



People You Can Count On

3938



2017

CORPORATE RESPONSIBILITY REPORT

AmeriPride | Canadian Linen | Québec Linge

People You Can Count On

"We aim to be
a **LEADER IN
ENVIRONMENTAL
SUSTAINABILITY**
and set the standard
for clean operations
within our industry
and beyond."

Bill Evans, President and CEO





FOR MORE THAN 125 YEARS, our company has been committed to environmental sustainability, the health and safety of our employees and the well-being of the communities we serve. Our customers, employees and family ownership have high expectations for our corporate responsibility efforts and will be expecting even more from us in the future.

Our industry is “green” by nature and our business model helps other companies reduce their own environmental impact. By reusing and recycling apparel, towels and linen, we help our customers avoid contributing to landfills and pollution. Our scale and capability allow us to process laundry more efficiently and with far less environmental impact than our customers could do themselves. We strictly comply with all local, state and federal government regulations and guidelines, providing our stakeholders additional confidence.

But this is not enough. We aim to be a leader in environmental sustainability and set the standard for clean operations within our industry and beyond. We do this by identifying and employing production and delivery efficiencies that complement our already environmentally friendly operations. We do this by participating in voluntary self-regulation activities such as the industry’s Environmental Stewardship Program and Clean Green® Certification. And finally, we do this by testing new technologies and piloting new programs – such as our alternative fuel vehicles – that raise the bar and help move the textile industry forward.

In addition to the environment, we are also committed to the health and safety of our employees and overall wellness of the communities where we live and work. We administer industry-leading programs to further protect our employees from injury, promote good health and financial stability, and create a positive work environment. In addition, we continue to support area businesses and give back to the community through charitable work and outreach. Moving forward, we will continue to listen to our employees and neighbors to develop programs that help us become an even better employer and community partner.

I am pleased to introduce our 2017 Corporate Responsibility Report, providing a snapshot of the many programs and initiatives we are implementing across the company. I am proud of our legacy of service to our customers and communities, and I’m excited for all we have planned for the future. I hope you enjoy learning about our efforts to be a responsible and sustainable leader in the industry and business community, and please let us know if there is more we can do to be a great corporate citizen!

Sincerely,

Bill Evans, President and CEO
AmeriPride, Canadian Linen and Québec Linge

OUR CORPORATE RESPONSIBILITY MISSION

We are committed to leading the industry in corporate responsibility through transparent business practices and high standards of conduct in these core areas:

ENVIRONMENTALLY FRIENDLY OPERATIONS

We strive for industry-leading performance in our processing plants and delivery system, and we continually test and adapt new technologies to increase efficiencies and reduce our carbon footprint.

EMPLOYEE HEALTH AND SAFETY

We foster a safe, injury-free work environment that promotes well-being and protects our employees' physical, mental and emotional health.

COMMUNITY WELL-BEING

We provide stable and secure employment opportunities to residents, support area businesses with reliable and trusted service, and give back to the community through our financial contributions and volunteer efforts.

A LEGACY OF SERVICE

Over a century ago, George Steiner worked his way through school delivering towels for a local laundry in Lincoln, Nebraska. Driven by his entrepreneurial spirit, he purchased the business in 1889 for \$50 and launched a company that eventually became one of the largest of its kind in North America.

George and his brother Frank initially made deliveries using a green and white handcart they pushed through the city streets, but it wasn't long before the handcart was upgraded to a horse-drawn wagon. Eventually the brothers moved to separate cities where they each opened new branches in Minneapolis, Minnesota and Salt Lake City, Utah.

They never lived in the same town again and spent much of their lives moving across the country, opening branches and growing the business. There were challenging times as well. On more than one occasion, Frank had to pawn a family heirloom gold watch to pay bills and sustain the Minneapolis business.



Innovation, personalized service and a dedication to company values has sustained our private, family-owned company for more than 125 years. Our demonstrated commitment to customers, the community, employees and the environment has made us the *People You Can Count On*®.

