY'22	FY'23	FY'24
<b>Energy Intensity**</b>	<b>GJ/\$M</b>	<b>1,911.55</b>	<b>1,799.38</b>	<b>1,704.40</b>
Annual Energy Intensity Change	%		-5.87	-5.28
Change from Base Year (FY'22)	%		-5.87	-10.84
<b>Total Energy Consumption</b>	<b>GJ</b>	<b>3,824,665.22</b>	<b>4,018,098.81</b>	<b>4,137,315.62</b>
Annual Change From Base Year (FY'22)	GJ		193,433.60	312,650.40
Change from Base Year (FY'22)	%		5.06	8.17
Electricity	GJ	367,180.91	406,287.24	417,424.39
Natural Gas	GJ	1,865,141.90	1,887,868.42	1,951,981.62
Propane	GJ	13,730.91	14,150.10	14,413.91
Oil	GJ	23,628.36	23,065.50	27,942.19
Gasoline	GJ	1,064,577.53	1,149,563.09	1,201,279.50
Diesel	GJ	490,405.60	537,164.47	524,274.01

\*\*Energy intensity is calculated as company's total energy use as a factor of total company revenue in millions: GJ/\$M

# Appendix D

## REFERENCE TO SUSTAINABLE ACCOUNTING STANDARDS BOARD (SASB)

### PROFESSIONAL AND COMMERCIAL SERVICES

TOPIC	METRIC	CATEGORY	UNITS	CODE	REFERENCE
Data Security	Description of approach to identifying and addressing data security risks	Discussion and analysis	n/a	SV-PS-230a.1	Section: Stewardship, Subsection: Cybersecurity and Data Privacy
	Description of policies and practices relating to collection, usage, and retention of customer information	Discussion and analysis	n/a	SV-PS-230a.2	Section: Stewardship, Subsection: Cybersecurity and Data Privacy
	Number of data breaches	Quantitative	Number	SV-PS-230a.3	Section: Stewardship, Subsection: Cybersecurity and Data Privacy
	Percentage that involve customers confidential business information	Quantitative	%	SV-PS-230a.3	Section: Stewardship, Subsection: Cybersecurity and Data Privacy
	Percentage that are personal data breaches	Quantitative	%	SV-PS-230a.3	Section: Stewardship, Subsection: Cybersecurity and Data Privacy
	Number of customers affected	Quantitative	Number	SV-PS-230a.3	Section: Stewardship, Subsection: Cybersecurity and Data Privacy
	Number of individuals affected	Quantitative	Number	SV-PS-230a.3	Section: Stewardship, Subsection: Cybersecurity and Data Privacy
Workforce Diversity and Engagement	Percentage of gender	Quantitative	%	SV-PS-330a.1	Section: People, Subsection: Team Partner Metrics (shown in a graph)
	Percentage of group representation for executive management	Quantitative	%	SV-PS-330a.1	Section: Stewardship, Subsection: Board of Directors (shown in graph)
	Percentage of group representation for non-executive management	Quantitative	%	SV-PS-330a.1	Section: People, Subsection: Team Partner Metrics (shown in a graph)
	Percentage of group representation for all other employees	Quantitative	%	SV-PS-330a.1	Section: People, Subsection: Team Partner Metrics (shown in a graph)
	Voluntary turnover rate for all employees	Quantitative	%	SV-PS-330a.2	We are reviewing our tools to better collect this information in the future
	Involuntary turnover rate for all employees	Quantitative	%	SV-PS-330a.2	We are reviewing our tools to better collect this information in the future
	Employee engagement as a percentage	Quantitative	%	SV-PS-330a.3	We are reviewing our tools to better collect this information in the future
Professional Integrity	Description of approach to ensuring professional integrity	n/a	n/a	SV-PS-510a.1	Section: Stewardship, Subsection: Responsible Business and Ethics
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	Quantitative	Presentation currency	SV-PS-510a.2	We are reviewing our tools to better collect this information in the future

