










Corporate Social Responsibility

2021 REPORT



UniFirst

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About UniFirst

From its modest beginnings in an eight-stall garage in Boston in 1936, UniFirst Corporation (NYSE: UNF) has become an industry leader in the \$39 billion uniform and textile services business. With corporate headquarters located in Wilmington, MA, UniFirst operates 260-plus facilities throughout North and Central America and in Europe, serves over 300,000 business customer locations, employs more than 14,000 Team Partners, and reports annual revenues in excess of \$1.8 billion.

The company's continued growth and leadership position can be attributed to its commitment to providing the highest quality products and services to businesses in a broad range of industries that require superior work clothing for their employees and facility service programs for their workplaces. UniFirst services 98 of the top 100 metropolitan markets (369 of the top 382) in the United States and most of Canada.

The majority of the company's business is derived from managed rental service programs: providing customers with uniforms, work apparel, and ancillary items, plus ongoing services that include hygienic laundering, maintenance, deliveries, and any needed repairs and/or replacements—all for a reasonable weekly fee. However, UniFirst's financial strength is due, in part, to its business offerings beyond conventional uniform rental service operations, making the company a single-source solution for an array of business needs.

UniFirst-branded work clothing includes the most important garment features, benefits, and fabrics as defined by customers. For example, the company's line of innovative safety garments includes its proprietary Armorex FR® Flame Resistant workwear and Spotlight LX® visibility clothing, manufactured in UniFirst's own ISO-certified facilities using the latest designs and protective fabrics available. Other apparel brands include the award-winning UniSport® polo shirts, UniWeave® work shirts, SofTwill® work pants, Park Street® premium executive-style work shirts, Breeze Weave® lightweight work shirts, UniWear® outerwear, WonderWink INDY™ healthcare scrubs, and MIMIX™—innovative workwear that dramatically improves mobility and comfort on the job.

Comprehensive facility service programs provide quality floorcare, restroom, and other ancillary business products to help create safer, cleaner, healthier, and more attractive work environments, while reducing overall facility maintenance expenses. High-quality floor mats made exclusively by UniFirst include UniScraper® entrance mats, Great Impressions 2.0® walk-off mats, Comfort First® anti-fatigue mats, Comfort Plus "wet area" mats, and custom photo, logo, and message mats. UniFirst also offers wet and dry UniMops®, towels and wipers, proprietary hand care products (soaps, industrial cleaners, sanitizers, etc.), as well as those from

GOJO® Industries, cleaning solutions and disinfectants, and a range of Tork® paper towel and tissue products. All hand care, paper towel/tissue items, and cleaning solutions include contemporary dispensing options.

Together with its subsidiaries, UniFirst also provides specialized protective garment programs and services to the nuclear and cleanroom industries, as well as first aid and safety products to businesses in all industries.

UniFirst maintains a centralized state-of-the-art distribution center in Kentucky, as well as five North American manufacturing facilities. In-house manufacturing of proprietary garments and floorcare products not only lowers costs for customer rental programs, but also allows for the creation of custom designed items for image-conscious companies, affording UniFirst a distinct competitive advantage. In 2020, the company also continued investing in its new 34,000 sq. ft. Corporate Support Services Center in San Antonio, TX, designed and built from the ground up to centralize and improve all customer service operations and to enhance sales support, to better serve UniFirst's growing customer base throughout North America.

For more than two decades, UniFirst has been providing first aid and safety products and services throughout various areas of the U.S. from its wholly-owned subsidiary Green Guard. During the past two years, however, the company actively expanded its first aid and safety solutions by rebranding the business name to UniFirst First Aid + Safety and integrating the services and offerings into UniFirst-branded uniform and facility service locations across North America, while also stepping up competitive business acquisition activities within this niche market.

The future of the uniform and facility services industry is bright and UniFirst fully expects to remain a North American leader. Opportunities abound, especially as businesses become increasingly aware of the positive impact and competitive advantage presentation, employee appearance, and attention to hygiene, health, and safety have on brand image and identity.

Welcome



Steven Sintros, President and CEO

UniFirst continues to **operate in ways that make a positive impact** on the lives of our customers, our employee Team Partners, and our planet.

Welcome to UniFirst Corporation's Corporate Social Responsibility (CSR) Report. This document serves as a comprehensive review of our company's latest efforts and future plans surrounding CSR and sustainability for the benefit of all UniFirst stakeholders and the public-at-large.

In our ninth decade servicing North American businesses, UniFirst continues to operate in ways that make a positive impact on the lives of our customers, our employee Team Partners, and our planet. I'm proud to report that we continue to make significant progress in the areas of workplace culture, transparent and ethical business behavior, safety initiatives, sustainability, and community efforts, among others. And while 2020 was a year that many of us will likely never forget—marked by unprecedented challenges and change—UniFirst remains financially strong, allowing us to leverage the resources needed to continually do our part within and for the industries and communities where we operate. In fact, for the third year in a row, Barron's named UniFirst as one of the "100 Most Sustainable Companies in the United States"—an honor and recognition of our commitment to creating long-term stakeholder value through our CSR efforts.

In addition to initiating several new social and environmental programs over the past year, UniFirst continued to play an important role throughout 2020 and in 2021 serving both essential and non-essential businesses amid the coronavirus (COVID-19) pandemic. Our business remained fully functional and available to support our thousands of customer locations, many of which had been instrumental in keeping local communities up and running. During the pandemic, UniFirst donated significant supplies of face



masks, soaps, and hand sanitizers, as well as other personal protective equipment, to communities and small businesses across North America. These donations would not have been possible without the efforts and contributions of our Team Partners, who consistently put our founding core values—Customer Focus, Respect for Others, and Commitment to Quality—into action.

As you read through the pages of this report, we hope that you'll recognize how our CSR efforts to date underscore our unwavering commitment to running UniFirst in a true community-minded manner. We take seriously our ability to positively impact the global environment and the local communities in which our 300,000-plus business customer locations and 14,000 Team Partners live, work, and operate.

Thank you to our dedicated UniFirst family members throughout North and Central America, as well as in Europe, our diverse business partners, and our loyal customers for helping us advance sustainability and responsibility across the entire UniFirst organization. Now, more than ever, we must remain focused on our social commitments and go above and beyond to be a good corporate citizen. This means doing more and achieving more each day for the greater good of the world around us, as well as future generations of UniFirst stakeholders.

Thank you for reading this report. I welcome any feedback you may have.

Sincerely,

A handwritten signature in black ink, appearing to read 'SS', followed by a long horizontal line extending to the right.

Steven Sintros
President and CEO

Corporate Highlights and Recognitions

STRONG, RELIABLE COMPANY

Positive growth every year since 1936, with average annual increases of **6% in revenues** and **7% in net income** over the past 10 years.*

UNF
LISTED
NYSE

Publicly traded
on **New York**
Stock Exchange



14,000 employee
Team Partners

253

Servicing 253
of the **Fortune**
500 list

*As of FY 2020

SERVICE, QUALITY, AND REACH



Outfitting more
than **2 million**
workers daily



Performing **8 billion**
points-of-quality inspections
on uniforms annually



Laundrying
700 million pounds
of textiles annually



Maintaining local
footprints in **96% of top**
metro markets

Serving over **300,000** business
customer sites in U.S. and Canada



Traveling **69 million miles**
for deliveries annually

RECOGNIZED EXCELLENCE



Ranked by Newsweek
as one of "America's
Best Customer
Service" providers



Ranked by
Forbes as one of
"America's Best
Large Employers"

BARRON'S

Ranked by Barron's
as one of the
"100 Most Sustainable
U.S. Companies"

UNDERCOVER
BOSS

Featured on
CBS-TV's hit
reality show
"Undercover Boss"



Ranked by Glassdoor
as one of the "**25 Best**
Companies for Career
Opportunities"



Ranked by Selling
Power as one of the
"50 Best Companies
to Sell For"

Our Corporate Responsibility Commitment



The UniFirst Culture: Fostering a Unified Family

UniFirst Corporation's core values were first developed by our company founder, Aldo Croatti: Customer Focus; Respect for Others; and Commitment to Quality. Over the years, these founding core values have paved the way for a unique and highly successful family culture at UniFirst. Today, maintaining and strengthening this family culture companywide remains a focus of our executive leadership and is reflected in our employee Team Partners' everyday practices, actions, and procedures.

The culture at UniFirst has continued to evolve with the underlying belief that a family-like atmosphere in a customer-focused workplace ultimately makes a more competitive and stronger company. Happy employee Team Partners produce higher-quality products and services, which translates into happier and more satisfied customers. As such, instilling a sense of family begins on the very first day of work for every Team Partner. Newly hired team members are typically teamed up with a "buddy" who provides a tour of the facility and is available for any questions that may arise. Additionally, new Team Partners are routinely treated to lunch on their first day and invited to join coworkers during breaks to be given an immediate sense of inclusion.

However, fostering a family culture does not end after the first few days on the job. Continued personal support and organized events at UniFirst's hundreds of locations across the globe reflect an ongoing commitment to a sense of family. Whether it's company cookouts and barbecues, birthday and anniversary celebrations, performance recognitions, or healthy group walks during breaks, UniFirst

strongly encourages regular and ongoing gatherings that promote partnership, unity, collaboration, and cooperation. Of course, in 2020 and into 2021, amid the worldwide COVID-19 pandemic, these social gatherings became considerably more challenging. Nonetheless, our Team Partners rallied to find creative ways to celebrate and recognize in a safe and healthy manner.

Open Door

Beyond these inclusive family-oriented activities, UniFirst recognizes that it is also important for Team Partners to feel as though they have a voice within the organization and that their opinions matter. This is also a crucial step in using Team Partner input to help ensure UniFirst remains focused on exceeding customer expectations at all times. As a result, all local managers are mandated to maintain "open door" policies to listen to Team Partner suggestions and answer any and all questions and concerns. Corporate executives, including the president and CEO, regularly make visits to all company locations to check in and speak directly with UniFirst family members, even

UNIFIRST CORE VALUES

Every year, we designate a day in July when our thousands of UniFirst Team Partners come together to pay tribute to and celebrate the achievements of our company founder, Aldo Croatti. We call this day Founder's Day.

Aldo's vision and progressive thinking laid the groundwork for sustained and continuing success, and we at UniFirst take great pride in ensuring that his founding core values of Customer Focus, Respect for Others, and a Commitment to Quality resonate in everything we do.



Aldo Croatti, UniFirst Founder, 1917–2001





during the COVID-19 crisis, albeit in a more limited fashion. In fact, during non-pandemic times, UniFirst regional vice presidents travel about two weeks out of every month on average (50% of their time) visiting different locations to meet, speak, and work with all levels of staff from management to service and production workers. The UniFirst Lunch with the Leader program, encouraged for all locations, provides an informal opportunity for staff at all levels to participate in open discussions with their general managers. And Corrective Action Teams (CAT) at most locations, composed of Team Partners serving on a rotating basis, ensure diversity of viewpoint and provide actionable, business-specific feedback to their respective managers for follow-up considerations.



