



## Sustainability Statement

At UniFirst Corporation, we believe in protecting the environment. That’s why we continually focus on sustainability and always strive to become a “greener,” more environmentally-friendly Company in all aspects of our operations.

Whether it’s the precise uniform processing procedures we follow to ensure resource conservation and environmental protection, the thoughtful energy-saving practices we use at our 200-plus facilities, the careful fleet maintenance and driving procedures we have firmly in place, the manner in which our ancillary services and products are designed and manufactured, or the work uniform and facility services options we provide our customers to help them meet their sustainability goals...all we do consistently takes environmental sustainability into consideration.



*UniFirst is a proud member of the U.S. Green Building Council (USGBC) and Laundry Environment Stewardship Program (LaundryESP®), is an Energy Star and Green Lights® Business Partner, and offers Green Seal™ and Eco-Logo™ certified products.*



## Company Profile

UniFirst is one of the industry's largest providers of image-boosting uniform, workwear, and facility services programs for business of all sizes in virtually all industries. Serving more than 225,000 customer companies throughout the U.S. and Canada from more than 200 UniFirst locations, we offer managed work apparel programs ranging from traditional uniforms and "corporate casual" wear to highly specialized protective apparel and executive garments. We also provide ancillary products and services that include floor mats, mops, restroom items, and wiping towels.


Our ISO certified manufacturing plants produce branded, proprietary products, such as UniWeave<sup>®</sup> shirts, SofTwill<sup>®</sup> pants, Armorex FR<sup>®</sup> safety apparel, and Great Impressions<sup>®</sup> floor mats. And our ISO certified centralized distribution facility, designed for efficient 24-hour order fulfillment, provides warehousing, inventory processing, and apparel personalization operations for our more than one million uniform wearers.

Our Specialty Garments division maintains two subsidiary operations: UniTech, the recognized industry leader in the nuclear garment decontamination industry with operations spread throughout the U.S., Canada, and Europe; and UniClean, an industry leader in its own right, which provides managed uniform programs specifically for cleanroom businesses in the healthcare, high-tech, and food industries. Our Company also provides First Aid and Safety products and services to U.S. businesses through our Green Guard and Medique operations.

## Our Values

From modest beginnings in an eight-stall garage in Boston, MA in 1936, UniFirst has grown to become a billion dollar industry leader in the Uniform and Textile Services business. In part, our modern day success story is a result of our following the three Core Business Values established by our founder Aldo Croatti. These values, which continue to act as the foundation for our corporate culture, are:

1. **CUSTOMER FOCUS** — Customer Satisfaction is the best measure of how well we deliver quality. It's our overriding goal and at the center of our "Customers for Life" business philosophy.
2. **RESPECT FOR OTHERS** — We consistently treat those in our personal and business lives with the same consideration and understanding we wish for ourselves.
3. **COMMITMENT TO QUALITY** — Evidenced by our constant focus on "doing it right the first time" and our commitment to ISO certifying each of our service operations to ensure quality is the hallmark of all we do.



In order to fulfill our overriding goal for total Customer Satisfaction, UniFirst Team Partners annually pledge to our “10 Essentials of Service.”

1. Every Team Partner contributes directly to the Company’s image.
2. It’s in each of our jobs to handle any Customer requests quickly and address any user problem immediately.
3. We will always strive to fully understand each Customer’s needs and aim to deliver service that exceeds their expectations.
4. Every Team Partner is responsible for identifying any defects in our products, processes and work methods, and for making recommendations for improvements.
5. We are ambassadors of the business, both inside and outside of the workplace.
6. We will take pride and care in our personal appearance.
7. Being part of a team means we can count on those around us.
8. There is no dishonor in not having the right answer, only in not acting quickly to seek it out.
9. Mistakes are inevitable. How quickly we correct them and how well we communicate the remedies makes the difference between customers who remain upset and those who come away more loyal than before.
10. We must ultimately create exceptional job stability and continuously increase shareholder value.

## Environmental Stewardship

UniFirst was one of the first in the 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<sup>®</sup> and Energy Star Buildings<sup>®</sup> programs, which combine business strategies with environmental protection and energy conservation at all Corporate facilities. And every single UniFirst laundry production facility uses computerized processing equipment to maximize fuel and energy efficiencies, while minimizing waste.

In 1997, UniFirst joined the Laundry Environment Stewardship Program (LaundryESP), an industry initiative with a singular focus to protect the environment. As a result of reworking all routine operational practices, UniFirst (and our industry) achieved and continues to maintain considerable reductions in water and energy usage.\*

1. Water use: 12.5 percent reduction.
2. Energy use: 11.8 percent reduction.
3. Pollutants discharged: 40 percent reduction.
4. Peroxide bleaches: 100 percent increase in usage for wash formulas, resulting in less use of chlorine bleaches (which can combine with other chemicals to create non-biodegradable byproducts).
5. Enzyme-based detergents: 57 percent increase (these cleaners are primarily used in food and healthcare textiles; their use reduces the need for higher temperature wash formulas, thereby reducing energy costs).