IN MEMORY OF LARRY STEINER

This year our company was sad to announce the death of Larry Steiner, a family owner, longtime board member and former president and CEO of the company. Larry was the grandson of company co-founder Frank Steiner and a third-generation family owner of the company.

As a company leader, Larry helped the company innovate and grow over the years. He was a strong proponent of clean, sustainable operations and supported the integration of more efficient systems and processes in the business. He felt a responsibility as a family owner to promote the adoption of new technologies that would help propel the industry forward.

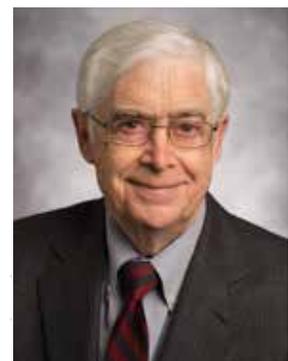
He also helped shape the company culture and instill the importance of values, ethical practices, corporate responsibility

In 1925, the company expanded into Canada with a branch in Vancouver, British Columbia, and in subsequent years added many other facilities across the U.S. and Canada. In 1948, 19 branches of the company were consolidated into one integrated corporation.

In 2000, the company updated its brand, adopting the AmeriPride name for all its U.S. locations and keeping the Canadian Linen and Uniform Service and Québec Linage names for respective Canadian locations. Bill Evans was appointed as the first non-family CEO in 2009.

Our company is now recognized as one of the largest textile rental services and supply companies in North America. Operating more than 115 production facilities and service centers throughout the U.S. and Canada, the company provides linen and towels, uniforms, floor mats and facility care products to nearly 150,000 customers through rental and direct sale programs. As a true business partner, we help customers improve their image while keeping facilities clean and employees safe.

Because we are a major industry player, we feel it's our responsibility to test new technology and move the industry forward, which is why we've dedicated resources to continuously piloting and introducing more efficient, safe and eco-friendly practices company wide that benefit our customers, employees, communities and environment.



Larry Steiner

and a commitment to helping employees and our communities. He was personally involved in many local charities, and most recently he endowed a scholarship program for children of company employees as his way of showing his appreciation and gratitude to the employees of the company he loved.

Larry had a long and illustrious career in our industry and company and he will be missed by his family, friends, former colleagues and industry associates.



ENVIRONMENTALLY FRIENDLY OPERATIONS

SUSTAINABILITY IN OUR LOCATIONS

From our corporate headquarters to our 115 facilities across North America, we are committed to clean operations while continually reducing our impact on the environment.

In our plants and offices, we are always seeking new opportunities and piloting new technologies to increase efficiency, save energy, conserve water, and reduce waste and pollution. Through these efforts, we are bringing greater efficiencies and value to our customers, while making a positive difference for our employees, our communities and the planet.



HEAT RECLAMATION SYSTEMS

Heat reclamation equipment in many of our plants captures heat energy from washers and recycles it back into the process, such as preheating cold municipal or well water pumped into our facilities. We continue to modify our heat reclamation systems to optimize energy conservation. As a company, we reduced our carbon footprint by 9,289 metric tons in 2016 as a result of heat reclamation.

ENERGY-EFFICIENT EQUIPMENT UPGRADES

We review the lifecycle of water heaters and boilers across our locations, prioritizing their replacement to ensure energy-efficient operations and consistent, reliable service to our customers. In addition, power factor correction and implementation of the Clearpath reduced-temperature washing process in several branches has led to additional efficiencies. Equipment upgrades have enabled us to take advantage of new technologies and provide efficiency increases of up to 5 percent, while the overall benefit of replacing systems that have reached their lifespan can surpass 20 percent.

▼ 1,607 METRIC TONS
Equipment and system improvements have lowered costs and reduced our carbon footprint by 1,607 metric tons or the equivalent of removing 338 cars from service.

