

SUSTAINABILITY PROMISE

Committed to a better climate future





The impact of climate change is already being felt around the world. Societies are experiencing the significant effects of climate change, including changing weather patterns, rising sea levels, and increased extreme weather events.

Addressing climate change requires urgent action and long-term commitments by every segment of society, especially the business community.

Climate change is a severe challenge, but innovation and technology are already paving the way for a cleaner future.





LOOKING AHEAD

We are responsible for ourselves and for future generations to build a more sustainable and prosperous future. ServiceMaster acknowledges the risks that climate change presents to our business, clients, and society and recognizes that we have a critical role in supporting the transition to a net-zero emissions future. We have made a global commitment to modify our operations to support net-zero carbon footprint initiatives.

We acknowledge that the path forward is unfamiliar, and many unknowns will directly impact our ability to achieve carbon neutrality, including developing appropriate reporting methodologies and measurement protocols. Nonetheless, we are determined to do the work and our due diligence in the following years to position us in the best place possible as these protocols are developed.

OUR MANDATE

- Comply with all applicable environmental regulations
- Establish sustainability goals to support the transition
- Reduce greenhouse gas emissions whenever possible
- Actively pursue energy efficiency developments
- Develop and build our environmental management system
- Educate our network on our environmental program



OUR COMMITMENT

We are committed to becoming an environmentally responsible institution. We have developed a plan and timeframe for achieving participation across our entire network in reducing emissions. ServiceMaster will take an active approach to reduce the carbon intensity of our day-to-day businesses, including natural gas and electricity consumption in buildings, fleet vehicles, and more.

Our target is to achieve 100% network participation by 2045.

We are also setting up interim goals for continuous improvement and progress evaluation as we garner our network participation.

To provide confidence in our path for the future we will continue to measure our progress and have committed to the Science Based Targets initiative (SBTi).





GOVERNANCE

As we recognize the importance and impact of this initiative, ServiceMaster Executive Leadership Team ensures that the appropriate ESG factors are embedded into ServiceMaster Brands' corporate strategy. The team also reviews the work of the ServiceMaster Climate Change Steering Committee.

Our committee is led by Vice President who oversees ESG strategies and executions. This committee is rapidly growing as our network members are currently joining as ambassadors.



"There's no denying the impact that climate change is having on our society. As a leading brand in our industry, we acknowledge our responsibility to monitor and improve our contributions to climate change. We take our accountability to steer our industry in the right direction with these initiatives, very seriously, and will continue to do so."

Daniel Loosemore, Chief of Sales & Operations





WHAT WE PROMISE

Putting customers first, developing high-performing teams, and cultivating a positive work environment makes "We Serve" more than a slogan; it has been a part of the ServiceMaster commitment for over 65 years. Our commitment to exceptional service applies to our employees as well. Working together in an open, honest environment where results matter creates a winning culture that drives high performance, celebrates success, encourages innovation, and attracts and retains great talent. We achieve this by:

- Treating our customers, suppliers, employees & partners with respect & dignity
- Doing the right thing all the time
- Being accountable to our customers

ServiceMaster will continue to develop our strategy to support these objectives and will advocate and partner with others – particularly in emissions-intensive sectors – to achieve these shared goals.

OUR VISION

Built on a foundation of great brands and employees with a passion for service, our goal is to be the leading provider of essential residential and commercial services through empowered people, world-class customer service, and convenient access. And to create cleaner, healthier, and safer environments for our customers.

OUR VALUES

We Serve

our franchisees enabling them to serve their customers in their times of need

We Care

about our people and developing their full potential; about our communities and making them better

We Deliver

on our commitments to our franchisees and each other

We Do

the right thing always

OUR MISSION

Making Everyday Heroes More Heroic



FORWARD-LOOKING STATEMENTS

This document contains "forward-looking information" within the meaning of applicable securities laws in Canada, which reflects ServiceMaster's current expectations regarding future events, including statements concerning the approaches to be taken by ServiceMaster concerning operations and investments to achieve net-zero emissions; priorities to be pursued further to its enterprise climate change strategy; its intention to adopt future guidance for measuring and reporting financed emissions, as appropriate; submitting its climate targets to SBTi; and its anticipated path for progress towards achieving its commitment to achieving net-zero emissions for its operations and investments, as described in this document. In addition, any statements that refer to expectations, intentions, projections, or other characterizations of future events or circumstances contain forward-looking information. Forward-looking information is based on several assumptions and is subject to many risks and uncertainties beyond ServiceMaster's control. "Such risks and uncertainties include ServiceMaster's actual fulfillment of its commitment to achieving net-zero emissions for both its operations and investments by 2040 or sooner, as well as ServiceMaster meetings with its related interim targets. ServiceMaster's ability to successfully implement the approaches to be taken concerning operations and investments to achieve net zero emissions; ServiceMaster's ability to pursue the priorities of its enterprise climate change strategy, as well as its ability to achieve the objectives of that strategy; the suitability for ServiceMaster and its business of future guidance for measuring and reporting financed emissions; and other risks and uncertainties impacting ServiceMaster's business. Actual results could differ materially from those projected herein. ServiceMaster does not undertake any obligation to update such forward-looking information, whether as a result of new information, future events, or otherwise, except as expressly required under applicable securities laws.