\* All data was subject to a quality check by Collier Shannon Scott, Environomics of Bethesda, Maryland and Georgetown Economics (D.C.).



From the moment a piece of clothing or other textile product enters one of our processing facilities, every item is carefully sorted and placed into specially designed slings that are tagged as to garment type and soil level. They are then weighed and sent to designated washers that have been pre-programmed — based on the specifics of the load — to use the *exact* amounts of cleaning agents, water, and cleansing temperatures to maximize processing efficiencies and prevent unnecessary waste.

Computerized wash formulas determine the correct water levels and temperatures, what detergents and additives are needed, the length of the wash cycle, and any other additional information that the specific clothing or soil type might require. And when the cleaning cycle is completed, sophisticated computer controls automatically tip and empty washers onto moving conveyors which transfer the laundry to pre-programmed computerized dryers. Under these advanced systems, there's little likelihood for human error or accidental waste of resources.

We take extraordinary care with all the by-products produced by our laundry operations. Our ongoing investments in water and air treatment technologies help assure that everything we return to the environment is “clean,” safe, and non-polluting.


## Uniforms, Work Apparel

Compared to purchasing, renting uniforms saves energy and decreases natural resource consumption (as noted above). Plus, our work garments are built to last longer than store bought apparel, our service programs maintain customer clothing to extend wear life, and our apparel is reused whenever possible...thereby resulting in reduced raw textile usage and less waste entering landfills and incinerators.

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

Our Company manufactures more than half of the shirts and pants used in our rental service programs, and all aspects of the construction consistently keep clothing “longevity” in mind. For instance, our shirt and pant designs use reinforced triangular tacking at the corners of pockets to prevent ripping and tearing that could be caused by repeated contact. Similarly, our fabrics are carefully selected for weight/hand (feel) to withstand constant abrasion, as well as the industrial laundry process. And, although we use more stitches per fabric inch to produce higher quality construction, this additional thread use is more than offset by the extended garment life we achieve. We've also computerized our textile cutting systems to assure minimal waste of fabric and our “modular” assembly construction process maximizes efficiencies and the overall use of resources.

Virtually all of our millions of rental uniforms in service are delivered to customers on recycled wire hangers. Helping to prevent them from simply being tossed into



waste bins, UniFirst maintains hanger recycling programs at customer sites. We also recycle such items as wood pallets, paper products, and fluorescent light bulbs wherever possible.

Finally, to ensure that all our processes are operating as efficiently as possible and resources are being conserved, our uniform manufacturing and distribution facilities have earned ISO certification. And, we're currently on schedule to have *all* our laundering service facilities ISO certified as well.

## Ancillary Products

UniFirst offers a wide variety of environmentally friendly programs in Floorcare and Restroom/Hygiene Services. These products have been designed with environmental sustainability in mind. And when they're included as part of a fully managed service program, they can help our customers earn LEED\* points that qualify them for environmental certification by the U.S. Green Building Council.

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

### 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 use of chemicals.*

We manufacture all our floor mats to last for at least five years, and recycle our scrap by-products. 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.”

### Microfiber Mop/Wiper Technology

Our reusable Microfiber mops and wipers are ultra-light and designed to clean hard surfaces *without chemicals* and water. The U.S. Environmental Protection Agency (EPA) notes that such products can reduce chemical usage by 95 percent. For soiled surfaces requiring water and cleaning agents, we offer wet mops and towels that feature super absorbent natural fibers that have been treated with antimicrobial agents in order to prevent the growth of mold, mildew, and odor-causing bacteria. The result: one-time, faster, more efficient cleanings. By using these reusable Company products versus disposables, EPA life cycle assessments show that solid waste can be reduced by 210 percent and water usage by as much as 12,590 percent.



## Hand Towels and Sanitary Tissue

Our towel and tissue products are Green Seal™ and Eco-Logo<sup>M</sup> certified, and manufactured from base paper that is 100 percent recycled. And our portion-control (one-at-a-time) paper dispensing systems are available with both mechanical and electronic touch-free options to help reduce unnecessary waste. Studies have shown that these dispensers reduce paper usage by 25-35 percent, resulting in less landfill dumping and incineration.

## Soaps and Hand Care

Our soap and hand care products are provided by vendor-partner GOJO<sup>®</sup>, a manufacturer of a wide range of “green” and biodegradable hand cleaning/disinfecting products. GOJO’s Green Seal and Eco-Logo<sup>M</sup> 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 so as to minimize waste

## Odor Control Systems


We offer three, environmentally-conscious odor control program solutions. Our most popular system, called TCell, contributes to clean and fresh air in a 100% environmentally-friendly way. All air freshener delivery systems are 100 percent EPA compliant and refill components are recyclable.