WASTEWATER TREATMENT

Every production facility in our organization conducts wastewater treatment activities that meet and often exceed federal, provincial, state and local regulations. Shaker screens, equalization tanks, pH control and other treatment activities remove contaminants like lint, sand, oils and greases, biological contaminants, trace metals and solvents from the water used to clean textiles in our facilities. In addition, many of our facilities have secondary treatment equipment such as Dissolved Air Floatation (DAF) units to further treat the water. More than 3 million pounds of sludge is removed from wastewater at our facilities each year, and this pretreatment service improves the performance and efficiency of municipal sewer treatment plants.

3 MILLION POUNDS
More than 3 million pounds of sludge is removed from wastewater at our facilities each year.

ENVIRONMENTALLY FRIENDLY DETERGENTS

For years we have only used Nonylphenol Ethoxylate (NPE)-free detergents and this year we continued transitioning to Spectrum, a detergent that can produce clean materials at a wider range of temperatures. Using this new zero-phosphate detergent has allowed us to reduce water temperatures by up to 40 degrees and increase efficiency in the wash aisle by reducing the number of rinses needed.

▼ 9,289 METRIC TONS

Heat reclamation has reduced our carbon footprint by more than 9,289 metric tons.

ENVIRONMENTALLY FRIENDLY OPERATIONS



SOLAR POWER

We have installed solar photovoltaic energy systems at our Worcester and Odessa facilities, which have reduced the company's carbon footprint and actually adds power back to the grid when our plant isn't operating! The rooftop solar energy systems provide for approximately 15 percent of energy use at each site.

MAT AND PAPER RECYCLING

Many of our branches have paper and floor mat recycling programs to help reduce landfill waste. For example, our Amarillo branch recently shipped more than 60,000 pounds of used mats to Florida to power boilers on nuclear submarines and was issued a Certificate of Recognition in October of 2016 for the effort.

▼ **232**
METRIC TONS

Solar power has reduced our carbon footprint by 232 metric tons per year or the equivalent of saving 189 acres of U.S. forest.

WATER CONSERVATION

Where possible, we reuse the water used to clean lightly soiled products. Used wash water is tested, cleaned and stored at a reuse tank, where it is used to wash more heavily soiled items like floor mats.

66 MILLION GALLONS

Water reuse systems at many of our plants saved approximately 66 million gallons of water for a nearly 5 percent reduction of water across the company in 2016.



CLEAN GREEN CERTIFIED FACILITIES

In 2014, our company was the largest organization of its kind to achieve the Textile Rental Services Association’s TRSA Clean Green® certification, signifying that our production facilities meet the highest international standards for efficiencies in water and energy conservation, and adopting management best practices for reusing, reclaiming and recycling resources. The certification provided third-party verification that the uniforms, linens, mats, towels and other reusable textiles procured from our plants are laundered in an environmentally friendly manner. In 2016, we worked to become re-certified for an additional three years.



RESPONSIBLE SUPPLY CHAIN

We take great care in choosing qualified, responsible vendors to support our product and service requirements. We conduct formal site visits to manufacturers and distributors, and provide independent product analysis. Our primary vendor partners are expected to operate in a manner that is fully consistent with our values of Integrity, Trust, Respect and Responsibility, and the company has established supply chain social compliance standards that help promote safe, lawful, humane and ethical manufacturing around the world. Our Supplier Code of Conduct (found in our supplier agreement) states our contractual expectations regarding social compliance.

ENERGY CONSERVATION AT OUR CORPORATE HQ

Our corporate headquarters features its own energy-saving measures, including the use of LED lighting throughout the building, a hot aisle containment system that monitors and contains heat generated by data center servers, and automatic shut off systems for computers and lights.

We’ve also installed energy management software to shut off heating and cooling systems during vacant hours, and added high-efficiency VFD motors in our HVAC systems. These and other energy-efficiency measures resulted in a 33 percent decrease in electricity spending over the last two years.

Our two corporate HQ buildings recently earned ENERGY STAR certification from the U.S. Environmental Protection Agency (EPA), signifying that the office buildings perform in the top 25 percent of similar facilities nationwide for energy efficiency and meet strict energy efficiency performance levels.

