



**WASH**

2024 - 2025

Sustainability Report





Founders Bill and Peggy Bloomfield

## Let us take care of your laundry

Founded in 1947 and headquartered in Torrance, CA, WASH is a leading provider of outsourced laundry equipment services for multi-family housing properties and campuses across North America.

From our humble beginnings as a family-run business in post-war Los Angeles, we’ve grown into a multi-national organization doing business in 25 US states and 8 Canadian provinces under the WASH, Hercules and Coinamatic operating brands. Our team of approximately 1,300 associates pride themselves on providing unmatched service, which is at the foundation of every relationship we’ve established with our customers over the past eight decades.

Our core product offerings include full-service management of common-area laundry rooms as well as sales and distribution of commercial and on-premise laundry equipment from leading manufacturers. And our WASH-Connect digital platform helps bring laundry into the next generation with easy app-based mobile payments, laundry monitoring capabilities and data and insights that are helping us modernize the laundry experience.

Even as we recently celebrated our 75<sup>th</sup> anniversary, our story is just beginning. For more information, visit us at [wash.com](https://wash.com).

### Our Mission

We aspire to be the best company to work for and the best company to do business with.

### Our Values

Passion  
Accountability  
Transparency

### Operating Brands





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### To my teammates and stakeholders,

I am proud to introduce WASH's 2024 sustainability report.

Through this report, we hope to demonstrate our company's commitment to sustainability by providing visibility into our sustainability program and by sharing progress we made toward our goals over the past year.

In 2024, we continued to drive progress towards objectives for each of the three focus areas of our program. Some highlights:

**Our Team.** We're focused on attracting, protecting, engaging, and retaining a world-class workforce.

Throughout the year, our associate engagement scores remained consistent, supported by the introduction of targeted development and training programs for specific teams and job functions. However, our safety scores fell short of expectations. While we were fortunate that the vast majority of reported incidents were minor in nature, they served as a call to action to me and to my leadership team. Going forward, we're redoubling efforts to ensure that each associate returns home at the end of each workday in the same condition they arrived.

**The Environment.** We're working to understand our environmental footprint and take action to reduce and offset its impact.

In 2024, we continued our waste to landfill program that helps keep the end-of-life laundry equipment that passes through our production facilities out of landfills.





And we're continuing to foster partnerships with equipment manufacturers and customers to identify solutions that can help reduce water use over time.

**Sustainable Business Practices:** We seek and adopt practices that contribute to the long-term value of our company.

Through our WASH-Connect smart laundry platform, we're unlocking the power of data and digital technology to modernize the laundry experience. Mobile payments provide the ease and convenience that today's customer demands, while helping us reduce the cost and environmental impact of coin collection. And the real-time insights we're collecting from our connected machines allow us to operate and maintain our equipment more efficiently, while putting us closer to the customers who rely on it.

While we take pride in our accomplishments throughout the year, we realize there is always more that can be done. At WASH, sustainability isn't just an outcome; it's an ongoing process of finding ways to do things better. It's a practice that helps us find new and innovative ways to take care of our team, serve our customers, protect the environment, and help position our company for the next 75 years.

Thank you,

**Jim Gimeson**  
Chief Executive Officer  
WASH





# Our Approach

- Our Sustainability Framework
- Sustainability Governance
- Materiality and Stakeholder Engagement



Our Team



The Environment



Sustainable  
Business Practices

*At WASH, we understand the critical role sustainability plays in driving the health and long-term success of our company.*

## Our approach to sustainability

Best-in-class service, continuous improvement and innovation have been part of WASH's approach to business for over 75 years. In 2020, we recognized an opportunity to formalize these commitments as a foundational component of our value creation model, leading to the creation of our enterprise sustainability program.

### Sustainability governance

WASH's Board of Directors is composed of a diverse group of individuals with a variety of professional backgrounds and experience. Seventy-five percent of the members of the Board of Directors, including the chairperson, are independent. This structure helps to broaden our perspective and deepen WASH's understanding of strategic topics, including sustainability.

Our Board of Directors shares our commitment to sustainability and helps oversee our actions and progress. Through the senior executive leadership team and our Board of Directors, we work to identify and prioritize our goals across the organization and coordinate our internal sustainability efforts.

Day-to-day management of sustainability initiatives and progress reporting is managed through internal cross-functional team composed of associates from across the organization who help shape our program and bring different perspectives based on role, function and experience.

This approach helps WASH ensure our sustainability strategy is informed by a variety of viewpoints and that our commitment to sustainable business practices is integrated into our day-to-day operations.

## Materiality and stakeholder engagement

An early step in our sustainability program was to conduct an initial materiality assessment to identify the initial set of priorities for our program.

We conducted the assessment using a four-step process that helped us collect and prioritize topics with the benefit of stakeholder feedback and engagement. The four steps included:

### 1. Identify

We identified potential material topics, based on a combination of business priorities, industry perspectives, and reporting frameworks, including GRI.