## **Delivery Efficiency**

The UniFirst fleet of customer delivery and support vehicles follows proper maintenance schedules and all our drivers consistently follow best practices to conserve fuel consumption. Beginning in 2008, we also launched our “Roadnet<sup>®</sup> Route Optimization Initiative,” with the help of UPS, which consolidated routes for increased efficiencies. By driving significantly fewer miles, we’re *drastically* reducing our carbon footprint. This is an ongoing initiative being followed by our delivery vehicles throughout the United States and Canada. The bottom line: We’re driving fewer miles each day, while delivering the same levels of excellence in service to our customers.

## **In the Office**

In 2008, our Information Services Department initiated a project to reduce the number and size of both servers and personal computers. By adopting latest technologies, the initiative reduced electrical costs and lowered the amount of cooling required from air-conditioning units. The project also extends the life of many computers, keeping unwanted waste materials out of recycling bins and landfills. In addition, paper and bottle recycling bins are located throughout all areas of our corporate offices and remote locations.



Additionally, all 200-plus UniFirst facilities are networked by more than 3,000 PCs and we consistently add new technologies that allow for more *electronic options* with our routine business activities – both internally and externally – thereby significantly reducing overall paper usage.

Lastly, UniFirst maintains two data recovery systems for our hundreds of facilities and our central database — one such system is located at our corporate offices in Massachusetts and the other at a subsidiary in Kentucky. Having such systems in place assures critical systems and information can always be recovered in the event of a catastrophe. Our data recovery systems help ensure the continued efficient operation of UniFirst and provide protection for seamless customer service and uninterrupted employment for our 10,000 Team Partners.

## Social Responsibility

### Employee Initiatives and Diversity

UniFirst prides itself on our embracing, inclusive family culture. We refer to our employees as “Team Partners” and empower them to help us achieve our various Corporate goals.


Overall, we offer our Team Partners more than 50 benefits. Recognizing that the job responsibilities of Team Partners are interwoven with their personal lives, we also offer Partners and their families a free Employee Assistance Program. The program helps Team Partners and their family members with any work-life balance issues or other personal problems they may be experiencing.

Our Company has a 100 percent commitment to practicing affirmative action in the hiring, promotion, transfer, and training of all Team Partners. We maintain online Affirmative Action training courses for all line managers, which helps to provide a clear understanding of the Company’s Affirmative Action policy. And diversity seminars are included as part of the UniFirst Management Institute (UMI) classes and annual Production Manager meetings.

### Community Outreach

Through our U-Give program, UniFirst Team Partners throughout North America donate time and money to support a wide range of humanitarian agencies, such as Habitat for Humanity, Toys for Tots, and the American Red Cross.

Using U-Give as an organizational umbrella, our Team Partners on both local and company-wide levels also identify their own area philanthropic programs in need of financial support. Team Partners in the corporate office, for example, participate in an annual fund drive for the Jimmy Fund, an organization that fights cancer in children and adults at Boston’s Dana-Farber Cancer Institute.



Some examples of our Team Partner-inspired philanthropy include:

1. The Salvation Army Adopt-A-Family program, where Team Partners “adopt” children from low income families and provide them with gifts during the holidays.
2. The Local Heroes program, where collection boxes are set up at UniFirst facilities to provide donated items to families and people in need anywhere in the world.
3. The Thanksgiving Food Raffle program, where Team Partners donate non-perishable food items for area food pantries.
4. The Books-R-Fun program, where UniFirst facilities hold workplace book fairs with a portion of the proceeds being donated to charities of their choice.
5. American Red Cross Blood Drives at UniFirst facilities.

UniFirst encourages volunteerism among its Team Partners by taking note of a community’s needs and then leading by example. For example, when our Company learned that members of the Army National Guard — headed for duty in Iraq — were in need of flame resistant garments, we donated hundreds of flame resistant shirts for them to use as part of their overall protective apparel.

## Awards and Recognition

Our Company continues to be honored by cities and towns throughout North America for the laundering processes we have in place that help keep local environments “green.” Utilities in Missouri and Texas, for example, have awarded us “gold” awards for water safety and environmental-friendly treatment processes; other sanitation districts from Virginia to Kansas have also presented us with “Green” awards for the care we take in protecting local environmental resources.

We have even been recognized for our environmental efforts within the specialized field of laundering and decontaminating apparel for the nuclear power industry. Exelon Corporation, one of the nation’s largest nuclear power providers, recently presented our company with its Environmental Leadership Award, citing our “lengthy record of... (processes and) services that are environmentally responsible, safe and of superior quality.”

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***At UniFirst, “being green” goes well beyond the color of our logo.***

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