INDUSTRY RECOGNITION

- TRSA ‘Clean Green’ Award
- Heavy Duty Trucking ‘Top 50 Green Fleets’ Award
- ‘SafeTRSA Innovation’ Award
- Twin Cities Business ‘Family Business’ Award
- California Water Environment Association (CWEA) ‘Southern California Facility of the Year’ Award
- Corporate Vision Magazine’s Business Excellence Award
- Canadian HR Reporter’s ‘Readers Choice’ Award
- Alternative Clean Transportation Work Truck Award
- Twin Cities Business Journal’s ‘Women in Business’ Award

ENVIRONMENTALLY FRIENDLY OPERATIONS



SUSTAINABILITY ON THE ROAD

We've made substantial investments in our fleet operations to reduce energy consumption and our overall carbon footprint. This includes newer vehicles and the adoption of eco-friendly technology, as well as innovative technologies that promote awareness and behavioral change among our drivers. These efforts led us to be recognized on Heavy Duty Trucking's Top 50 Green Fleets list in 2015 and 2016.



1,782 METRIC TONS

Fleet enhancements have reduced our carbon footprint by more than 1,782 metric tons or the equivalent of taking more than 375 cars off the road.

SMARTER VEHICLES

Our company has replaced more than 65 percent of its fleet since 2010. Today, our fleet includes nearly 2,000 vehicles and is the newest fleet in the industry, operating on the latest technological platforms available. By 2020, we expect the average age of the company fleet to be just 5 years old.

In addition, the role of our service managers has changed and they now spend a majority of their time proactively meeting with customers instead of covering routes and delivering product. This change enabled us to move the majority of service managers from large cargo vans to mid-sized sedans, which has improved fuel economy from 12 mpg to 29 mpg.

In terms of product transportation, shuttle capacity and aerodynamics are critical limitations when transferring our linens, uniforms and other products between our production

facilities and service centers. In response, between 2013 and the end of 2014, our fleet department placed trailer skirting on all semi-trailers that travel more than 50 miles per day, increasing mileage efficiency by 5.3 percent.

We have also adopted aerodynamic double-decker trailers, which allow us to carry 60 percent more product per shuttle run while increasing fuel economy by 1.2 mpg. In addition, all delivery vehicles have been programmed to automatically shut off when idling for more than a few minutes. Since we reprogrammed the vehicles and began promoting the new idling policy in 2012, we have reduced 8,362 tons of CO₂ through the elimination of unnecessary idling. Looking ahead, we continue to require all delivery vehicles to be programmed with automatic idle shutdown technology.



SMARTER ROUTES

Ongoing changes to delivery points in a standard route can render it inefficient quickly. We have a specialized delivery optimization team that focuses solely on rerouting and delivery efficiency. The team works with local service personnel to restructure routes to reduce miles and increase the stops each customer service representative can complete during the work day. Annually, this team helps reduce more than 359,000 excess miles.

The company has seen immediate, measurable and sustainable results through the implementation of their passport routing solution, which has reduced mileage driven per route by 9 percent and translates to significant cost savings at the branch. It has also led to increased customer satisfaction and a reduction in overtime.

ALTERNATIVE FUEL VEHICLES

Our corporate fleet department is exploring ways to reduce fuel consumption and greenhouse gas emissions from the fleet. We investigated available technologies including hybrid, compressed natural gas (CNG), propane and dedicated electric, and decided to invest in an alternative fuel program.

Thanks to innovative technologies and improved infrastructure we have successfully integrated 36 natural gas-fueled trucks, 27 XL Hybrid™ (hybrid electric) cargo vans and two hybrid electric step vans, three hydraulic hybrid trucks and 14 propane-fueled trucks into our fleet. We also recently incorporated 10 all-electric delivery trucks and plan to incorporate 20 more in 2017.

We continue to rollout additional compressed natural gas, propane and electric vehicles into markets, based on infrastructure, types of routes and other factors.

▼ **113** TONS

Through 2016, alternative-fuel vehicles have reduced CO₂ emissions by 113 tons in our branch locations or the equivalent of removing 24 vehicles from the road.