### 2. Understand

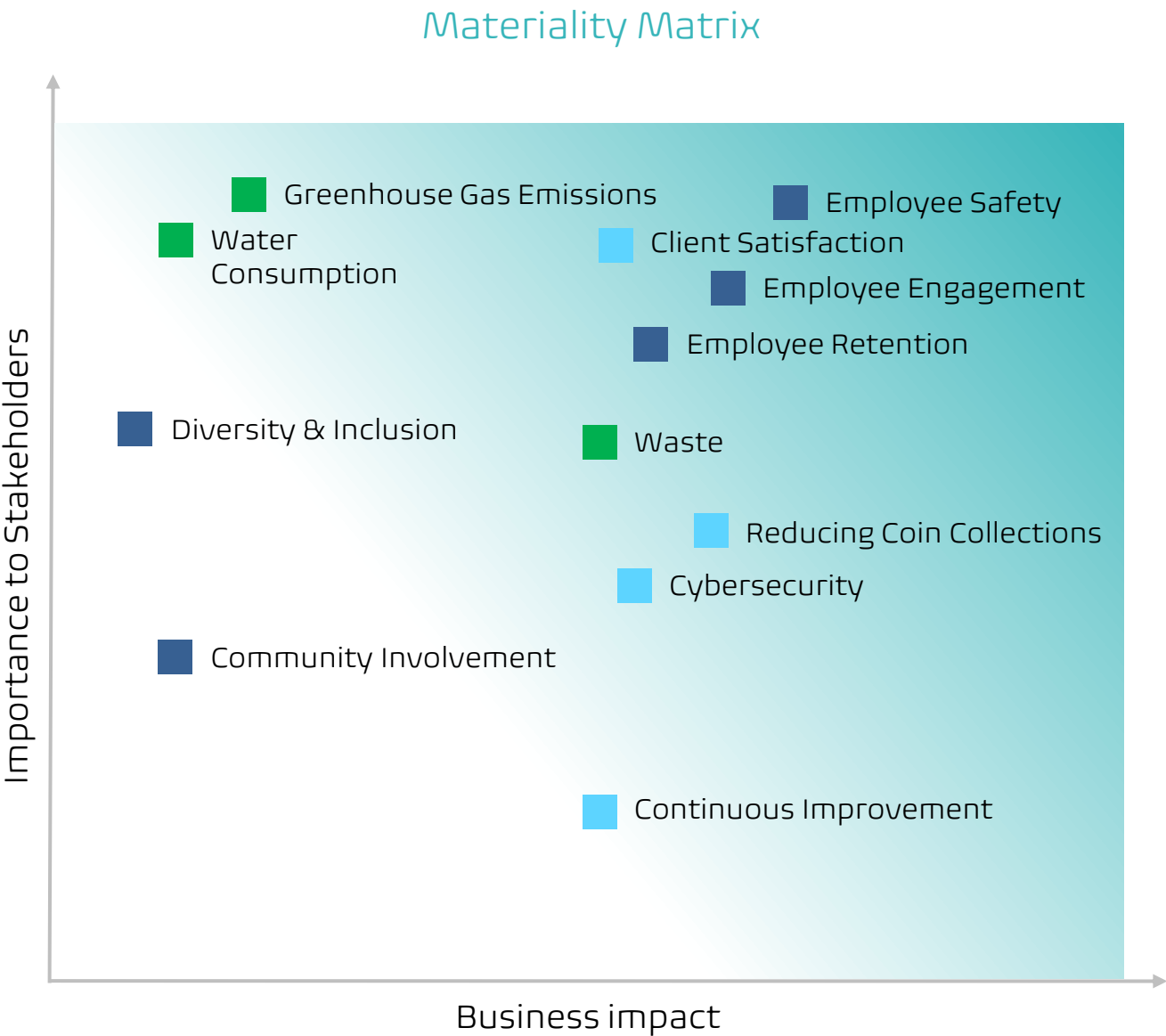
We gathered internal and external perspectives on potential material topics through surveys and interviews with key stakeholders - including associates, clients, residents and investors.

### 3. Score

Each potential material topic was evaluated based on relevance to the business and stakeholders. Scoring indicates the issue’s relative importance to stakeholders as well as business success.

### 4. Prioritize

Topics were ranked using a materiality matrix, which helped identify priority topics. Material topics were identified by the senior leadership team and discussed and ratified by the Board of Directors.





# Our sustainability framework

The result of our materiality exercise helped us create our Sustainability Framework, which is organized around three pillars:

- **Our Team** - Attracting, protecting, engaging and retaining a world-class workforce
- **The Environment** - Understanding our environmental footprint and taking action to reduce and offset its impact
- **Sustainable Business Practices** – Adopting practices that contribute to the long-term value of our company

## Measuring performance

Our team created specific goals for each of the three pillars of our sustainability framework, based on inputs from our materiality exercise and prioritized based on impact and alignment with the principles we’ve set forth for our program.

Each goal and its associated Key Performance Indicator(s) are tracked on our sustainability scorecard which is reviewed quarterly with our Board of Directors.

In addition to establishing in-year goals and KPIs for our sustainability objectives, we recognized a need to create a longer-term outlook for our program. The result is WASH 2030, a set of aspirational, multi-year goals for our sustainability commitments that are designed to set the tone and pace for our efforts between now and 2030.

## Framework and Material Topics



Our Team

- Associate Safety
- Associate Engagement
- Associate Retention



The Environment

- Reducing Direct and Indirect Carbon Emissions
- Reducing Indirect Water Consumption
- Waste Reduction



Sustainable Business Practices

- Client Satisfaction
- Digital Transformation
- Cyber Security

## WASH 2030

Our WASH 2030 goals represent our aspiration to drive sustainable change throughout our organization over time. Goals were selected to represent milestone outcomes for each of the three pillars in our sustainability framework. Additionally, these goals will serve as a tool to help prioritize annual Sustainability program initiatives throughout the next several years.

Each goal is owned by an executive sponsor, accountable for defining approach, progressive targets and measurement. Corresponding metrics are tracked on our Sustainability KPI scorecard.

1. Realize our commitment to create a world-class working environment.

*Achieve independent certification for our workplace experience.*

2. Realize our commitment to reduce and offset our environmental impact.

*Reduce WASH's direct environmental footprint by 50%.*

3. Drive commitment to reduce operational complexity, cost and carbon emissions by reducing coin and currency collections.

*Migrate 95% of our machine fleet to non-collecting payment types.*







# Our Team

At WASH, people are at the center of everything we do. We're committed to building a world-class workforce and creating a safe and healthy work environment in which our associates take pride.

## 2024-2025 Focus Areas

- Associate Safety
- Associate Engagement
- Associate Retention

## Creating a great place to work

For a company like WASH to not only exist for 75 years, but to succeed and grow into a multistate, multinational company, it takes a team of talented, motivated and service-minded associates. Associate safety, engagement and retention are focus areas, along with our WASH 2030 goal of achieving workplace excellence through independent certification of our workplace experience.

### Safety

At WASH, the health and safety of our associates is our first priority. Prevention is the ideal starting point for any safety program, and our efforts begin with a focus on creating safe working environments and driving enterprise-wide safety awareness, engagement and education.

On an annual basis, our teams complete nearly 2,000 hours of training based on a curriculum of numerous safety topics. The scope of topics range from general health and safety education to role-specific training, including safe lifting and heavy equipment operation.

In addition to coursework, we're working to prioritize a "safety first" mindset through start-of-shift team exercises, leadership engagement and accountability, and safety tips and reminders that are distributed to all associates at the start and end of each work week.

When incidents do occur, a timely and consistent response is critical. We've partnered with industry leaders to adopt best-in-class processes for incident reporting, incident management and measurement.