UniFirst Listens to Staff Feedback

UniFirst developed its forward-thinking CARE program (Conversations-Answers-Respect-Education) to help ensure all Team Partners at all locations are consistently happy and that UniFirst's family culture is strong. The CARE team travels across North America visiting UniFirst sites to informally and openly speak with Team Partners at all levels, with no risk associated with voicing concerns or issues. Team Partners are divided into groups of up to 10 for candid, round-table meetings with no managers allowed. Following each visit, the location manager, regional vice president, senior vice president, corporate HR director, executive vice president, and company president and CEO are provided with a detailed report about the meeting findings. If necessary to maintain or repair the local family culture, the location manager(s) is asked to develop a corrective action plan to address any areas of concern that are raised during meetings, and the plan must

then be submitted to the regional vice president detailing the corrective steps that will be taken. Finally, a follow-up review by the CARE team is made at both six and twelve weeks post-visit to ensure corrective measures are in place. This program has been instrumental in identifying and resolving various issues at different locations, and for ensuring the long-term stability of the family culture.

UniFirst Recognizes Excellence in the Workplace

Of course, no corporate culture can evolve or be sustained without acknowledging—and thanking—those who play active roles in its continued growth by remaining customer focused and adhering to the company's core values. For example, UniFirst's Customers for Life program requires teamwork from all levels of company staff with the intention to provide industry-leading customer service levels. In meeting this program's objectives, staff members are awarded varying acknowledgments for service excellence including, but not limited to, bonuses for achieving customer satisfaction goals and local on-the-spot recognitions. UniFirst also recognizes individual excellence through awards such as the Length of Service Awards, Top Performing Location Awards, Employee of the Year Awards, Safety Achievement Awards, Top Performing Sales Awards, and Top Performing Service Awards, like the Aldo Croatti Award, for those Team Partners who deliver the very best in customer service.

UniFirst Appreciates the Importance of Job Satisfaction

We know that individuals experience higher morale when employers appreciate them as people first and employees second. As such, we typically spend well over \$3 million annually on various

events, programs, discounts, team-building exercises, outings, holiday gifts and celebrations, and recognition of personal milestones at our locations. We believe this companywide investment goes a long way toward keeping our Team Partners engaged, motivated, and connected, and reflects our ongoing commitment to inspiring a sense of family.

UniFirst Helps Provide for Financial and Personal Well-Being

UniFirst Team Partners are encouraged to take advantage of the many corporate benefits that are available to them aimed at providing for their financial and personal well-being. Our corporate goal with respect to total compensation is to continually enhance company benefits and compensation offerings in order to retain our valued Team Partners, while attracting new hires, as we continue to grow. For example, UniFirst provides staff the opportunity to save for their retirement through a company-sponsored 401(k) Retirement Savings Plan, which offers a generous company match.

SPOTLIGHT ON SAFETY

On-Site Health Clinic

As part of a companywide initiative to increase employee focus on prevention and wellness, UniFirst continues to operate an on-site medical facility for more than 400 Team Partners at its Owensboro, KY, distribution center. A partnership between UniFirst and local health provider Owensboro Health provides primary, preventive, and urgent medical services to Owensboro Team Partners who are enrolled in the UniFirst corporate health plan. Preventive care services include annual physicals, wellness screenings, related lab work, and prescriptions. Other services available include personal health coaching for weight loss and smoking cessation.



Our family culture is also extended on a more personal level for Team Partners through many individually focused benefits, including scholarship opportunities and tuition reimbursement for higher education, new Team Partner referral bonuses, a parental leave benefit to support mothers and fathers during the birth or adoption of a child, discounts on UniFirst product purchases, and much more.

UniFirst also maintains a Crisis Relief Fund to help Team Partners who may be affected by a personal tragedy. This benefit helps ease the financial burden of a tragic situation and further strengthens our family-like work culture that has been a hallmark of our company since its founding.

UniFirst is Committed to the Overall Health of Employee Team Partners and Their Families

UniFirst continues to make great progress in the area of health and wellness initiatives to enhance our culture of wellbeing and is committed to offering comprehensive benefits that are cost effective and help provide security and protection to our Team Partners and their families.

As a company, we continually evaluate and refine our healthcare benefit programs to help ensure affordable options that provide meaningful choice and value to enhance the lives of our Team Partners and their families. Our benefit programs include healthcare coverage and spending accounts, dental, vision, prescriptions, long- and short-term disability, company-paid life and accidental death and dismemberment insurance, supplemental life insurance, a retirement savings 401(k) plan, and a suite of voluntary benefits.

UniFirst also offers a variety of wellness programs for our Team Partners including:

- Four hours of paid time off for all Team Partners to use for their annual preventative doctor visits.
- An online wellness platform offering Team Partners and their families the opportunity to earn up to \$250 in wellness incentives for completing positive health-related activities, such as health risk assessments, and biometric screenings, as well as programs that work with health coaches, such as smoking cessation and weight loss.
- A companywide Work for Wellness program that promotes wellbeing and engagement through onsite events at participating UniFirst locations throughout North America. Onsite wellness activities within the program include:
 - Dental exams and cleanings
 - Eye exams
 - Financial wellness seminars
 - Flu clinics
 - Biometric screenings
 - Mobile mammograms
 - Stress-relief chair massages

UniFirst continues to support Team Partners through our Employee Assistance Program (EAP), which offers Team Partners and members of their households a wide array of resources and support as needed for different aspects of their lives.



Financial Transparency

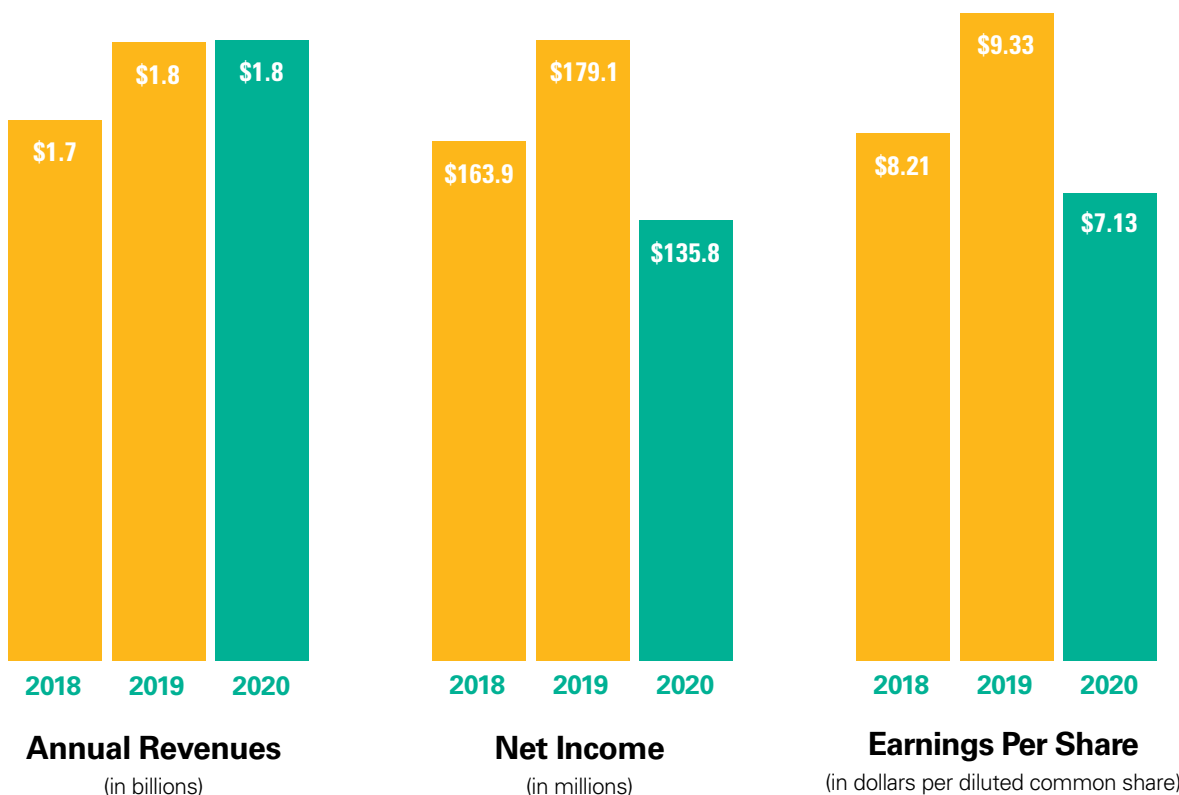
UniFirst adheres to all Generally Accepted Accounting Principles (GAAP) when preparing our financial statements in order to maintain full financial transparency. The GAAP are a set of rules that encompass the details, complexities, and legalities of business and corporate accounting. The Financial Accounting Standards Board (FASB) uses GAAP as the foundation for its comprehensive set of approved accounting methods and practices.

Through internal audits, we regularly review and evaluate our disclosure controls and procedures to confirm their effectiveness. Our audit procedures also help ensure that material company information required to be disclosed is recorded, processed, summarized, and reported within the time periods specified in Securities and Exchange Commission (SEC) rules and forms, and that such information is accumulated and communicated to management as appropriate to allow for timely decisions regarding required disclosures. We continue to review our disclosure controls and procedures, and our internal control over financial reporting, and may from time to time make changes aimed at enhancing their

**UniFirst has been profitable
and has increased revenues
every year since
1936**

effectiveness and to ensure that our systems continually evolve with our business. These procedures, financial statements, and internal controls over financial reporting are audited annually by an independent third party. We make available, free of charge, our most recent Proxy Statement, Annual Report on Form 10-K, quarterly

reports on Form 10-Q, and current reports on Form 8-K, including exhibits and any amendments to those reports. These reports are maintained and available on the Investors page of our corporate websites (UniFirst.com/UniFirst.ca). Interested parties may also request a copy of our filings, including exhibits, by contacting our Investor Relations group.





Ethical Governance



Conducting business in an ethical manner is fundamental to our values and who we are as a company. It is UniFirst Corporation policy to comply with the law and to continually operate with high moral, legal, and ethical standards. We will continue to conduct our business with integrity in relation to customers, suppliers, competitors, and all others with whom we deal, including our employee Team Partners and local communities. All Team Partners, officers, and directors are expected to perform their duties honestly, responsibly and diligently, and in full compliance with our Statement of Corporate Policy and Code of Business Conduct and Ethics, which is available to the public by request.