TELEMATICS TECHNOLOGY IMPROVES FLEET EFFICIENCY AND SAFETY

In 2014, we added advanced inthinc™ safety technology, which coaches drivers on safe and efficient driving practices. In addition to coaching, driver data is reported to management and additional training is provided for those who do not meet our standards for safety and efficiency. It is now widely understood across the company that safety and efficiency are top company priorities.

Since implementing the full company rollout of our telematics technology, we have seen a:

- 98% decrease in speeding
- 98% increase in seat belt use
- 95% reduction in idling
- 71% decrease in aggressive driving behavior



EMPLOYEE SAFETY AND HEALTH

DEDICATED TO A SAFE WORKPLACE

We strive to continuously improve our safety and health performance by reinforcing our safety culture throughout the company. At the foundation of our employee safety and health program are the leading indicators of training, voluntary inspections and joint safety and health committees. We track safety and health performance with all other business metrics, with the goal to achieve zero injuries and zero vehicle accidents.



SAFETY MANAGEMENT SYSTEM

Following the guidelines established by international standards, we use an online safety management system called Safety Solutions to ensure an effective, business-like approach to managing safety issues. It centralizes safety activities such as managing of safety policies and procedures, incident reporting and root-cause determination, safety training, and managing of safety data sheets, safety inspections, audits and corrective actions.

DRIVER SAFETY

Our fleet maintains one of the highest ratings with the U.S. Federal Motor Carrier Safety Administration. This reflects a dedicated effort to continuously improve driving performance through training and coaching, reduce repetitive driving by optimizing our delivery routes, and ensure driver “fitness” with periodic medical examinations. Our company requires drug and alcohol testing, background checks and driving record reviews for all delivery drivers (Customer Service Representatives). In addition, the company recently launched new, specially-made uniforms with enhanced visibility and functionality that further protect our drivers.

VOLUNTARY INSPECTIONS

Personnel at each facility conduct a comprehensive safety, health and housekeeping inspection every month. Each facility also undergoes comprehensive corporate safety and health inspections and regular loss control inspections by our insurance carriers. Each year a sampling of locations undergo a review of their safety program compliance by our internal audit group, which reports their findings to the company’s Board of Directors.

▲ 500 INSPECTIONS

We conduct more than 500 voluntary safety-focused inspections each year.

SAFETY AND HEALTH COMMITTEE

On a monthly basis, employees and managers at each location meet together to discuss safety issues. The agenda for these meetings includes a wide range of safety topics that impact the facility such as safety and health concerns raised by employees, findings from inspections or investigations, incidents, training topics, safety awareness campaigns, regulatory updates and other aspects of the safety and health program. In addition to overseeing safety and health activities, these committees organize community outreach activities for their location.

TRAINING AND COMMUNICATIONS

Our comprehensive safety training program includes required monthly training for all employees that extends beyond required regulatory compliance training to include accident prevention. We continuously reinforce our safety culture by raising awareness of potential hazards and countermeasures to prevent injury. In addition, the company consistently communicates new safety regulations, best practices and initiatives to employees through meeting topics, regular newsletter articles and safety signage in vehicles and our plants.

▲ 2,250 HOURS
Cumulatively, our employees complete more than 2,250 hours of safety and health training each month.



COMMITMENT TO OUR COMMUNITIES

MAKING A DIFFERENCE

Just as we demonstrate a commitment to our customers by exceeding their expectations through extraordinary service and quality, we also demonstrate a commitment to the communities in which we operate. There are many ways our branches give back and strengthen ties with our local communities. We volunteer time, make monetary donations to local causes, provide in-kind services to charitable organizations and engage in a combination of all three in more than 80 markets where we have a presence.



DAY OF SERVICE

We organized and executed our third annual company-wide Day of Service in which employees at U.S. and Canadian branches were given the opportunity to spend all or part of their workday volunteering for a local cause through a service activity of their choice. The response was overwhelming. Approximately 1,236 employees across the U.S. and Canada contributed more than 4,200 hours of volunteer work, doing everything from harvesting vegetables at a community garden to helping construct a home for Habitat for Humanity to feeding the hungry at shelters and food banks. Forty six of our locations participated in our Day of Service efforts, and as a company we contributed more than \$450,000 in monetary and product donations.