We continue to expand and evolve our safety programs to fit the needs as our business grows.



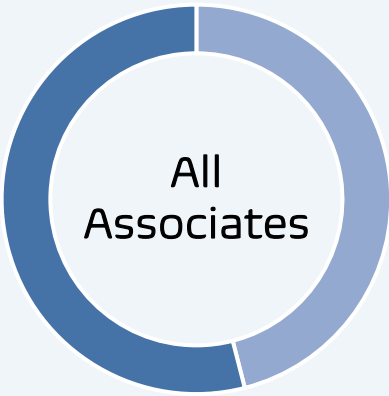


# 1,260 Associates

In the United States and Canada

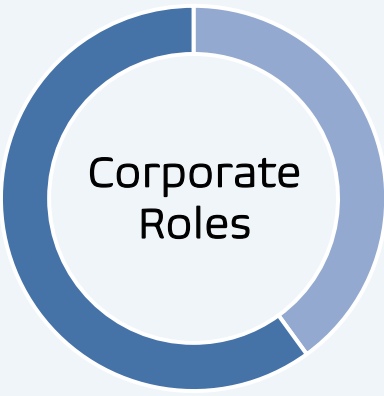
As of Q4 2024

Race and Ethnic Diversity\*



- 46% - Non-Minority or Not Specified
- 54% - Minority

Gender



- 40% - Female
- 60% - Male

*\*As defined by U.S. EEO-1 race and ethnicity categories*

## Diversity and inclusion

The extraordinary people on our team are the driving force behind everything we do at WASH. We believe that an environment of respect and inclusion helps people be more successful, which is why we’re committed to recruiting, retaining and promoting a team of associates who are representative of the diversity in our local communities.

## Non-discrimination

We are an equal opportunity employer. This means that all employment decisions will be made based on individual merit, legitimate business reasons, or other lawful criteria. We strictly prohibit employment discrimination based on race, color, religion, sex, age, national origin, citizenship status, ancestry, genetic information, physical or mental disability, medical condition, marital status, registered domestic partner status, sexual orientation, gender (including gender identity and gender expression), sex stereotype, transgender status, military or veteran status, or any other basis protected by federal, state, or local law. In addition, we prohibit discriminatory conduct based by third parties we deal with, such as vendors, contractors, customers, agents, and suppliers.

## Race, ethnic diversity and gender

Overall, 65% of associates represented minority groups, based on U.S. EEO-1 race and ethnicity categories.

In total, 16% of WASH associates were female and 84% were male in 2024. These numbers are heavily influenced by job function. Approximately 60% of associates at WASH hold technician roles, which tend to attract male candidates. Gender distribution changes significantly in corporate job functions, with 40% of roles held by females and 60% of roles held by males.

## Associate engagement

An engaged workforce is an essential ingredient for creating a great working environment. In addition to its influence on team culture and experience, we also recognize that associate engagement is directly correlated to productivity and retention.

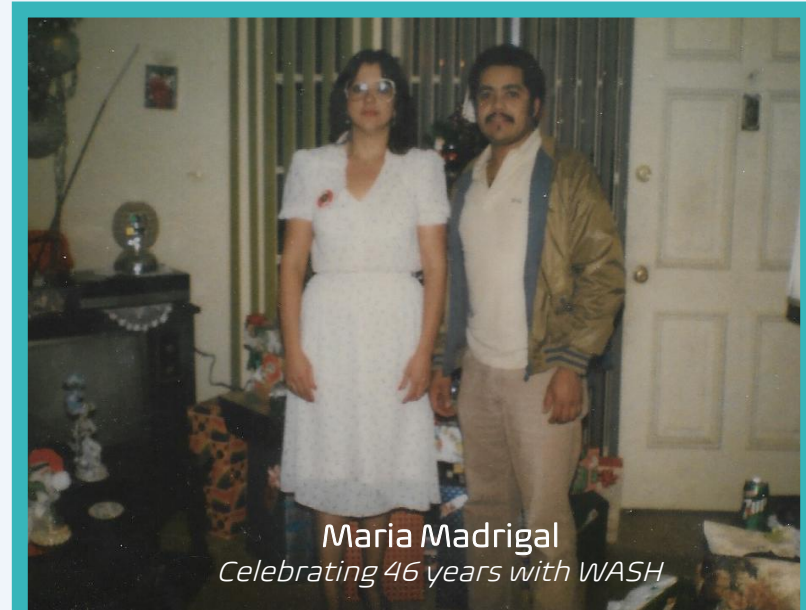
We deploy weekly pulse surveys which allow all associates to share their thoughts, concerns and ideas instantly and anonymously. Responses are compiled into dashboards which team leads and managers use to engage with issues and help their team perform at their best.

We believe in supporting our associates through a culture of trust and professional growth. By offering training and career development opportunities, we ensure our associates have tools to help them grow and succeed as part of our team. WASH offers development and leadership programs that serve as catalysts to enhance confidence, improve problem-solving skills, and encourage cross-departmental collaboration that builds a sense of community.

At WASH, it's our intent to maintain an environment where associates feel empowered to improve current practices, develop new ways to serve our customers, and support our mission of creating a sustainable future.



**Ken Knebusch**  
*Celebrating 51 years with WASH*



**Maria Madrigal**  
*Celebrating 46 years with WASH*

## Experience matters

As we celebrate our anniversary year, we're proud to recognize two associates, Ken Knebusch and Maria Madrigal, who represent our outstanding team.

Ken and Maria have built lifelong careers at the company and have set an example for all of us through their dedication, hard work and commitment to service for nearly half a century.

Ken and Maria are joined by many associates who have found long-term opportunity and growth as part of our team. Overall, our average associate tenure is 9 years, and 21% of our associates have been with the company for 15 years or more.



## Making a difference in our communities

The WASH team is committed to making a difference in the communities in which we live and work. Whether through individual volunteerism, or through organized events and fundraising, we take pride in community involvement, which is supported by our policy to provide paid time off to all associates to participate in volunteer activities.



### Childhood Cancer Canada

For the past 10+ years, our Canadian associates have partnered with Childhood Cancer Canada to help provide funding for educational scholarships to survivors of childhood cancer. Since 2012, the team has helped generate over \$430K in donations through fundraising, associate giving and corporate sponsorships - enough to fund 284 Childhood Cancer Survivor Scholarships.