Our Statement is issued to reaffirm our policy in all areas, including compliance with laws, environmental matters, antitrust regulations, conflicts of interest, political contributions, payments to government officials or others, giving or receiving gifts, proper accounting, the use of inside information, confidentiality, fair dealing, and protection and proper use of company assets. The Statement is therefore an expression of our views on some of the most significant aspects of business ethics and legal compliance. However, no code of conduct can address every situation. Rather, we must rely in large measure on the integrity and good judgment of our employees to observe the highest standards of business and personal ethics in the discharge of their assigned duties and responsibilities. We hope that this Statement will provide guidance to our officers, directors, managers, and other staff at our various locations when dealing with the difficult and often unique issues that may arise in the day-to-day conduct of our business. UniFirst has also developed a Compliance and Ethics Hotline program to encourage all of our Team Partners, as well as

third parties, to anonymously report any concerns about suspected unethical or illegal conduct affecting our operations or staff to the company's senior leadership.

UniFirst's Corporate Governance Guidelines, also available to the public, set forth the ethical rules by which the company's Board of Directors manages the business and affairs of the company, acting on behalf of the stockholders. The Board, in connection with the Nominating and Corporate Governance Committee, will review and amend these guidelines from time to time as it deems necessary and appropriate. The Board has delegated to the officers of UniFirst the authority and responsibility for managing the company's daily affairs but retains the responsibility for monitoring and overseeing management in this activity. In discharging their responsibilities, the directors shall exercise their business judgment to act in what they reasonably believe to be in the best interest of the company and its shareholders. No director represents the interests of any particular constituency, other than the stockholders as a whole.



Safety

UniFirst believes that our people are our most valuable asset and is committed to providing a safe and healthy workplace for all of our 14,000 Team Partners, contractors, visitors, and the public. In fact, UniFirst considers safety so important that the company created a UniFirst Safety Vision specific to maintaining Team Partner safety on the job and at home. This vision also includes a simple and straightforward “Be smart. Be S.A.F.E. Be UniFirst.” message that has been incorporated into our operations worldwide.

These commitments can only be met through the awareness and cooperation of all UniFirst staff at all levels, emphasizing and communicating individual responsibilities and best practices for health and safety.

UniFirst pledges to help ensure that the necessary resources are available to secure a safe and productive environment. This, in turn, results in a positive culture for both our Team Partners and the company. We expect everyone’s full participation in our ongoing safety efforts and require all Team Partners to immediately report to their managers any unsafe (or potentially unsafe) work conditions.

Regular and continued safety training is a key component to achieving companywide safety goals. In the last year, UniFirst Team Partners spent in excess of 25,000 hours actively participating in formal safety training.

We strive for 100% compliance in safety training and embrace an overarching “safety first” mentality within our family culture at UniFirst—one that is focused on the impact that safety in general has on our Team Partners’ everyday lives: life safety, not just workplace safety. We know the life and work experiences of our Team Partners often overlap and we must offer our Team Partners ongoing safety information and education they can use in both areas. It is our belief that this approach, increasing the visibility of safety as a whole, and creating direct personal relevance, translates into more proactive participation by our Team Partners as it relates to safety practices and procedures.

As part of this approach, UniFirst maintains a company safety program entitled “Partners in Safety” at all plant and branch operations. The intent of this 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. Management is 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.

Be **smart.** Be **S.A.F.E.** Be **UniFirst.**

UniFirst Safety Vision

We are committed to achieving our vision of creating, fostering, and consistently promoting safe environments for our employee Team Partners by encouraging them to be **S.A.F.E.**

- **S**upport safe work and home environments.
- Be a safety **A**dvocate at home, at work, and at the customer site.
- **F**oster a workplace safety culture with shared beliefs, practices, and attitudes.
- Continually **E**ducate themselves on how to live a safe lifestyle at work and at home.

Support	Advocate	Foster	Educate
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To help keep safety top of mind at UniFirst, we surveyed our employee Team Partners and asked, “What does safety mean to you?” and, “Who do you stay safe for?” Here is what a few had to say.

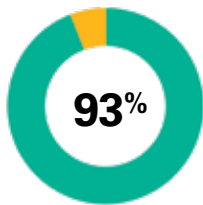
“Safety means doing your job in a manner in which you or anyone around you is not put at any risk of injury or illness.”

“I stay safe for my family who I help provide for, and for my coworkers and customers who I work with on a daily basis.”

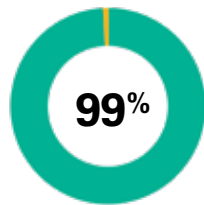
“Safety means looking out for one another and making sure everybody stays safe.”

For this important safety initiative, the company also established valued safety awards at the gold, silver, and bronze levels to recognize efforts and accomplishments related to work safety and demonstrate UniFirst's commitment to providing a safe work environment for all Team Partners. The corporate office annually reviews all locations' safety performances against established benchmarks related to such topics as: number of recordable injuries; location safety audits; route driver performance reviews; safety training completions; successful OSHA inspections; and employee CPR/AED certifications to determine which level of awards have been earned. Last year was an impressive year for achievements in safety, having awarded a record number of locations from coast to coast with gold, silver, and bronze safety awards. Our safety initiatives also encourage individual locations to build strong

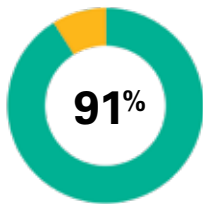
UniFirst Partners in Safety Survey Results



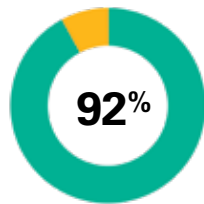
93% of UniFirst Team Partners believe UniFirst makes safety a priority.



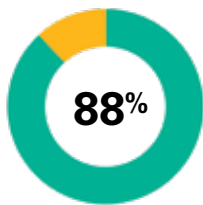
99% of UniFirst Team Partners say that safety is one of their personal priorities.



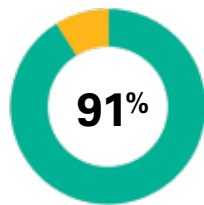
91% of UniFirst Team Partners feel their direct supervisor/manager sets a strong safety example to follow.



92% of UniFirst Team Partners are comfortable reporting an incident to their supervisor/manager.



88% of UniFirst Team Partners believe there is effective communication about a specific safety topic discussed at their location.



91% of UniFirst Team Partners believe their safety committee is effective in identifying and correcting issues in their location.

SPOTLIGHT ON SAFETY AWARDS



UniFirst was awarded the 2020 SafeTRSA Safety Excellence Award by the Textile Rental Services Association (TRSA) for our Partners in Safety program—an employee safety initiative launched at all North American UniFirst locations that recognizes and incentivizes Team Partners for their safety efforts and accomplishments both at work and away from the job.

The SafeTRSA Safety Excellence Award recognizes companies that manifest their embrace of safety as a true corporate value. Awards are granted for projects or achievements that produce measurable safety gains with support from top management, employee involvement, training, and/or good communication.

During 2020, UniFirst Gold Safety Awards were presented to company locations in Clarksville, TN, Fort Wayne, IN, Clearwater, FL (UniClean), Huntington, WV, Huntsville, AL, Lake Charles, LA, Louisville, KY, and Shreveport, LA for their efforts and accomplishments related to promoting and maintaining safe work environments. In addition, Silver Safety Awards were presented to several locations including Albany, GA, Augusta, GA, Birmingham, AL, Booneville, MS, Clarksburg, WV, Columbia, SC, Columbus, OH, Corpus Christi, TX, Evansville, IN, Fort Myers, FL, Greenwood, MS, Greenville, SC, Hyannis, MA, Indianapolis, IN (UniClean), Little Rock, AR, Mars Hill, ME, McAllen, TX, Medicine Hat, AB, Nashville, TN, Pontiac, MI, San Antonio, TX, Savannah, GA, and South Bend, IN. Bronze Safety Award were given to Lynchburg, VA, Orlando, FL, Pompano Beach, FL, Raleigh-Durham, NC, Sumter, SC, Toledo, OH, and Wichita Falls, TX.





UniFirst—Louisville, KY: Winners of their second consecutive Gold Safety Award

relationships with outside emergency agencies, such as fire departments and public safety departments, through regular drills and community education opportunities. And we're happy to report that our companywide safety emphasis has resulted in a 67% reduction in our Total Recordable Incident Rate (OSHA's TRIR) over the last five years (a 22% reduction over the last year), which is measurably lower than our industry average.

Facility Audits

No comprehensive safety program would be complete without facility audits at our hundreds of locations. 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 in to 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 any issues before anyone's safety is compromised.

Fleet Safety

Our approach to safety also extends to our fleet of more than 4,000 vehicles that service UniFirst's 300,000-plus business customers

each week. In addition to the job skills required for the position, UniFirst drivers must meet specific qualifications and pass appropriate background checks to operate a UniFirst vehicle. UniFirst's hiring qualification standards and procedures have been developed to achieve several goals, including the primary one to hire the best and most qualified individuals for these positions. Other goals include:

- To meet 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.
- To employ staff members who can provide the highest level of customer service and satisfaction to achieve our goal of earning "Customers for Life."

UniFirst requires all drivers to complete a series of specialized trainings, including proper vehicle care, defensive driving, and road test evaluations. They must also successfully pass a driving examination prior to driving any company vehicle. Drivers are then evaluated on a quarterly basis, in addition to being annually road tested and coached. UniFirst mandates safe work and driving practices at all times.

UniFirst vehicles are designed with the safety of our drivers in mind. Each route vehicle is equipped with skid plates on the walkways inside the vehicle, as well as safety rails to prevent slips and falls while stepping in and out of the vehicle. Many vehicles are also equipped with features to aid the driver with loading and unloading, including lift gates and built-in ramps with hoists. Further, the cockpit of each route vehicle is ergonomically designed for the driver so everything necessary to operate the vehicle can be reached not only safely, but comfortably, improving the safety, health, and productivity of our drivers.



Innovation in Products and Services

UniFirst believes in continually doing business better: remaining committed to innovative approaches toward our systems and service offerings with the underlying belief that our ability to follow advances in science and technology can only mean greater benefits for our customers, our Team Partners, and our company.

We incorporate the latest technologies and innovative software systems into our facilities and production processes in order to continually deliver industry-leading results and, whenever possible, we design proprietary systems or re-engineer others to more specifically meet our unique business needs. For example, because we are in a unique position to self-manufacture the majority of our customer products, including garments and floor mats, we're not only able to create tailored products that meet customers' specific needs, but we're also able to capitalize on latest-generation manufacturing planning systems that employ optimizing software that allows us to maximize every inch of fabric and textiles during our production processes, thereby dramatically reducing waste.