In the last three years, more than 3,100 employees have donated nearly 15,000 volunteering hours and the company has made more than \$1.7 million in monetary and product donations.

▲ 4,200 HOURS
This year, employees contributed more than 4,200 hours of volunteer work on our company-wide Day of Service.

UNITED WAY

In 2016, our corporate headquarters employees in Minnetonka, Minnesota raised more than \$160,000 for the Twin Cities United Way. We accomplished this through the annual United Way Golf Tournament and other fundraising events, as well as corporate, vendor and employee contributions.

Our company has had extraordinary improvement in United Way giving over the past five years. Since 2011, we've have seen a 185% increase in our annual donation and a 125% increase in individual pledges. This great progress has led to the company receiving two 'Best in Show' awards from the United Way in the last five years.



SPECIFIC WAYS WE GIVE BACK

PARTNERSHIPS
Partnerships with the United Way and other charitable organizations

DONATIONS
Monetary and product donations to non-profit organizations

SERVICE
Donations of fleet services for transportation of goods

PARTICIPATION
Participation in events to raise funds for specific causes

INVOLVEMENT
Involvement in local civic and service organizations, awareness campaigns, and much more

DAY OF SERVICE EVENTS ACROSS OUR LOCATIONS

STORIES FROM THE FIELD

CORPORATE ACCOUNTS ASSEMBLES KITS FOR THE HOMELESS

The Corporate Accounts team volunteered with The Society to End Homelessness in Vancouver assembling 1,260 'Comfort Kits' that contain essentials like toothpaste, toothbrushes, soap, razors, Band-Aids and tissues. The kits were distributed throughout Vancouver, Burnaby and Fraser Valley during Homelessness Action Week.

TEXAS AND ROSWELL BRANCHES DONATE FOOD

Amarillo, Lubbock, Roswell and Odessa came together to pick up donated canned goods and deliver them to their local food banks. Each CSR delivered a clean linen bag to our customers and asked for food donations to be put into the bags during the month of September. Along with these efforts, production, office and engineering teams also donated food for the cause. The team effort across all branches resulted in nearly 6,000 pounds of food being delivered to the food banks.

BEMIDJI PARTICIPATES IN DRAGON BOAT RACE

Bemidji employees and their families represented the company with pride at the annual summer dragon boat race.

BAKERSFIELD DONATES FOOD AND TIME

The Bakersfield branch ran a canned food drive in September and raised approximately 1,100 pounds of food for Golden Empire Gleaners, which serves approximately 18,500 Kern County residents every month.

The branch also volunteered at the Kiwanis Club's third annual car show, manning the registration booth, serving food and providing customer service to attendants. The show raised \$8,000 to take children shopping for clothes during the holiday season.

CALGARY SPONSORS HEAVY HORSE PULL

The Calgary branch sponsored the 2016 Calgary Stampede Heavy Horse Pull, an event that raises money for local charities that serve the needs of children in the area.



ST. CLOUD DONATES WINTER GEAR

The St. Cloud branch had a winter coat drive and cleaned out the overstock and discontinued items from their sample room, gathering seven boxes of blankets, winter coats, sweatshirts, hats, gloves and boots to donate to the local ministry, A Place of Hope.

MEMPHIS VOLUNTEERS AT HEAD START

The Memphis branch provided nutritional snacks and pull-ups for children at the local Head Start Schools. The branch is also planning a jacket drive during the winter.

PHOENIX PREPS CARE PACKAGES

The Phoenix branch once again teamed up with Packages from Home to support American troops that have been deployed. The team donated their time to pack "goodie" boxes that contained everything from soup to nuts. In addition to packing, they also wrote cards, sorted products and labeled boxes to be shipped. While at the facility, the volunteers got a surprise visit from a veteran who received a package when he was deployed, and reinforced how grateful troops are to receive the boxes. Phoenix also raised \$1,000 in cash and products to donate.