In 2024, we continued this partnership by conducting associate-led fundraising events and peer-to-peer sponsorships across Canada. In total, the team's efforts over the years have generated enough funding to help Childhood Cancer Canada fund 330 survivor scholarships.



### About Childhood Cancer Canada

Established in October 1987, Childhood Cancer Canada is the leading national foundation dedicated to funding pediatric oncology research, while delivering support and programming for families affected by childhood cancer.



### Ronald McDonald House of the Greater Hudson Valley

Hercules President Andrew May and our associates in New York have a long history of supporting charitable organizations within the community. So when Brittany Moretti, Director of Operations for the Ronald McDonald House of the Greater Hudson Valley, reached out with a request for help replacing laundry equipment at their House, the team was quick to respond.

In response, Hercules installed eight new washers and dryers, along with a commitment to provide lifetime service at no charge. "Our goal is to provide families with all the comforts of home so they have one less thing to worry about and can focus on their child's care. This donation will help us do just that," explained Brittany.

### About the Ronald McDonald House of the Greater Hudson Valley

The Ronald McDonald House of the Greater Hudson Valley provides families with critically ill and traumatically injured children an atmosphere of comfort, hope and courage, keeping them close to the care and resources they need. Located on the campus of the Westchester Medical Center in Valhalla, NY, the House is just steps away from the Maria Fareri Children's Hospital. Since it opened in 2011, more than 2,000 families have called the House their home.



# The Environment

We're working to understand our environmental footprint and take action to reduce and offset its impact.

## 2024-2025 Focus Areas

- Reducing Direct and Indirect Carbon Emissions
- Reducing Indirect Water Consumption
- Waste Reduction



## Understanding our environmental footprint

Beginning in 2020, we formed an environmental task force focused on understanding and tracking greenhouse gas emissions and water consumption across our operations.

Working with outside experts, the team developed a program to measure Scope 1, Scope 2 and Scope 3 greenhouse gas emissions based on GHG Protocol standards, starting with 2021 as a baseline year.

In our core business, utilities used to operate our equipment are generally procured and maintained by our Clients for their individual properties. As a result, water consumption and greenhouse gas emissions generated through the operation of our laundry equipment – which represent the largest sources for emissions and water consumption in our operations – are measured as indirect/Scope 3.

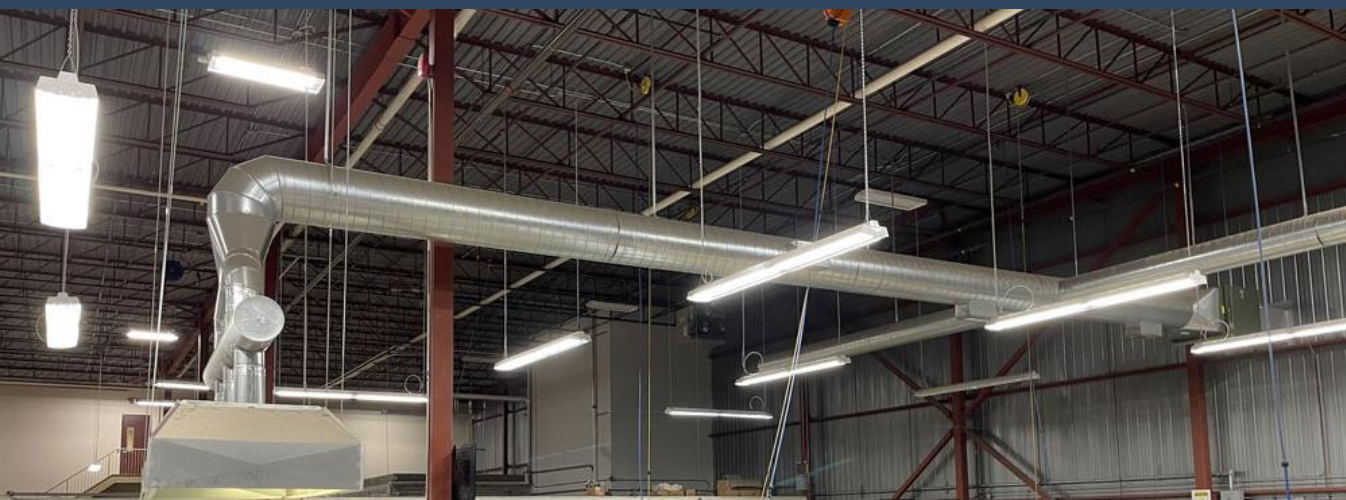
## Turning insights into actions

As we began the multi-year process of collecting data and benchmarking performance for these environmental metrics, the team used insights identified through the assessment process to prioritize environmental and cost savings initiatives across the organization. Examples include:

- A water recycling system installed in our Torrance, CA production facility has helped save over 2.5 million gallons of water consumed by equipment testing and maintenance activity.
- Modernizing our vehicle fleet helped realize a 50% improvement in fuel efficiency for commonly-used service vehicles. Additionally, we initiated testing and piloting for hybrid and electric vehicles and equipment used throughout our operations.
- We purchased 100% renewable electricity for our operations via Energy Attribute Certificates (EACs).







## Shedding new light on energy efficiency

Managing energy costs and reducing the Scope 2 greenhouse gas emissions generated in our facilities are key priorities for our Sustainability program.

Our Canadian associates have taken the opportunity to contribute to these objectives with a lighting retrofit project at our facilities in Mississauga, ON. Working with Wesco Energy Solutions, we replaced nearly 800 fluorescent fixtures with energy-efficient LED units.

As a result, we are enjoying improved lighting levels while reducing energy consumption by nearly 50%. The project not only helped us reduce our ongoing energy costs, but it will help save the equivalent of 31.6 metric tons of CO2 gasses.

An LED lighting upgrade helped reduce energy costs and realize environmental savings in our Mississauga facility



**48.5%**

Overall reduction of energy consumption



**130,323**

Yearly kWh saved



**C\$21,243**

Yearly energy cost savings



**31.6**

Metric tons of CO2 gas emissions prevented



**C\$5,300**

Yearly maintenance cost savings

**3.3**  
**years**

Net payback period, including Ontario energy incentive.





### Circularity as a path to sustainability

The US Environmental Protection Agency estimates that the annual volume of major appliances, or “white goods,” disposed in US landfills reached over 2.1 million tons by 2018. WASH is committed to doing our part to help reduce these numbers.