UniFirst developed a centralized, web-based application to record and track, in real time, systems performance, energy consumption, equipment utilization, and labor activity at all plants. Born out of the need to bring "islands" of data together in order to better utilize production metrics, UniFirst Production Monitoring (UPM) includes interfaces to all automated production systems, as well as our energy management application, time and attendance/payroll applications, and our computerized maintenance management

system (CMMS). UPM presents information in both dashboard and report form, including detailed system and plant summary data, that is accessible at any time by both corporate and plant decision makers. Now our corporate headquarters has the ability to utilize the same detailed plant-specific data that is available on our hundreds of local production floors. UPM has allowed us to realize many benefits, including: improved system performance, equating to a higher rate of throughput; improved equipment utilization, resulting in less energy consumption; rapid identification of process flow issues, allowing for real-time adjustments to equipment and labor; and an increase in overall productivity.

At the core of our skills training and internal communication programs for all UniFirst Team Partners is a video conferencing network that connects our more than 260 UniFirst locations throughout North and Central America, as well as in Europe, significantly reducing the need for travel companywide and helping reduce our carbon footprint. We've also developed and maintain an extensive print, audio, and online video training library, which allows our various teams to learn at their own pace and on their own schedules. And in 2020, we launched a forward-thinking,



Our proprietary UPM application records and tracks activity at plants in real time to improve operational efficiencies.





The Owensboro customer service team proudly displays their Stevie Award earned for developing “Ask IRIS,” a knowledge-based information management system used to dramatically improve telephone and email response rates.

proprietary “UniFirst App” for Team Partner smart phones to allow for ongoing two-way communications between the corporate office and staff throughout North America, including many who do not have UniFirst computer access (email and intranet). These efforts were particularly beneficial during the challenging times of the COVID-19 pandemic.

And our Owensboro, KY, distribution center is not only the centralized hub for all our customer orders, it is also at the center of UniFirst’s latest innovation in systems and services. This order fulfillment and distribution center receives, then delivers, about 40 million garments annually using shipping and inventory software systems developed and serviced in-house, allowing us to optimize both service and delivery for our customers. Our proprietary warehouse management system helps the company work toward a paperless environment, eliminating 75% of the paper used in

the distribution center’s warehouse. State-of-the-art conveyance systems have mitigated the need for heavy equipment, allowing them to run on smaller, more efficient motors. Plus, we have made a multi-million-dollar investment to implement advanced automation and latest-generation robotic item-picking systems. These save natural resources by minimizing waste while improving accuracy, delivery speed, and customer satisfaction, allowing UniFirst to meet the future needs of our customers and nimbly respond to customer demand.

To optimize operations at our distribution center’s multi-award-winning customer call center, UniFirst implemented a knowledge-based information management system called Ask IRIS (Informational Resources Instantaneously Supplied), customized in-house by a UniFirst customer service representative (CSR). Ask IRIS had an immediate impact on improving overall customer satisfaction. Both telephone and email response rates increased to 99.2% since implementing the system. Call-handling times have been reduced by an average of 16 seconds, and with an inbound volume of 15,000 inquiries per month, this saved the team more than 21 hours of call-handling time monthly. This allows UniFirst customer service representatives the ability to provide exceptional service and results to thousands of satisfied customers. It also earned the Owensboro operation its second Stevie Award® for customer service in just three years.

UniFirst’s distribution center continues to be a source of excellence for customer service and consistently drives change by routinely reviewing and evolving our training programs that help not only our customers, but also our CSRs—the front line in our efforts—to quickly resolve any customer issues and provide faster and better service to our customers every work day. As a result of these efforts, the Owensboro call center/customer service team received a third Stevie Award in 2020 for the effective development and implementation of a new in-house training program called “30 on Thursdays,” which focuses on 30 minutes of personalized training sessions on a rotating basis for all call center Team Partners.

SPOTLIGHT ON INNOVATION IN SYSTEMS AND SERVICES

Advanced Automation

UniFirst is committed to implementing the latest equipment and technologies throughout the company. This includes our centralized Owensboro, KY, distribution center, where you’ll find our highly automated robotic item-picking system that simplifies and improves accuracy of customer order fulfillment. The robotic picker system helps to seamlessly fulfill customer orders and ensures the right garments and products will reach the right customer location, locker, and individual wearer on a consistent, reliable, and timely basis.





Sustainability: Respecting the Communities We Serve



At UniFirst, we are continually working to minimize our environmental impact with a focus on sustainability and striving to become a “greener,” and more environmentally friendly company in all aspects of our operations.

UniFirst is proud to have been named to Barron’s 2021 list of the “100 most sustainable companies in the United States.” In fact, this was the third year in a row we earned this prestigious honor. To determine the rankings, Barron’s partnered with Calvert Research and Management to analyze the largest publicly held companies that are headquartered within the United States. Each company was assessed against 230 performance indicators in 28 environmental, social, and corporate governance areas. Whether it’s the precise uniform processing procedures we follow to help ensure resource conservation and environmental protection, the thoughtful energy-saving practices we use at our more than 260 facilities, the careful fleet maintenance and driving procedures we have in place, the manner in which our ancillary services and products are designed and manufactured, or the uniform and facility service options we provide our customers to help them meet their business and sustainability goals, everything we do consistently takes environmental sustainability into consideration.

Products and Services

While UniFirst is committed to continuing our many recycling efforts and pursuing additional opportunities, the nature of our core business—managed uniform rental programs—has also helped us maintain environmental stewardship throughout the

years. Compared to purchasing, renting items such as uniforms, workwear, floor mats, shop towels, and wipers saves energy and decreases natural resource consumption. Our rental products are made to last longer than store-bought alternatives, and our service programs effectively maintain customer clothing and textiles to maximize useful life. Rental items are “reused” far more often and longer than purchased items, thereby reducing overall raw textile usage and resulting in less waste added to landfills and incinerators.

When we refurbish and transform pre-worn customer apparel into like-new offerings for garment replacements, we are, in effect, recycling. And when wear and tear finally take their toll and the professional image of our customers could become compromised, we look to donate appropriate clothing items to needy organizations in the U.S. and abroad whenever possible—in effect, giving them a “second life.”

And, by hygienically laundering work clothing for our customers, we are able to address health and safety concerns related to the uniforming of their employees, which was particularly important during the COVID-19 pandemic. Our hygienic laundering processing also assists with the overarching environmental efforts of individuals and small businesses. Because of our affiliation with an expanded network of environmental programs, laundry byproducts are managed through wastewater treatment programs

at UniFirst plants that follow environmentally safe disposal, recycling, and reuse—programs that individuals would not be able to participate in through everyday home laundering. In other words, by collecting, processing, and properly disposing of our business customers' waste and subsequent byproducts through channels they are unable to access, we are able to increase the overall level of environmental participation of everyday product users.

Our company manufactures the majority of the shirts, pants, and outerwear we use in our rental service programs. And when partnering with product suppliers, whether it ultimately involves the manufacture of our apparel or any of our other products, we



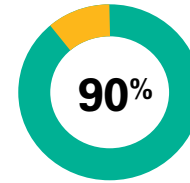
continually seek to identify and purchase environmentally preferable materials. We've also computerized our textile-cutting systems to assure minimal waste of fabric at all times, with modular assembly construction processes that maximize efficiencies and the overall use of resources.

Annually, UniFirst purchases close to 50 million clothes hangers. Nearly all of our millions of rental uniforms in service and housed at our facilities are kept on individual wire hangers, each made of 0.08 pounds of galvanized steel. This amounts to about 4 million pounds of steel used in UniFirst hangers each year. However, we're committed to purchasing recycled materials whenever possible, which allows us to recognize a 35% recycled material rate specific to our hangers. This means UniFirst is responsible for the use of approximately 1.4 million pounds of recycled steel annually through hanger purchasing efforts alone. But we don't stop there. To help prevent hangers from being tossed into waste bins, we also promote hanger recycling programs at each of our customer locations, resulting in an estimated 50% recycle/reuse rate.

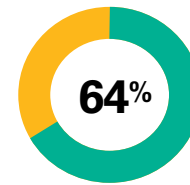
Finally, our laundering service facilities, uniform manufacturing operations, and our centralized distribution center have earned ISO 9001 certifications. With ISO-certified quality management systems, we help ensure consistent high-quality products and services for our customers and make certain all of our processes are operating as efficiently as possible, aiding resource conservation.

Spotlight on Sustainability

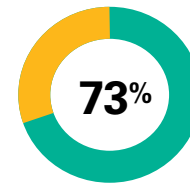
UniFirst vs. Home Laundering



Less chemical usage



Less water usage



Less energy usage

Mullen and Lehbuerger—assessment of reusable and disposable products.

Ramping Up Recycling Efforts

UniFirst continually investigates new ways to recycle and reuse materials from our garment and floor mat manufacturing operations and our out-of-service uniforms, targeting programs that can convert these materials into reusable components, which can then be used to manufacture or supply new garments and/or products.

Since we manufacture our own floor mats, UniFirst has complete control over materials and production methods, and utilizes environmentally friendly practices throughout the manufacturing process. For example, partially recycled components are used to produce many of our floor mat styles; a portion of the rubber waste resulting from the manufacturing process is reintroduced into uncured rubber compounds used to make non-carpeted mats; and other rubber waste is recycled into non-related products such as automotive brake shoes, rubber bumpers, etc. Meanwhile, waste carpet-top trimmings are reprocessed at a facility where they're recycled for other textile products. Lastly, whenever possible, we reuse older mats that are aesthetically acceptable and fully functional in our rental programs.



UniFirst's distribution center in Owensboro, KY, recycles 2 million pounds of cardboard on an annual basis.

UniFirst manufacturing operations recycle more than 1.5 million pounds of fabric scraps per year, which are then baled and sold to textile recycling companies for reuse, with proceeds donated to various programs for the elderly. We also recycle used and broken zippers, with more than 5,000 pounds of scrap metal recycled annually. Proceeds from this effort are donated to a children's shelter and used at the local level for small equipment upgrades in various facilities.

To date, our manufacturing group has recycled hundreds of thousands of pounds of cardboard, which is converted into construction materials. Wood pallets are also donated to UniFirst employees to be used for home improvement projects, with over 600 pallets donated in just one year. Plus, Team Partners in our manufacturing group collect plastic bottle caps for Agua Pura del Valle, a bottled water supplier, who then donates money to Hospital General de Ciudad Valles, in Ciudad Valles, Mexico, for a campaign that supports cancer patients; for every 1,000 caps donated, a cancer patient receives a free chemotherapy treatment.

UniFirst's manufacturing operations in Nicaragua have also worked in recent years with the Better Work program, a collaboration

between the United Nations International Labor Organization and the International Finance Corporation, the lending and advising arm of the World Bank Group. This joint venture brought together all levels of the garment industry with the goal of improving work conditions, protecting labor rights for workers, and boosting the competitiveness of the apparel business. UniFirst and Better Work have shared common visions for a global garment industry that lifts millions of people out of poverty by providing work, empowering women, driving competition, and promoting inclusive economic growth.