ALBUQUERQUE COOKS FOR CANCER

The Albuquerque branch spent their Day of Service at Casa Esperanza, a 'home away from home' supporting families facing cancer. "The thanks and gratitude we received from all the people we interacted with was overwhelming," said GM Jeff Gaedke. "It was very comforting to know that we could bring a smile to so many faces, considering the difficult situations they're going through in their lives."



ENERGY STAR AWARD

Our Engineering staff recently volunteered its time and expertise to help the Red Wing School District in Minnesota earn the Energy Star Award at five separate facilities.



CULTIVATING A REWARDING EMPLOYEE CULTURE

PROVIDING OPPORTUNITIES FOR COMMUNITIES

Providing stable employment opportunities for local communities across the U.S. and Canada, we do our part to boost economic vitality in the communities we serve.

At the core of our employee culture is our commitment to the highest standards of ethical, moral and legal business conduct, focusing on our values of Integrity, Trust, Respect and Responsibility. We recognize the innate human dignity and value of each and every employee, which is why we foster a safe, collaborative and team-oriented environment that recognizes and rewards hard work with advancement opportunities, competitive compensation plans, bonus potential and an excellent benefits package including medical, dental, vision, long-term disability, life insurance and 401k plans.

EMPLOYEE ASSISTANCE PROGRAM

We offer an Employee Assistance Program (EAP) that provides assistance to U.S. employees and their dependents through programs such as emotional, financial and legal counseling, substance abuse information, child and elder care information and resources, and marital and family counseling.

TUITION REIMBURSEMENT

The company also provides a tuition reimbursement program that encourages personal development through formal education so employees can maintain and improve job-related skills or enhance their ability to move up within the company.

EMPOWERING EMPLOYEES THROUGH AUTOMATION

AmeriPride utilizes an advanced HR and payroll technology that helps simplify, standardize and automate the systems employees use throughout their career with us. We recently won an innovation award for our rollout of the new *MyWorkLife* system in 2016.

EMBRACING DIVERSITY

We believe diversity is an ethical and social responsibility that stems from our core values. We respect and encourage diversity in our workforce, vendors, customers and the communities we serve, and our company does not discriminate in its employment practices based on an applicant's race, color, religion, sex, national origin, and veteran or disability status.

In 2016, the company launched the 'Women in Growth' (WIG) initiative, which is devoted to attracting, retaining, mentoring, and professionally developing women in our organization.

FAMILY CULTURE

Ours is a rewarding culture that has been tested by generations of employees. We are a fourth-generation company with many founding family members still actively involved in the business, and many other multigenerational workers across our locations. Many employees encourage their children to join the company because of opportunities for promotion and success.

EMPLOYING PEOPLE WITH DISABILITIES

In addition to providing stable employment opportunities and adding to the economic vitality of local communities across North America, most of our branches partner with non-profit organizations to provide jobs and training to people with disabilities. Some examples include:

- Our Minneapolis branch partners with AccessAbility, which provides employees and a supervisor to help us repair, reuse and recycle bags, floor mats and apparel hangers.
- Our Canton and Memphis branches have part-time special needs employees who bag shop towels and linen bags, do minor custodial work and execute many other activities.
- Our Springfield branch recently signed a contract with Developmental Center for the Ozarks (DCO) to have a team of adults with disabilities fold towels and do other custodial work.
- Our Amarillo branch utilizes a company called ADVO to support pick up, recondition and deliver apparel hangers for a monthly fee.
- Our Odessa branch partners with Work Opportunity Incorporated to recycle and clean our returned hangers.

STEINER FAMILY SCHOLARSHIP

In an effort to provide ongoing educational opportunities for employees and their families, the company recently launched the brand new 'Steiner Family Scholarship' award program, which provides 12 renewable educational scholarships to children and dependents of company employees each year. This scholarship program was endowed by family owner and former CEO of the company, Larry Steiner. Larry passed away just a few weeks after the first year's recipients were selected and he was very proud to leave a legacy behind and give back to the company and employees that he loved. The scholarship will continue to help employees and their dependents for many years to come.



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