### Remanufacturing and recycling

A simple way to prevent laundry machines from ending up in a landfill is to extend the functional life of existing equipment through remanufacturing.

Each year, a significant percentage of the used commercial washers and dryers that are returned to WASH facilities are processed through our remanufacturing lines. Machines are rebuilt and undergo rigorous inspection and testing to ensure they meet or exceed performance standards before being placed back into service.

In addition to offering economic benefits, remanufacturing reduces the carbon footprint associated with producing new appliances, since less energy and resources are consumed when rebuilding an existing machine compared to creating a new one from scratch.

Overall, remanufacturing provides a sustainable and environmentally-friendly solution that benefits the planet as well as the bottom line.

While WASH makes every effort to recondition used equipment, all machines eventually reach the end of their serviceable life. Though we’ve had long-standing programs in place to reuse functional components and recycle common materials recovered from these machines, we saw an opportunity to take a more comprehensive approach to managing the disposal of nonrecoverable equipment.



Waste to landfill

Starting in 2022, we initiated a zero waste-to-landfill initiative focused on managing the end-of-life laundry equipment that passes through our five production hubs in North America.

Our associate-led project team started by conducting an end-to-end analysis of the production supply chain in each facility. They evaluated and mapped all non-product output from source to landfill and used the results to identify an inventory of 12 unique waste streams.

Next, the team identified recyclers at each location who were certified to handle one or more types of waste in accordance with local, state and federal regulations. Tracking systems were implemented for each waste stream, and handling procedures were developed for each based on the unique characteristics and requirements.

Any components or materials that are reusable or rebuildable are captured, sorted and reprocessed through our production lines. The remainder is separated and disposed through our recycling partners. Finally, the team conducted training programs to ensure all associates understand and follow proper waste handling and disposal procedures.

In 2022, we achieved our initial goal – ahead of schedule – of zero waste from unserviceable machines at our production facilities in Los Angeles, New York, Toronto, Hayward, and Grand Rapids.

Waste stream management

- Metal
- Plastic
- Cardboard
- Paper
- Wood
- Styrofoam
- Electronic waste
- Oily wastewater
- Solvents
- Used oil
- Aerosols
- Universal waste





# Sustainable Business Practices

Sustainability can be more than a company value.

We recognize that sustainable business practices and financial performance go hand in hand. By working to minimize waste and reduce risk in all parts of our business, we're adding to the value of our company, now and over time.

## 2024-2025 Focus Areas

- Client Satisfaction
- Digital Transformation
- Cyber Security



## A culture of continuous improvement

Our application of lean 5S practices has helped realize improvements in productivity and efficiency throughout our operations. One recent example focused on efficiency on our dryer remanufacturing line. By focusing on workflow optimization and the elimination of wasted steps, the team was able to recognize a 10% improvement in production throughput. Our Supply Chain team used a similar approach to digitize ordering of common supplies used by our Field Operations associates. As a result, the team eliminated the need to carry \$500K in inventory while streamlining logistics and inventory management processes. These results help demonstrate the value of a continuous improvement mindset in reducing waste and improving overall performance and efficiency.

## Driving sustainable outcomes digitally

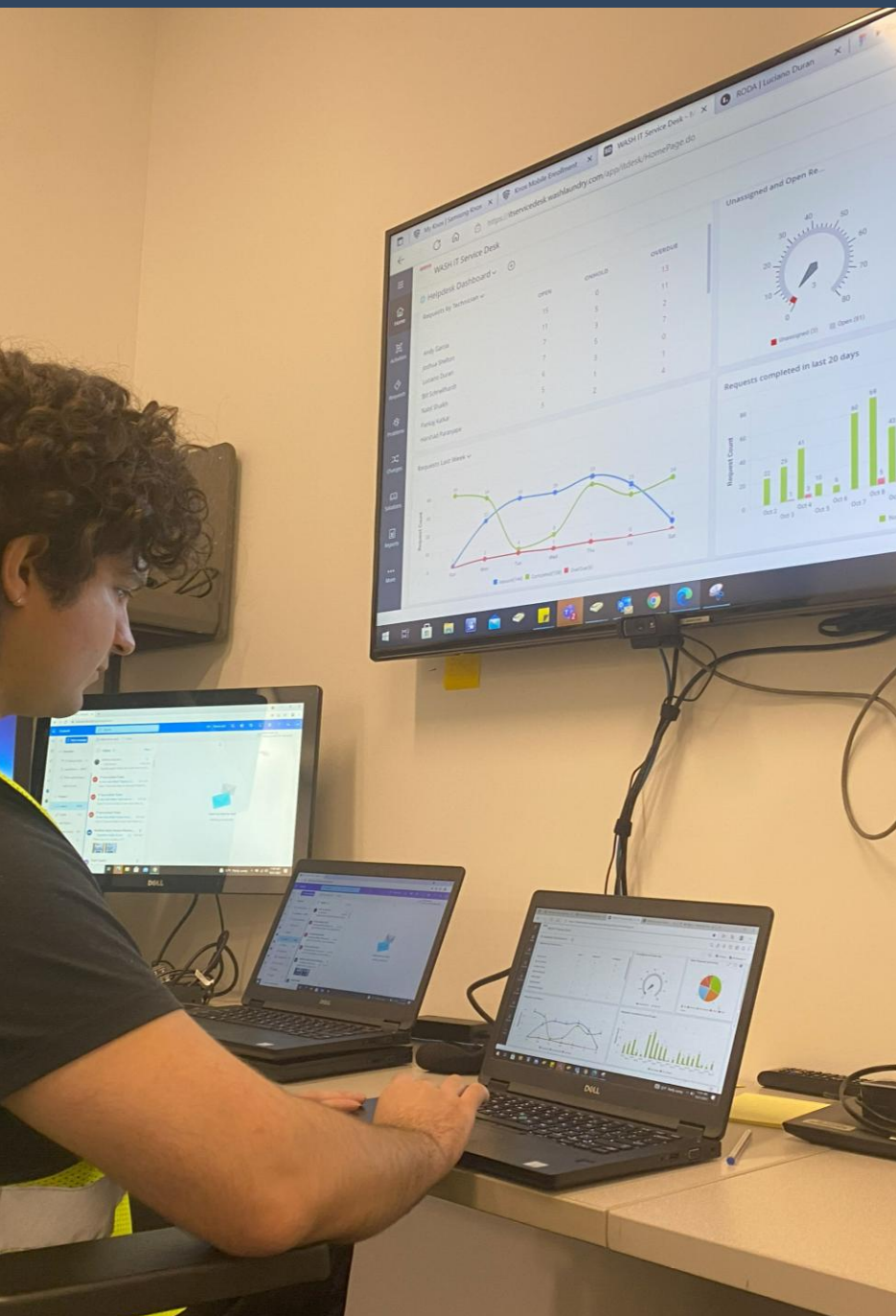
At its foundation, the common-area laundry room offers a remarkable demonstration of the core principles of sustainability. Through a shared model, it allows an essential service to be made available to a community while requiring less equipment to be manufactured, purchased and installed, compared to in-unit laundry. Additionally, by deploying higher-efficiency equipment that is maintained regularly, the common-area laundry room creates opportunities for users to reduce their water consumption and greenhouse gas emissions, without compromising on performance.