Our company's centralized distribution center in Owensboro, KY, uniquely built to efficiently receive, store, and ship customized garments to our customers anywhere in North America, also plays a part in our overall environmental efforts. As the host site for nearly all incoming and outgoing products, the distribution center utilizes large numbers of cardboard boxes, as well as wooden pallets. From this facility alone on an annual basis, over 2 million pounds of cardboard is recycled, and we recycle, reclaim, or repurpose over 14,000 wooden pallets.

On the local level, UniFirst's 260-plus facilities throughout the U.S. and Canada all strive to be good corporate citizens through involvement with their own community recycling efforts. For example, our Nashua, NH, location partners with the Blue Jeans Go Green™ program, which collects denim across the country and upcycles it into UltraTouch™ denim insulation. By recycling worn denim into denim insulation, the Blue Jeans Go Green program keeps textile waste out of landfills and helps with building efforts in communities around the country, including Habitat for Humanity. To date, UniFirst has donated over 50,000 pounds of cotton denim since the program's inception in 2016.

Ancillary Products

UniFirst offers a wide variety of environmentally friendly floorcare and restroom/hygiene service programs. The products at the core of these programs have been designed with environmental sustainability in mind. And when they are included as part of a fully managed service program, some of these products can help our customers earn LEED* points that qualify them for environmental certification by the U.S. Green Building Council.

UniFirst First Aid and Safety

In 2020, UniFirst increased its first aid and safety service outreach on a location-by-location basis across the U.S. to help meet the burgeoning demand from businesses who want to improve their overall workplace health and safety initiatives. UniFirst's first aid and safety solutions meet a variety of business needs with an array of specialized business services and proprietary products, as well as those from leading manufacturers, that include: first aid cabinets and kits, personal protective equipment (PPE), certified safety training programs (first aid, CPR, AED, basic life support), and related accessories, as well as personalized product deliveries and restocking by area reps. Providing these

*Leadership in Energy and Environmental Design, a national benchmark for the design, construction, and operation of high-performance green buildings.

important service solutions, in addition to our current uniform and facility service offerings at the local level, further establishes our company's commitment to the safety of its customer employees and visitors.

Floor Mats

Our floor mats are 100% PVC-free and are specially constructed to capture and hold dirt and moisture from the soles of shoes, and to prevent track-off and unnecessary soiling and cleaning of customer facilities. By literally trapping pounds of contaminants, UniFirst mat systems help protect expensive flooring surfaces, ventilation systems, and sensitive electronic equipment—all of which translates into less cleaning and chemical use. We manufacture all of our floor mats to last for at least five years and recycle our scrap byproducts. By comparison, mats purchased at most retail outlets will typically last just one year, thereby adding more vinyl and rubber components to the waste stream. Additionally, UniFirst locations participate in environmental stewardship programs; when used floor mats are no longer viable, they're collected and sent for recycling when possible.

Microfiber Mop and Wiper Technology

Our reusable microfiber mops and wipers are ultra-light and designed to clean hard surfaces without chemicals or water. The U.S. Environmental Protection Agency (EPA) notes that such innovative products can reduce chemical usage by up to 95%. For more heavily soiled surfaces requiring water and cleaning agents, we offer microfiber wet mops and towels that feature super-absorbent natural fibers that result in faster, more efficient cleanings. Use of these reusable UniFirst products instead of disposables reduces solid waste by up to 210%, water usage by as much as 2,850%, and energy consumption by up to 12,590% (according to EPA life cycle assessments).

Paper Hand Towels and Toilet Tissue

The majority of our Tork® paper towel and tissue products are Green Seal®- and ECOLOGO®-certified, and are manufactured from 100% recycled or Forest Stewardship Council (FSC) certified fibers, consistently meeting EPA requirements for post-consumer waste. Additionally, our portion-control (one-at-a-time) paper dispensing systems are available with both mechanical and electronic touch-free options. Studies have shown that these dispensers reduce paper usage by 25–35%, resulting in considerably less landfill dumping and incineration.

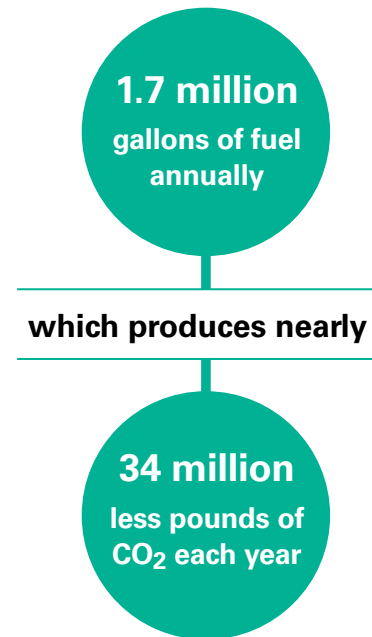
Soaps and Hand Care Products

Our soap and hand care product lines include a range of “green” and biodegradable hand cleaning and disinfecting products. Green Seal-certified and ECOLOGO-designated products are specially formulated for use in the types of work environments our company serves and are available in a variety of touch and non-touch, portion-controlled dispensing options that minimize waste.

Odor Control Systems

We offer environmentally conscious odor control program solutions. Our most popular system, TCell™, contributes to clean and fresh air in a 100% environmentally friendly way, and without the need for

Route planning and optimization software has saved roughly



batteries or electricity. All of our air freshener delivery systems are EPA compliant, contain no VOCs, and our refill components are recyclable.

Facilities and Fleet

UniFirst has more than 260 locations throughout the world and over 4,000 vehicles in our fleet, making attention to energy-efficient and environmentally friendly practices a top priority.

The UniFirst fleet of customer delivery and support vehicles is a vital area where we operate with a large measure of sustainability best practices. UniFirst consistently tries to reduce its carbon footprint through programs like the use of route planning and optimization software. Using advanced industry algorithms and custom routing passes, we're able to recognize daily reductions in miles driven and routing time while gaining vehicle capacity. At the same time, we see dramatic improvements in driver management and customer service levels. The UniFirst fleet currently services more than 300,000 customer locations and travels over 69 million miles each year. Since implementing this initiative, we've recognized an 8% increase in fleet efficiency, traveling almost one mile less between each stop, saving over 227,000 miles every week (nearly 12 million miles annually), as well as roughly 1.7 million gallons of fuel. And at 20 pounds of CO₂ per gallon of gas, we're producing nearly 34 million less pounds of CO₂ each year.

And with fuel conservation and environmental sustainability in mind, we've also tested and/or incorporated hybrid and alternative fuel-operated vehicles in select markets. In fact, one UniFirst location's entire fleet currently runs on propane. These "green" delivery vehicles are being used in some of our more densely populated servicing areas in order to strike the highest balance between carbon and emission reductions and delivery efficiency. Further, we've ordered all-electric delivery vehicles for use at one of our California plants, with plans to expand to other company locations, and all UniFirst fleet vehicles are governed and are equipped with Allison transmissions and idle shut off software to reduce fuel consumption.

In the end, all of our efforts create overall reductions in wear and tear, fuel use, and maintenance resulting in bottom-line benefits for the environment and our customers.

Environmental Stewardship in Our Facilities

UniFirst was one of the first in the uniform and textile services industry to re-engineer all of its operations to become a "greener" and more environmentally friendly company. We were also one of the first members of the EPA's Green Lights and ENERGY STAR® programs, which combine business strategies with environmental protection and energy conservation at all corporate facilities. And every UniFirst laundry production facility uses computerized processing equipment to maximize fuel and energy efficiencies while minimizing waste.

UniFirst is a long-standing member of the Laundry Environmental Stewardship Program (LaundryESP®), an industry-wide initiative with a singular focus to protect the environment. As a result of re-engineering all routine operational practices, UniFirst (and our industry) achieved and continues to maintain considerable reductions in water and energy usage.*

1. Water use: 33% reduction
2. Energy use: 27% reduction
3. CO₂ emissions: 24% reduction

On an ongoing basis, UniFirst provides recommendations to all of our plants regarding process and system operation through our

Energy Best Practices communications, outlining step-by-step procedures for our Team Partners to follow in order to support the conservation of energy. Areas included are startup and shutdown procedures, building and general conservation, and equipment maintenance and production, and involve practices ranging anywhere from staggering major equipment startups each day and checking lint collectors hourly, to installing motion-sensor lights and insulating piping. They may seem like little things, but across hundreds of locations, they certainly add up to sound conservation practices. Our overarching approach to environmental awareness as it concerns our facilities is to implement continued upgrades to existing locations whenever possible or to start from scratch upon new construction. For example, lighting makes up 20% of a building's electricity usage. At UniFirst, we upgraded the lighting at most facilities with LED or T5 options, which offer greater energy efficiency and longer life. In the case of newly built plants, we make every effort to maximize natural lighting in our building designs to reduce the need for electric based lighting. We also install skylights when possible to further reduce energy consumption while increasing the amount of natural light in the workplace.

And when UniFirst gains a new facility through an acquisition, we assess all operational systems in place and convert any oversized or inefficient equipment to improve performance. This includes upgrading boilers with energy-efficient burners to maximize combustion efficiency while minimizing the release of emissions. We also employ the practice of spot-cooling workstations in our large facilities where standard air conditioning is considered ineffective, expensive and, therefore, wasteful.

Even our Information Technologies (IT) group joins our environmental efforts. Taking advantage of the rapid changes technology presents helps keep UniFirst's IT sustainability efforts on track. While our continued growth has required greater computing capacity, UniFirst has successfully decreased our overall footprint by decreasing the number of corporate physical servers from roughly 120 to 60 and using 2,200 virtual systems. As a result, we've seen a reduction in energy use of approximately 50% over the last five years, and our uninterruptible power supplies (UPS) have been reduced from carrying the maximum possible load to using only roughly 40% over that same time period. Enabling a virtual environment also provides the ability to maintain systems without increasing server costs.



Water use:
33% reduction



Energy use:
27% reduction



CO₂ use:
24% reduction

As a result of re-engineering all routine operational practices, UniFirst (and our industry) achieved and continues to maintain **considerable reductions** in water and energy usage.

* All data verified by Laundry ESP and Collier Shannon Scott, Environomics of Bethesda, Maryland, and Georgetown Economics (D.C.).



Advanced and highly efficient mega-sized washers help produce hygienically clean workwear and are central to our sustainability efforts.

Additionally, our IT department incorporates flash memory versus spinning discs wherever feasible. Flash memory chips store data and use less power to retain that data, all while booting faster, launching applications faster, and delivering faster overall performance that requires less power and less cooling.