**ROAD TRANSPORTATION**

TOPIC	METRIC	CATEGORY	UNITS	CODE	REFERENCE
Greenhouse Gas Emissions	Gross global Scope 1 emissions	Quantitative	Metric Tonnes of CO2 (MTCO2e)	TR-RO-110a.1	Section: Environmental Subsection: Energy and Greenhouse Gas Emissions
	Discussion of long-and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	Discussion and analysis	n/a	TR-RO-110a.2	Section: Environmental Subsections: Energy and Greenhouse Gas Emissions, Fleet Management
	Total fuel consumed	Quantitative	Gigajoules (GJ)	TR-RO-110a.3	Section: Environmental Subsection: Energy and Greenhouse Gas Emissions, Fleet Management
	Percentage natural gas	Quantitative	%	TR-RO-110a.3	Section: Environmental Subsection: Energy and Greenhouse Gas Emissions
	Percentage renewable	Quantitative	%	TR-RO-110a.3	Section: Environmental Subsection: Energy and Greenhouse Gas Emissions
Air Quality	Air emissions of pollutants			TR-RO-120a	We are reviewing our tools to better collect this information in the future
Workforce Conditions, Health & Safety	Total recordable incident rate (TRIR)	Quantitative	Rate	TR-RO-320a.1	Section: People, Subsection: Health and Safety, Safety Training (graph shows percent decrease)
	Fatality rate:				
	Direct employees	Quantitative	Rate	TR-RO-320a.1	Section: People, Subsection: Health and Safety
	Contract employees	Quantitative	Rate	TR-RO-320a.1	We are reviewing our tools to better collect this information in the future
	Voluntary turnover rate for all employees	Quantitative	%	TR-RO-320a.2	We are reviewing our tools to better collect this information in the future
	Involuntary turnover rate for all employees	Quantitative	%	TR-RO-320a.2	We are reviewing our tools to better collect this information in the future
	Description of approach to managing short-term and long-term driver health risks	Discussion and analysis	n/a	TR-RO-320a.3	We are reviewing our tools to better collect this information in the future
Accident & Safety Management	Number of road accidents and incidents			TR-RO-540a	We are reviewing our tools to better collect this information in the future

**APPAREL, ACCESSORIES & FOOTWEAR**

TOPIC	METRIC	CATEGORY	UNITS	CODE	REFERENCE
Management of Chemicals in Products	Discussion of processes to maintain compliance with restricted substances regulations	Discussion and analysis	n/a	CG-AA-250a.1	Section: Environmental Subsection: Water Treatment
	Discussion of processes to assess and manage risks or hazards associated with chemicals in products	Discussion and analysis	n/a	CG-AA-250a.2	Section: People, Subsection: Health and Safety
Environmental Impacts in the Supply Chain				CG-AA-430a	We are reviewing our tools to better collect this information in the future
Labour Conditions in the Supply Chain				CG-AA-430b	We are reviewing our tools to better collect this information in the future
Raw Materials Sourcing				CG-AA-440a	We are reviewing our tools to better collect this information in the future

# Appendix E

## UNITED NATIONS (UN) SUSTAINABLE DEVELOPMENT GOALS (SDGs)

UniFirst supports the UN 2030 Agenda for Sustainable Development. In alignment with our mission and impact initiatives, efforts across our Company advance the SDGs. Select highlights from the year are referenced below, particularly where initiatives contribute to multiple SDGs.

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS	UNIFIRST IMPACT GOAL	UNIFIRST IMPACT GOAL ALIGNMENT
	<p>Increase opportunities for our Team Partners who want to pursue management roles. Improving broad representation in management at both the corporate and plant levels, primarily by utilizing existing data and initiatives such as enhancing training available to all Team Partners at every level.</p>	 <b>CULTURE AND BELONGING</b>
 	<p>Reduce energy intensity 20% by 2030. Aligning with environmental goals and achieving financial benefits through enhanced efficiency. This involves adopting renewables, boosting operational engagement, and increasing Team Partner training.</p>	 <b>ENERGY MANAGEMENT</b>
  	<p>Increase amount of waste diverted from landfills companywide. Improving non-hazardous waste management across all waste streams by boosting data quality, leveraging operational circularity, and expanding existing initiatives.</p>	 <b>WASTE MANAGEMENT</b>
	<p>Target zero serious injuries on an annual basis and 100% safety training compliance. Expanding driver safety programs to include telematics and additional RSR training. Enhancing facility safety with a renewed focus on roof safety, confined space entry, and workplace ergonomics.</p>	 <b>SAFETY</b>