Despite these opportunities, there are challenges that can offset some of the benefits. From the beginning of our industry, coin payments have been a prevalent method of payment; however, coin collection and handling incurs significant cost and effort, and generates environmental impacts from vehicle emissions.

Our WASH-Connect smart laundry platform is helping to address these issues by enabling mobile payments and productivity tools for our users, while helping us reduce the environmental impact of coin collection activity. These savings can add up; we estimate that eliminating coin payments can help save approximately .25 kg of GHG per machine annually.

Furthermore, IoT technology enabled on connected machines allows us to monitor our equipment remotely, creating maintenance efficiency and further reducing the need for vehicle travel.





## Cybersecurity

The unprecedented digital revolution of recent decades has helped unlock significant opportunities for companies of all sizes and in every industry, transforming every aspect of how – and where – we work and collaborate. As we continue this journey, cybersecurity becomes an increasingly important consideration.

WASH's Security Operations Center team is tasked with managing and maintaining our enterprise security program. Built with reference to the NIST framework, our program helps ensure we're prepared to identify, protect, detect, respond and recover from cybersecurity events. Key components of our program include:

- Enterprise security framework and information security standards
- Cyber Incident Response, Business Continuity, and Disaster Recovery plans
- Security assessments and monitoring
- Targeted end-user awareness, training and testing programs
- Restricted physical access to critical areas, servers, and network equipment

Additionally, our senior leadership team plays an active role in the program, receiving CIO briefings, training and participating in tabletop exercises for business continuity and disaster recovery.

All associates participate in awareness, training and compliance testing. Progress and results are shared with senior leaders and in our Board of Directors' meetings each quarter.



# Appendix

- Environmental Performance Data
- GRI Index
- Limited Assurance Statement
- SB 261 Disclosure



### Measurement

Direct and indirect greenhouse gas emissions and indirect water consumption are the primary environmental metrics identified in our most recent materiality assessment. We work with a third party to compile and validate our performance data.

2021 represents the baseline measurement year for these metrics. The data collection period for each subsequent year is January 1 through December 31.

Greenhouse Gas Emissions	Units	2021	2022	2023	2024
Scope 1 - Vehicle Emissions	CO <sub>2e</sub> (kg/mile)	0.54	0.53	0.53	0.53
Scope 2 - Facilities	CO <sub>2e</sub> (kg/square foot)	2.18	1.68	1.13	0.39
Scope 3 - Machine Cycles	CO <sub>2e</sub> (kg/cycle)	0.70	0.73	0.78	0.77

Water Consumption	Units	2021	2022	2023	2024
Indirect Water Consumption	H <sub>2</sub> O (gallons/wash cycle)	19.1	18.7	18.4	18.2

- Scope 1 includes greenhouse gas emissions directly associated with WASH's use of vehicles for operational functions including Service, Installation, Collections, and Sales. The calculations leverage WASH fleet mileage data gathered via GPS tracking devices installed in all vehicles.
  - Scope 2 encompasses emissions associated with WASH operational facilities including corporate offices, production lines, and branch operations. Consumption data by energy source (electricity, natural gas) is based on billing data sourced from utility invoices.
- Scope 3 (Indirect) metrics are estimated based on a combination of operating data and specifications provided by equipment manufacturers. Utilities are generally procured and maintained by our Clients for their individual properties.

WASH’s sustainability reporting has been prepared with reference to the Global Reporting Initiative (GRI) standards. As no applicable GRI sector standards yet exist for our industry, we’ve selected relevant disclosures. The information cited reflects the period between January 1, 2024 and December 31, 2024.

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S), URL(S), AND/OR DIRECT RESPONSE
General Disclosures		
GRI 2: General Disclosures 2021	2-1 Organization details	2024 Sustainability Report / About WASH p. 2
	2-2 Entities included in the organization’s sustainability reporting	2024 Sustainability Report / About this report p.2
	2-3 Reporting period, frequency and contact point	2024 Sustainability Report / About this report p. 30
	2-4 Restatements of information	2022 Sustainability Report
	2-5 External assurance	2024 Sustainability Report / About this report p. 30
	2-6 Activities, value chain and other business relationships	2024 Sustainability Report / About WASH p. 2
	2-7 Employees	2024 Sustainability Report / About WASH p. 2
	2-9 Governance structure and composition	Addressed in the Charter of the Board of Directors and Sustainability and Digital Committee. For more information, please visit <a href="https://wash.com/sustainability">wash.com/sustainability</a>
	2-10 Nomination and selection of the highest governance body	
	2-11 Chair of the highest governance body	
	2-12 Role of the highest governance body in overseeing the management of impacts	
	2-13 Delegation of responsibility for managing impacts	
	2-14 Role of the highest governance body in sustainability reporting	The Board of Directors has approved this sustainability report
	2-15 Conflicts of interest	Addressed in the WASH Code of Business Conduct & Ethics. For more information, visit <a href="https://wash.com/sustainability">wash.com/sustainability</a>