Equipment

UniFirst runs an ongoing program to replace all industrial washers located in our laundry facilities that have reached 20 years of age. As the washers are removed, they're replaced with units that contain high-efficiency motors and utilize copper wiring and currents half the size of the former washers, allowing for far less heat loss and greater efficiency. In addition, all garment presses are on the same 20-year schedule for replacement.

But 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 for use or to have the steel and other materials recycled, greatly reducing waste and offering new life to old materials.

We also 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. It is much more efficient to bring in fresh, dry, and even cold outside air and heat it in the dryer rather than use warm, moist air from inside the plant. An added benefit is that the fresh outside air greatly expands when it is heated to the proper temperature, which results in faster drying. As a result of this process, dryer energy consumption can be reduced by 5–10%. Improved dryer operation results in shorter cycle times, which reduce electrical consumption.

And 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. These systems work to reduce fuel consumption and lessen the steam requirements to generate hot or tempered water, giving us better water temperature control and cutting down on discharge wastewater temperature.

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 current standard of 160°. These detergents are now in use with many of our standard operating procedures for hygienic laundering and are expected to save many thousands of dollars in energy costs from not having to heat all wash water to extremely high temperatures. The potential impact is exponential when considering the millions of garments we process each week and the effects that reduced wash time and temperature averages have with respect to water and energy consumption.

Currently, our laundering process entails carefully sorting clothing or other textiles and placing them in specially designed slings that are marked with garment type and soil level. They are then weighed and sent to designated washers that have been pre-programmed—based on the laundering requirements of the load—to use exacting amounts of cleaning agents, water, and precise temperatures and times to maximize processing efficiencies and to prevent waste.

All UniFirst laundry detergents are 100% "green" and environmentally friendly; they are biodegradable and made from renewable resources that are free of phosphates and other chemicals that could be harmful to the environment; and they are

SPOTLIGHT WASTEWATER EFFORTS

ONTARIO, CA GETS GREENER

In October 2020, the UniFirst industrial laundry processing facility in Ontario, CA, introduced a new water recycling system and advanced filtration technology. The project will help conserve water (up to 6.5 million gallons annually), reduce utility costs (over \$90,000 in savings), and will help advance company-wide sustainability goals for environmental stewardship.

specifically 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.

UniFirst has also set a goal to reduce the amount of water used to clean customer garments and other products in our laundry plants by about 30%, from an average of about 1.8 gallons of water per pound of processed textiles to 1.25 gallons. We currently process approximately 700 million pounds of textiles annually. So, if we can achieve this goal, we could further reduce related water consumption by 385 million gallons per year!

Wastewater Efforts

We also take extraordinary care with all the byproducts produced by our laundry operations. At all UniFirst processing locations, a wastewater pretreatment program is employed to minimize any pollutant discharges to local wastewater systems. UniFirst partners with local municipal programs to further environmental and energy conservation efforts that benefit the communities in which we live and serve. For example, the wastewater byproducts (sludge solids) from UniFirst-Albany, NY, are shipped to a nearby waste-to-energy facility, which provides dependable, environmentally safe disposal of solid waste while generating clean, renewable electricity for the local utility.

In an effort to become a “greener,” more environmentally friendly organization, UniFirst continually looks for opportunities to apply energy-saving systems and technologies that help ensure

resource conservation and environmental protection. In 2020, we installed a new industrial water recycle system with advanced filtration technologies in our Ontario, CA, plant to help conserve water and reduce utility costs while advancing companywide sustainability goals for environmental stewardship. As such, the water recycling system is expected to save 6.5 million gallons of water annually by cleaning and reusing 30% of the water used at the facility. A similar system at our laundering facility in Chicago recycles up to 20% of the water usage at that location with a long-term goal of achieving 50% usage of recycled water. Due to the programs’ success, UniFirst is looking for additional opportunities to expand this program.

Additionally, select UniFirst plants are utilizing cleaned/treated wastewater in the initial wash stage of our floor mat and wiper laundering process. Because there are numerous steps and rinses to laundering these items, the initial rinse is a perfect place to reuse some of the cleaned water since items are especially soiled in this stage. Approximately 15% of the water in these plants is reused.

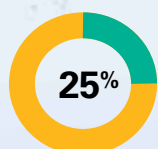
Our ongoing investments in water reuse, wastewater treatment, and emissions monitoring technologies also help assure that everything we return to the environment is compliant with local, state, and federal regulations and is clean, safe, and non-polluting.

Energy Management

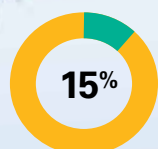
UniFirst utilizes EnergyCAP, a powerful energy management platform, to pay invoices and track usages and costs for all plants and branches, leading to greatly improved energy utilization. This software affords us the ability to compare location-to-location energy and water usage to identify any over-use. EnergyCAP also has additional capabilities including: identifying building control problems, inefficient facilities, and spot leaks; and tracking and reporting greenhouse gas emissions and green energy credits.

And, as we began to track a wider range of utility data in consistent categories, we were able to devote attention to unusual variations in cost in certain areas. For example, sewer surcharges were targeted using a custom report to ensure correct appropriation of costs. With the ability to break it down to this level, we know how to better treat waste and streamline our treatment operations. The cleaner we make our wastewater, the lower our surcharges. And that’s a win-win.

We also partner with Tradition Energy, a full-service energy management consultant. They assist in obtaining third-party energy



of all the processing water in our Chicago plant is recycled water.



of water utilized in select UniFirst plants is reused.



Solar panel installation at UniFirst-San Antonio, TX is a source of clean, sustainable energy.

suppliers for our locations in states that are deregulated, and with demand-response initiatives and solar energy opportunities, resulting in installations like the one seen above at our San Antonio facility. Through this partnership, UniFirst locations are also able to contract with suppliers that are Green-e® certified for energy use where portions of the energy supply are derived from wind. Currently, about 25% of our locations are powered by Green-e certified utility companies, with plans for this number to grow annually.

Environmental Recognition

UniFirst is a proud member of the U.S. Green Building Council (USGBC), the International Facility Management Association (IFMA), and Laundry Environmental Stewardship Program (LaundryESP®). UniFirst is also an ENERGY STAR® and Green Lights Business Partner and offers Green Seal®- and ECOLOGO®-certified products.

Our company continues to be honored by communities throughout North America for our environmental efforts, including:

- The city of Fort Worth, TX, presented our area UniFirst operation with a 2020 Environmental Excellence Award as a partner in Fort Worth's Wholesale Customer City Pretreatment Program

for achieving “perfect compliance with local, state and federal environmental regulations, pollution prevention programs, and exceptional water conservation efforts.”

- The Sanitation Districts of Los Angeles County awarded UniFirst—Santa Fe Springs, CA, location with a certificate of recognition for complying with U.S. EPA and Sanitation Districts of Los Angeles County's Industrial Wastewater Discharge Limits and Requirements.
- The Mecklenburg County Land Use and Environmental Services Agency named UniFirst's Charlotte, NC, location Sustainable Manufacturer of the Year. The award is part of its “Wipe Out Waste” program for companies that have demonstrated a commitment to building a stronger community through waste reduction and recycling measures.
- The Hampton Roads, Virginia, Sanitation Department and the Virginia Department of Environmental Quality honored UniFirst with the Pollution Prevention (P2) Award for outstanding multi-media (air, land, and water) efforts that focus on reduction of waste (or its toxicity) at the source, rather than traditional treatment, control, and disposal.
- The Charlotte-Mecklenburg Utility Department awarded silver to UniFirst in its Environmental Excellence Awards for environmental stewardship for exhibiting a proactive and innovative approach to protecting water quality. This award has been presented to UniFirst, uninterrupted, for nearly a decade.
- The Metro Wastewater Reclamation District, the wastewater treatment authority for much of metropolitan Denver and parts of northern Colorado, presented UniFirst with a Gold Award for perfect compliance with their industrial wastewater discharge permits for an entire calendar year.
- The Missouri Water Environmental Association (MWEA) awarded UniFirst a Gold Award for following strict environmental and water regulations and safety guidelines. UniFirst has won this award 12 times and is the only uniform laundry facility in the Springfield, MO, area to achieve this distinction.
- Exelon Corporation, one of the United States' largest nuclear providers, presented UniFirst with its Environmental Leadership Award, citing our “lengthy record of (processes and) services that are environmentally responsible, safe, and of superior quality.”
- Utility companies in Texas presented UniFirst with gold awards for water safety and environmentally friendly treatment processes.

These are just a few of the many types of environmental awards and recognitions UniFirst receives every year.





Diversity and Employee Initiatives

At UniFirst, we embrace behaviors and attitudes that foster an inclusive and respectful work culture where everyone can thrive. We also recognize the many benefits of a diverse workforce that include a greater variety of solutions to problems, a broader collection of skills and experiences, and an array of viewpoints to consider. Not to mention, more diverse Team Partners mean a better understanding of our diverse customers' needs. We are also committed to practicing affirmative action in the hiring, promotion, transfer, and training of all Team Partners.

As an affirmative action employer, we readily comply with all rules and regulations related to good faith efforts in our candidate outreach and staff recruitment. We partner with agencies like Circa (formerly America's Job Exchange) and others to reach diverse candidates in targeted career centers and professional diversity network communities. We also maintain required online affirmative action training courses for all line managers, which help provide a clear understanding of UniFirst's affirmative action policies.

UniFirst received a special employment diversity award from the Textile Rental Services Association of America (TRSA), a professional organization dedicated to strengthening and promoting the linen, uniform, and facility services industry. UniFirst was honored for implementing diversity programs that involve providing on-site English as a second language (ESL) classes for employee Team Partners and participating in an early literacy program that helps Team Partners with young children develop, practice, and maintain habits of reading together at home. Both educational programs reflect our company's commitment to providing professional development opportunities for staff and their families. The company hopes to continue expanding both programs into more locations across North America.

Additionally, UniFirst was recognized for the third consecutive year as a 2020 Women on Boards Winning Company. Winning companies champion board diversity by having 20% or more of their board seats held by women. The 2020 Women on Boards Gender Diversity Index of Fortune 1000 companies showed that 20.4% of corporate directors were women. UniFirst is proud to say that women currently make up 29% of those who have a seat on our board.

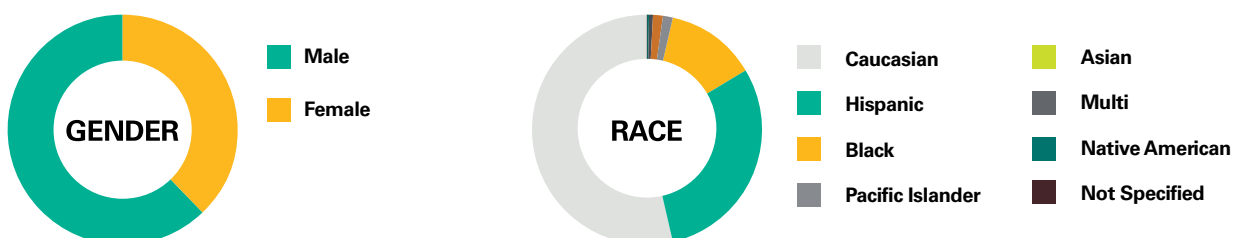


UniFirst named a winning company for board diversity.

Supplier Diversity

UniFirst is a full-service provider of textile rental services, with the majority of our rental products manufactured directly by UniFirst. While possessing our own manufacturing process presents fewer opportunities for the participation of subcontractors, UniFirst

UniFirst Staff Diversity by Race and Gender



UNIFIRST WELCOMES THE OPPORTUNITY TO HAVE OUR HONORED VETERANS APPLY THEIR SKILLS FOR THE BENEFIT OF BOTH OUR CUSTOMERS AND COMPANY.

actively works with minority and women's business enterprises (MWBE) that are able to supply customer products that we do not directly manufacture. This opens the door to new partnership opportunities and encourages the continued growth in confidence and skills of MWBE vendors. Whenever possible, UniFirst works with new vendors we identify as having MWBE certification potential, encouraging them to pursue federal-level certification and guiding them through the process as needed. UniFirst also tracks and continually reviews all of its supplier diversity spends.

Veteran Engagement

UniFirst proactively reaches out to military veterans at nearly all staff recruitment drives. We recognize that today's transitioning military veterans are highly skilled, disciplined, and adaptable to change. Many studies have identified the numerous transferable skills possessed by veterans: teamwork, critical thinking, problem solving, work ethic, integrity, and leadership to name a few. And here at UniFirst, we welcome the opportunity to have our honored veterans apply these skills for our customers' benefit. Today, many of our most successful Team Partners, including managers, are proud veterans.

Educational Assistance

At UniFirst, we appreciate the value of education and recognize the importance of encouraging the leaders of tomorrow to develop their professional skills and expand their educational foundations through continued academic enrichment. In addition, we fully appreciate the financial burden that academic pursuits can place on individuals. As such, we offer tuition reimbursement and have established two scholarship programs to assist our Team Partners and their children in their educational endeavors.

Tuition Aid

In order 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. In recent years, UniFirst has given over \$1 million in educational assistance to our Team Partners in the U.S. and Canada.

Aldo Croatti Scholarship Program

The Aldo Croatti Scholarship, named for UniFirst's founder, was established to encourage and assist the children of UniFirst Team Partners in their academic pursuits. Each year, we award 12 scholarships to students who are enrolled or enrolling in full-time undergraduate studies at an accredited two- or four-year college or vocational/technical school. To date, we've granted 203 scholarships totaling nearly \$424,000 since the program's inception in 2004.

SPOTLIGHT ON DIVERSITY

UniFirst is Proud to Partner with Andretti Autosport's "Military to Motorsports" Program

UniFirst has joined forces with Military to Motorsports, a staff recruitment program that focuses on hiring the most qualified military veterans to join Andretti Autosport and its partners. The program was developed by racing legend Michael Andretti (pictured below), the leader of Andretti Autosport, along with retired Navy veteran and Andretti Autosport chassis owner, David Tilton. Their mission is aimed at giving back to our nation's Armed Services with quality employment opportunities.

MILITARY
TO
MOTORSPORTS.COM





Because of the COVID-19 pandemic, the UniFirst Management Institute's graduating class of 2020 held their commencement ceremony via video conference.

Ronald D. Croatti Scholarship Program

To further expand UniFirst's dedication to academic and professional enrichment, we established a scholarship program specifically for UniFirst Team Partners. The Ronald D. Croatti Scholarship, named for our former President and CEO who passed away in 2017, offers financial assistance to full-time Team Partners who enroll in full-time or part-time undergraduate or graduate study at an accredited two- or four-year college or vocational/technical school for an entire academic year. These Team Partners are recommended by their supervisors for continuing education in one of three areas: information technology (IT), sales leadership, or business administration/leadership. Each year, we distribute nearly \$50,000, with awards ranging from \$1,000 to \$5,000. To date, we've granted 59 scholarships totaling more than \$212,500 since the program's inception in 2015.

Management Development Program

UniFirst was chosen as a recipient of the Leadership 500 Excellence Award for outstanding achievements and innovation in

leadership development and programs. These awards salute the world's top leadership practitioners and programs, as well as highlight their roles in developing their most important asset—their people.

Specifically, the award recognized our UniFirst Management Institute (UMI) as a leadership development program that supports the career progression of the top high-potential leaders within the company. It provides targeted, individualized professional development through a blended training solution that includes a series of four week-long workshops offering forums with key leadership, business simulations, and competency assessments. Outside the workshops, participants utilize virtual meetings, action learning, job shadows, social networking, and reading assignments designed to accelerate participants to the next career level. Overall, about one-third of all UMI participants have been promoted from the positions they held during their UMI attendance, with several reaching executive leadership levels. UMI graduates are consistently the first candidates considered for new leadership positions as they become available at UniFirst.



Pictured (L to R) Claudia Green, executive director of English for New Bostonians; Mary Truong, executive director of the Massachusetts Office for Refugees and Immigrants; Brian DiFillippo, UniFirst—Boston, MA, general manager; Angela Spinola, UniFirst production Team Partner; Cynthia Croatti, UniFirst executive vice president; Steven Sintros, UniFirst president and CEO; and Nam Pham, Massachusetts Assistant Secretary of Business Development and International Trade.

educated regarding UniFirst's latest products and services. Additionally, we believe it is crucial to address areas that are pivotal to the professional growth of our Team Partners, including skills, management, sales, compliance, safety, and health training. As part of our commitment to talent development, we heavily invest in ongoing training for all UniFirst Team Partners. With two departments dedicated to on-the-job training programs and an estimated annual spend of over \$13 million, we believe that there is no substitute for a knowledgeable team.

And our staff-training commitment has been nationally recognized. UniFirst was awarded three training-related Stevie Awards® to date, "the world's top honors for customer service, contact center, business development, and sales professionals." The first award was for our Account Management Education (AME) program, which teaches strategies and tools necessary to proactively build relationships with customers. The second award was for a new program, Phone Skills Coaching Tool, used to engage sales managers in automated prompt and response appointment-setting attempts by telephone. And the third Stevie was earned for a new in-house training program called "30 on Thursdays," which focuses on 30 minutes of personalized customer service training sessions on a rotating basis for all call center Team Partners. We consistently evaluate and update ongoing training programs and create new ones to help our Team Partners grow personally and to allow them to provide exceptional customer service—a hallmark of our company.

Innovative Staff Recruitment/Development Program

UniFirst's award-winning management development program LEAP (Leadership, Education, and Performance) specifically designed to attract, hire, and retain talented Team Partners at the managerial level and place them on a fast-track career path, had its second graduating class in 2020. These skilled graduates have now moved into their permanent roles at various UniFirst locations across the country. LEAP includes 18 months of training, rotating through different UniFirst locations and departments, and builds a foundation for a results-driven leadership career. Five leadership competencies make up the program's learning tracks (critical thinking, people development, business management, emotional intelligence, and ethical leadership), all offered through



Managers from UniFirst's Leadership, Education, and Performance Program (LEAP) and Talent Acquisition teams proudly display their second consecutive Stevie Award for Great Employers.

SPOTLIGHT ON EMPLOYEE INITIATIVES

Tribute to Women

Cynthia Croatti, Executive Vice President of UniFirst Corporation, was selected by the YWCA Northeastern Massachusetts as an Honoree for their annual Tribute to Women, which honors the work and community service contributions and achievements of a select group of outstanding women from the Merrimack Valley and North Shore regions of Massachusetts. She was honored for her role in overseeing the company's many philanthropic initiatives, as well as for her work leading corporate programs that provide UniFirst Team Partners with opportunities to further their education and careers. Under her leadership, UniFirst established several noteworthy programs including two annual scholarships—the Aldo Croatti and Ronald D. Croatti scholarships—to help fund higher education for employee Team Partners and their families. In addition, recognizing the need to help a diverse workforce succeed in their careers, Croatti led UniFirst's efforts to offer free on-site English classes for non-English speaking staff members.



a blend of operational knowledge and experience in the industrial laundry business and strategic thinking, sound leadership skills, and personal/professional growth. The program is currently recruiting its next cohort and has proven so successful that it is planned to continue for many years to come.

Free On-Site English Classes

UniFirst received a Business Leadership Award from English for New Bostonians, as well as a diversity award from TRSA for our support of workplace English for Speakers of Other Languages (ESOL) classes for its Team Partners. UniFirst currently offers these weekly ESOL classes free of charge after work for our diverse workforce at several company locations. The program has been such an overwhelming success in helping these employees succeed in the workplace that it is now included in the company's local benefits package. UniFirst is also in the midst of expanding this program to even more locations across North America.

Our 14,000 Team Partners bring their very best to work every day, and an inclusive culture has been created, developed, and sustained that fosters a family-like atmosphere of contentment and pride. This culture cannot be copied by our competitors and offers UniFirst a competitive advantage in the market.



Community

We believe every individual can be a force for good. Each year UniFirst and its employee Team Partners donate money, goods, and volunteer hours to numerous deserving causes and initiatives.

From donating millions of dollars' worth of clothing items to United Way to aid the homeless, to helping build homes for those in need through Habitat for Humanity, to donating hundreds of thousands of facemasks, hand sanitizers, and personal protective equipment to communities in need during the COVID-19 pandemic, UniFirst Team Partners mobilize precisely when they're needed most in the communities in which they live and serve. They also regularly support programs like company-sponsored blood drives held at UniFirst locations, including its corporate headquarters, and working with the American Red Cross during specific times of year when blood donations are urgently needed.



Our ongoing CSR efforts have been instrumental in not only inciting additional local-level support from UniFirst Team Partners, but also bringing to light important overarching social and environmental issues that inspire our corporate executives to do even more. UniFirst, led by Executive Vice President, Cynthia Croatti, formed a corporate taskforce to focus solely on social responsibility efforts, current and future. She and her team have led a passionate charge to identify and partner with charities that best reflect our company values. As a part of this effort, UniFirst introduced a new approach to charitable giving by streamlining and centralizing the donation process for all philanthropic efforts companywide. Today, all UniFirst locations wishing to support

local charities are asked to submit online requests. This allows UniFirst to provide more to local charities and frees locations from the need to include charitable giving in their budgets. In addition, UniFirst makes or matches all local community donations requested by our hundreds of locations for "Giving Tuesday" each year, the Tuesday following Thanksgiving, which is recognized as a national day of charitable giving.