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GRI STANDARD	DISCLOSURE	PAGE NUMBER(S), URL(S), AND/OR DIRECT RESPONSE
General Disclosures		
GRI 2: General Disclosures 2021	2-16 Communication of critical concerns	Addressed in the WASH Code of Business Conduct & Ethics. For more information, visit <a href="https://wash.com/sustainability">wash.com/sustainability</a>
	2-17 Collective knowledge of the highest governance body	Addressed in the Charter of the Sustainability and Digital Committee. For more information, please visit <a href="https://wash.com/sustainability">wash.com/sustainability</a>
	2-18 Evaluation of the performance of the highest governance body	
	2-19 Remuneration policies	Addressed in the charter of our Compensation and Organization Board of Directors Committee
	2-22 Policy on sustainable development strategy	2024 Sustainability Report / A Message from our CEO p. 4
	2-23 Policy commitments	Addressed in the WASH Code of Business Conduct & Ethics. For more information, visit <a href="https://wash.com/sustainability">wash.com/sustainability</a>
	2-24 Embedding policy commitments	
	2-25 Processes to remediate negative impacts	
	2-26 Mechanisms for seeking advice and raising concerns	
	2-27 Compliance with laws and regulations	2024 Sustainability Report / Our Approach p.8
	2-29 Approach to stakeholder engagement	

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GRI STANDARD	DISCLOSURE	PAGE NUMBER(S), URL(S), AND/OR DIRECT RESPONSE
Material Topics		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	2024 Sustainability Report / Our Approach p. 8
	3-2 List of material topics	
	3-3 Management of material topics	
Water		
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	2024 Sustainability Report / Environmental Performance p. 25
	303-2 Management of water discharge-related impacts	Not applicable. Water discharge is not material.
	303-3 Water withdrawal	Not applicable. Water withdrawal is not material.
	303-4 Water discharge	Not applicable. Water discharge is not material.
	303-5 Water consumption	Not applicable. Direct water consumption is not material.
Emissions		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	2024 Sustainability Report / Environmental Performance p. 25
	305-2 Energy indirect (Scope 2) GHG emissions	
	305-3 Other Indirect (Scope 3) GHG emissions	
	305-4 Emissions intensity	Not applicable.
	305-6 Emissions of ozone-depleting substances (ODS)	Not applicable. ODS emissions are not material.
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not applicable. NOx, SOx and other air emissions are not material.



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GRI STANDARD	DISCLOSURE	PAGE NUMBER(S), URL(S), AND/OR DIRECT RESPONSE
Material Topics		
Waste		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	2024 Sustainability Report / The Environment p. 20
	306-2 Management of significant waste-related impacts	
	306-3 Waste generated	
	306-4 Waste diverted from disposal	
	306-5 Waste directed to disposal	

## Reporting Framework

WASH Multifamily Laundry Systems, LLC ("WASH"), Hercules Corp. ("Hercules"), and Coinamatic Canada Inc. ("Coinamatic") (collectively, the "Company") applies the framework of the Final Report of Recommendations of the Task Force on Climate-related Financial Disclosures ("TCFD") and its successors to its reporting pursuant to California Health and Safety Code § 38533.

TCFD is a set of recommendations developed by the Financial Stability Board (FSB) that advises organizations on the types of information that should be disclosed in support of investors, lenders, and insurance underwriters. This set of recommendations provides guidance on the appropriate methodology for assessing and pricing climate change-related risks and is structured around how companies operate. The below index shows how the Company's corporate practices align with these disclosures in terms of governance, strategy, risk management, and metrics and targets.<sup>1</sup>

<sup>(1)</sup> In October 2023 TCFD disbanded. Moving forward the International Finance Reporting Standards (IFRS) will assume the monitoring of companies' climate-related disclosures. IFRS has indicated that companies may continue to use the TCFD recommendations should they choose to do so, and that the requirements in IFRS S2 are consistent with the TCFD recommendations.



TCFD – Physical Risks

Risk Type	Identified Risk	Potential Financial Impact	Materiality Assessment	Management and Mitigation Measures
Acute Hazards	Heat	There are potential costs to the Company associated with replacing and servicing assets, and temporary lost revenue when assets are damaged or destroyed.	Impact on Physical Assets: LOW Impact on Revenue Generation: LOW	Heat does not pose a risk to either the Company's physical assets or the Company's ability to generate revenue from its assets. No mitigation measures needed at this time because impact of identified risk is categorized as low. Company regularly monitors risk levels and may adjust mitigation measures accordingly.
	Cold		Impact on Physical Assets: LOW Impact on Revenue Generation: LOW	Cold does not pose a risk to either the Company's physical assets or the Company's ability to generate revenue from its assets. No mitigation measures needed at this time because impact of identified risk is categorized as low. Company regularly monitors risk levels and may adjust mitigation measures accordingly.
	Wildfire		Impact on Physical Assets: MEDIUM Impact on Revenue Generation: MEDIUM	Wildfire does pose a minimal, but acceptable risk to the Company's physical assets. If physical assets are destroyed by fire there will be a temporary impact on revenue generation. This risk is mitigated by the Company's widespread geographic dispersal of assets.
	Riverine Flooding		Impact on Physical Assets: LOW Impact on Revenue Generation: LOW	Riverine flooding does not pose a risk to the Company's physical assets. The Company's physical assets are, for the most part, not located in areas that are prone to flooding. This risk is mitigated by the Company's widespread geographic dispersal of assets.
	Coastal Flooding		Impact on Physical Assets: LOW Impact on Revenue Generation: LOW	Coastal flooding does not currently present a material risk to the Company's physical assets or the Company's ability to generate revenue from its assets. No mitigation measures needed at this time because impact of identified risk is categorized as low. Company regularly monitors risk levels and may adjust mitigation measures accordingly.
Sustained Hazards	Sea Level Rise		Impact on Physical Assets: LOW Impact on Revenue Generation: LOW	Sea level rise does not pose a risk to the Company's physical assets. Sea Level Rise is a process that occurs over an extended period giving the Company sufficient time to recover and relocate/redeploy assets. This risk is mitigated by the Company's ability to relocate assets and the widespread geographic dispersal of assets.
	Drought		Impact on Physical Assets: LOW Impact on Revenue Generation: MEDIUM	Drought does not pose a risk to the Company's physical assets. Drought could pose a risk to the Company's revenue generation, as water restrictions may impact a customer's ability to user a washing machine. This risk is mitigated by the Company's widespread geographic dispersal of assets.