As a whole, UniFirst annually contributes to well over 200 different philanthropic organizations on a national and local level. Additionally, through our years of community involvement, UniFirst has developed close relationships with particular organizations with which we remain actively engaged. Below is just a sampling of the many national organizations UniFirst, its locations, and its employee Team Partners currently support:

- 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

SPOTLIGHT ON COMMUNITY



Supporting Small Businesses

In the wake of the COVID-19 pandemic, government mandates forced many businesses to close, negatively impacting the livelihood of small business owners across the country. As mandates loosened and stores were allowed to reopen under strict guidelines, many small business owners struggled to source and provide their staff with the personal protective equipment (PPE) required to meet government regulations. UniFirst partnered with chambers of commerce and organizations in over 25 regions across North America to identify markets most in need, donating hand sanitizer, PPE, and hundreds of thousands of face masks to help keep local economies up and running.

SPOTLIGHT ON COMMUNITY



United Way

UniFirst made a \$2 million clothing donation to the United Way of the Ohio Valley, which represents our largest donation to date. The donations, which total more than 79,000 items and filled several tractor trailers, included work shirts, polo shirts, T-shirts, work pants, jeans, coveralls, safety apparel, caps and hats, belts, and backpacks. The garments were packed at the company's Owensboro, KY, distribution center by UniFirst employee Team Partners and delivered to United Way of the Ohio Valley for local distribution to several nonprofit organizations across the Ohio Valley region. In addition, an organization called God's Outreach, Inc., based in Owensboro, KY, received a portion of the clothing to send to the Bahamas to help the victims of Hurricane Dorian.

Disaster Relief

No matter where or when natural disasters occur, UniFirst proactively looks to get involved whenever our employee Team Partners may be affected. For example, in 2020, the company donated tens of thousands of dollars to 26 staff members and their families who were victims of two devastating hurricanes in Louisiana and in Nicaragua. As a company, we have a long history of supporting UniFirst family members in need whenever disasters like this strike.



UniFirst Donates iPads, Computers, Monitors, and Telephones to Helping Hands Jamaica

UniFirst donated iPads, computers, monitors, and telephones to the Helping Hands Jamaica Foundation, an organization dedicated to improving the lives of the next generation of Jamaicans and their communities by creating a world-class education system through investment in infrastructure, resource materials, and expertise. UniFirst also supplied customer Kisko Freezies with coveralls to outfit volunteers who went to Jamaica to help build new schools throughout the rural countryside. The equipment that UniFirst donated was distributed across these schools.



Warm Hearts and Hands Drive

For the past 10 years, winters in Tulsa, OK, have been a little warmer for the homeless thanks to the efforts of Team Partners at UniFirst—Tulsa, OK, who each year participate in the Warm Hearts and Hands drive organized by Tulsa general manager Jack Walters, KJHR Channel 2 (the local NBC affiliate), and Family & Children's Services. UniFirst picked up donations, washed all the items, and delivered them to Family and Children Services where they were handed out to the homeless. More than 800 blankets, 200 pairs of gloves, and 100 coats were donated in recent years.

SPOTLIGHT ON COMMUNITY

Supporting Team Mimi

UniFirst—Bangor, ME, donated T-shirts to Team Mimi's annual Softball Tournament, a local event founded by route service representative Paul Hosmer's son, Tommy Hosmer, in honor of his Mimi who died in 2009 from ovarian cancer. All proceeds from the tournament, which has raised \$50,000 to date, goes to local cancer research. UniFirst has donated the T-shirts each year.



UniFirst Believes in Second Chances

For the past several years, UniFirst—Oklahoma City, OK, has partnered with Red Rock, a state-run halfway house, to give formerly incarcerated individuals a second chance in life with employment opportunities that otherwise may have been difficult for them to get. Through the years, UniFirst has successfully employed dozens of formerly incarcerated workers with temporary jobs, many of which led to permanent positions.

UniFirst Supports LGBTQ+ Community

To show support for the LGBTQ+ community, colleagues at UniFirst corporate headquarters in Wilmington, MA, celebrated Pride Month in June by selling "Pride" stickers to corporate employee Team Partners. In exchange, Team Partners could wear jeans to work for each day they wore one of the stickers. All proceeds were matched dollar for dollar by UniFirst, allowing for thousands of dollars to be donated to BAGLY, the Boston Alliance of LGBTQ+ youth community.

Wreaths Across America

Team Partners from UniFirst—Wilmington, MA, corporate headquarters and their families spent a Saturday in December laying wreaths on the graves of veterans at the Spring Grove Cemetery in Andover, MA. Team Partners donated and placed more than 300 wreaths as part of Wreaths Across America—a national charitable organization dedicated to coordinating more than 2000 wreath-laying ceremonies across the U.S., at sea, and abroad, to show our veterans and their families that we will never forget.



UniFirst Supports GO FAME

UniFirst—Owensboro, KY, welcomed two new hires, Hunter Bridgmon and Baylen Pickle, from the OCTC GO FAME (Greater Owensboro Federation for Advanced Manufacturing Education). GO FAME is a local apprentice-style education and training program that is part of the larger KY FAME (Kentucky Federation for Advanced Manufacturing Education), formed to address the shortage of technically skilled workers needed in advanced manufacturing. The pair will be working full time in the maintenance department at the Owensboro Distribution Center.



Pictured (L to R): Hunter Bridgmon, UniFirst HR Business Partner Paula Schrecker, and Baylen Pickle.

Walk for Wishes

Team Partners at UniFirst Corporation—Fort Myers, FL, participated in the “Walk for Wishes” 5k walk/run with proceeds going to Make-A-Wish Southern Florida. Team Partners and their families raised over \$1000, allowing Make-A-Wish the ability to grant more than 20 wishes to local children who are critically ill.

UniFirst Sponsors College Success Foundation

UniFirst has donated \$25,000 annually to the College Success Foundation and sponsored their annual awards event held in Washington, DC. The foundation provides a unique integrated system of support and scholarships to inspire underserved, low-income students to finish high school, graduate from college, and succeed in life.

‘Tis Better to Give Than to Receive

In the spirit of giving, UniFirst corporate headquarters chooses to pay it forward during the holiday season with a charitable gift card program that allows corporate Team Partners to make a donation to a charity of their choice. The charitable GIVE card works like a conventional gift card with one exception, Team Partners have to redeem the card on Tisbest.com by selecting from 1.2 million charities to support.

Plant a Tree in Memory

As a way to offer condolences and support to our corporate Team Partners who have lost a loved one and to help contribute to the world in a meaningful way, UniFirst participates in a forward-thinking program called A Living Tribute. The organization plants five trees, or a grove of trees, in the White Mountain National Forest of New Hampshire, in the name of recently lost loved ones. Additionally, the bereaved receive a personalized commemorative certificate notifying them of the gift and the associated tree planting. This program helps our Team Partners through difficult times and supports ongoing reforestation efforts.

Building Dreams

Team Partners from UniFirst Corporation—San Antonio, TX, volunteered their time building a house with Habitat for Humanity. The house, which will be ready in time for the December holidays, will be given to a full-time nursing student and mother of four who recently moved to San Antonio from Chad, Africa. The UniFirst team helped install the insulation for the home, as well as windows and exterior siding.



SPOTLIGHT #EVERYDAYHEROES

UniFirst's Team Partners take great pride in their work and oftentimes go well beyond the call of their everyday duties to make an even greater impact at work and in their communities. This was especially true in 2020 and into 2021, as many went above and beyond to help combat the challenges presented by the COVID-19 pandemic.

In recognition, UniFirst created a social media campaign to highlight and share the extraordinary efforts of these **#EverydayHeroes**. Below are just a few examples of many Team Partners who really went the extra mile in support of others.



Masks for Community and Co-workers

One of our **#EverydayHeroes** is Schenita Washington, a production employee Team Partner in our Albany, GA, location who works in mending. Recently, Schenita began sewing face coverings for the people in her community and for her co-workers at the plant. Thank you, Schenita for helping protect those around you from COVID-19.



Leading by Example

Lien Nguyen is one of our **#EverydayHeroes** from our Washington, D.C. location. Even before the coronavirus was declared a pandemic, Lien was progressive in her thoughts and used fabric from aprons and sheets to sew face masks for her Team Partners. In addition, Lien has made masks in her spare time for local healthcare providers. Thank you, Lien, for your incredible commitment to our employee Team Partners and to your local community!



Above and Beyond

These **#EverydayHeroes** are Stevie Hughes and Alex Lugo from our Hyannis, MA, location. Both took it upon themselves to change their daily routine in order to help keep our Route Service Representatives (RSRs) healthy during this challenging time. Stevie and Alex have changed their schedules so that they're able to devote time in the morning to disinfecting surfaces, making sure that our facility is spotless and safe for the RSRs after they return from their routes. Thank you, Stevie and Alex, for going above and beyond to be of service to your UniFirst colleagues.



Food Drive for Community

With food pantries across the country facing shortages due to the COVID-19 pandemic, UniFirst corporate Employee Engagement Manager Serina Ryder organized an online Facebook food drive to benefit her local food pantry, Tewksbury Community Pantry in Tewksbury, MA. In keeping with social distancing guidelines, Serina creatively asked that donations be dropped off in her own driveway. Within 24 hours, she received a slew of donations and nearly \$1700 in Venmo cash donations, which she then used to do a collective food shop with help from her husband, Eric, and children, Blake, Andrew, and Grayson. Thank you, Serina and family! **#EverydayHeroes**



In Our Words

"Knowing that your coworkers and company are there for you makes for an awesome work environment."

— BEN W., LEXINGTON, SC

"It felt good to work for a company that was so quick and willing to help a customer in need."

— NICHOLAS K., ST. GEORGE, UT

"After the compassion shown to my family by UniFirst, they now have an employee for life."

— CHAD T., CINCINNATI, OH

"It is such a great feeling coming to work every day where everyone is smiling, friendly, and willing to help however and wherever they can."

— DEBRA O., GARDEN CITY, KS

"I didn't know that businesses like this still existed any more in the corporate world."

— DELORES M., CHARLOTTE, NC

"I feel so fortunate to work for such an amazing company that makes me feel appreciated. The closeness, unity, and family-like feel I get each day while at work is unbelievable."

— RACHEL M., WILMINGTON, MA

"Through good times and bad, we always stand together and come to the aid of anyone in our UniFirst Family."

— CLINT B., JACKSON, MS

"I haven't worked anywhere like this where there are so many charitable acts and donations to help the people and our community."

— LAURIE S., ST. LOUIS, MO



Forestry Stewardship Council (FSC) certified paper was used to ensure that wood for this project material was harvested in accordance with environmentally conscious standards from responsibly managed forests.

The UniFirst Corporate Social Responsibility brochure was printed on recycled paper stock using vegetable-based inks with low VOCs.



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