TCFD – Transition Risks

Risk Type	Identified Risk	Potential Financial Impact	Materiality Assessment	Management and Mitigation Measures
Regulatory	Mandates on and regulation of existing assets and services	Cost associated with upgrading assets to comply	LOW: The majority of the cost to upgrade assets will be passed on to our customers. For most new regulations there is a transition period, so the upgrades can happen over time.	Procure and install compliant assets. Support customers in affected areas by acting as subject matter expert and recommending solutions that align with WASH's procurement strategy.
Technology	Cost of transitioning machine / vehicle fleet to lower emission models	Cost associated with purchasing and/or leasing more efficient or lower emission assets	LOW: Most of the cost to transition to lower emission machines will be included in the customer deals.	Procure and install lower emission machines as necessary. If necessary, upgrading the vehicle fleet would most likely be done over several years so the cost can be budgeted and spread over time.



TCFD – Disclosures

	TCFD Guideline	Company Structure
Governance (HSC § 38533 (c)(1))	Describe the board’s oversight of climate-related risks and opportunities.	WASH’s Operations, Supply Chain, and Financial Reporting teams oversee issues related to climate-related risks and opportunities. Those teams report up to the President of WASH, President of Coinamatic, President of Hercules, Senior Vice President, Supply Chain, and Chief Financial Officer, respectively. Senior leadership reports to the Company’s Chief Executive Officer (CEO) and, together, they collaborate to drive the Company’s climate-related initiatives. The Board is ultimately responsible for overseeing the management of climate-related initiatives and approval of any related strategies, policies, and goals.
	Describe management’s role in assessing and managing climate-related risks and opportunities.	At the organization level, managers of the Company’s Operations, Supply Chain, and Financial Reporting teams develop and implement the Company’s climate-risk strategy. The strategy includes regularly assessing climate-related risks for infrastructure, assets, and new customers, among other ventures.
Strategy	Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	The Company has identified the following climate-related risks: acute hazards, including heat, cold, wildfire, and flood; and sustained hazards, including sea level rise and drought. The Company described these risks in a manner consistent with the definitions used by FEMA, outlined on the next page of this Appendix. The vast majority of physical risks are low-impact to the Company, in terms of both impact on assets and impact on revenue generation. These are measured by evaluating what percentage of our machine fleet that is at low, medium, and high risk. As for climate-related opportunities, as the Company continues to develop its strategy, it is evaluating the opportunities associated with a transition to lower emission machines and lower/zero emission vehicles in the future. The Company is also working to improve its alignment with TCFD guidelines in subsequent reporting cycles.
	Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning	The Company has identified the following climate-related risks: physical risks and transition risks, including regulatory and technology. Relevant to financial planning and the overarching business strategy, the Company evaluates relevant physical and transition risks.
	Describe the resilience of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	The Company periodically consults with ESG experts to remain apprised of industry trends, regulations, best practices, and the evolving landscape related to climate-related risks and opportunities. Where feasible, the climate-related strategy will evolve to address potential risks and opportunities to maintain resilience over time.

TCFD – Disclosures

	TCFD Guideline	Company Structure
Risk Management	Describe the organization’s processes for identifying and assessing climate-related risks.	WASH’s process for identifying and assessing physical and transition risk is integrated into our overall risk management approach. Transition risks such as federal and state environmental regulations are considered in decisions regarding customer acquisition and business expansion. Analysis including exposure to legislative risk like benchmarking ordinances is assessed annually during the budgeting process. For office locations and acquisitions, a review of climate-related transition risks and opportunities is generally part of the due diligence process conducted prior to opening a new location or acquiring another business.
	Describe the organization’s processes for managing climate-related risks.	Our management team evaluates risk mitigation strategies, including energy efficiency, capital upgrades, and renewable energy adoption. Responsible managers and staff members are held accountable for risk management within their areas of control.  The Company is in the process of developing comprehensive processes for managing climate-related risks in order to more closely align with this TCFD guideline. Updated processes will be more fully described in subsequent reporting cycles.
	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization’s overall risk management.	The integration of climate-risk mitigation into the Company’s asset annual ESG budgeting process for standing assets, and the due diligence process for acquisitions and developments, is part of the Company’s overall risk management approach. By embedding the identification, assessment, and management of physical risks into these standard processes, the Company aims to manage climate-related risks for its portfolio.
Metric and Targets	Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Metrics are described in Sustainability Scorecard, found in the Environmental Performance data section of this Appendix.
	Disclose the Scope 1, Scope 2, and if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Scope 1, Scope 2, and Scope 3 emissions and related risks are described in Sustainability Scorecard, found in the Environmental Performance data section of this Appendix.
	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Targets are described in Sustainability Scorecard, found in the Environmental Performance data section of this Appendix.



## About this report

The information and opinions contained in this report are provided as of the date of this report and are subject to change without notice. WASH does not undertake to update or revise any such statements. This report contains “forward-looking statements” within the meaning of federal securities laws. Forward-looking statements may include, but are not limited to, statements regarding WASH’s expectations, hopes, beliefs, intentions or strategies regarding the future. In addition, any statements that refer to characterizations of future events or circumstances, including any underlying assumptions, are forward-looking statements. These forward-looking statements are predictions, projections and other statements about future events that are based on current expectations and assumptions and, as a result, are subject to risks and uncertainties, many of which are beyond the company’s control, that may cause the actual results or performance to be materially different from those expressed or implied by these forward-looking statements.

You should not take any statement regarding past trends or activities as a representation that the trends or activities will continue in the future. Forward-looking statements speak only as of the date they are made. Readers are cautioned not to put undue reliance on forward-looking statements, and neither of WASH nor any of its affiliates, control persons, officers, directors, employees, representatives or advisors assume any obligation and intend to update or revise any forward-looking statements, whether as a result of new information, future events, or otherwise. Neither WASH nor its affiliates, control persons, officers, directors, employees, representatives or advisors gives any assurance that WASH will achieve its expectations.

This report covers WASH and its affiliates and does not address the performance or operations of our suppliers, contractors and partners unless otherwise noted.

This report has been prepared in accordance with the GRI Standards. The GRI Sustainability Reporting Standards are developed with true multi-stakeholder contributions and rooted in the public interest.

This report covers the period from January 1, 2024 to December 31, 2024, for WASH’s operations. Unless otherwise noted, the boundary of this report includes 100% of our facilities and 100% of our own workforce in all countries in which we operate. Wherever possible, we have guided readers to additional sources of information. This report and future reports can be found at:

[wash.com/sustainability](https://wash.com/sustainability)



***WASH***

