



Human Rights Policy

Who does this apply to?

- ▶ All A&A employees, including directors and officers.
- ▶ All our majority-owned businesses, including subsidiaries and joint ventures.
- ▶ All our business partners, including agents, intermediaries and suppliers.
- ▶ Other third parties including sub-contractors, consultants and business partners acting for or on our behalf.

STRATEGY AND CONTEXT

A&A's approach is based on three main pillars: Performance, People, and Purpose. Our commitment to doing what's right is unwavering, and as a leading commercial janitorial service provider, we take this responsibility seriously.

Within our People pillar, we strive to cultivate a compassionate, winning culture that provides equal opportunities and upholds human rights.

Meanwhile, our Purpose pillar is dedicated to creating a positive impact on society and the environment, promoting the health, safety, and well-being of our employees, customers, and communities, and collaborating with our partners and suppliers to achieve these goals.

We view human rights as an integral part of our business, as reflected in our Code of Business Conduct and A&A's core values and principles.

OUR COMMITMENT TO HUMAN RIGHTS

At the core of our beliefs is the conviction that every individual, regardless of their identity or place of residence, deserves fundamental rights and freedoms. We are dedicated to upholding these principles for all, especially those who are considered to be part of "vulnerable groups." While this list is not exhaustive, it includes:



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- ▶ Women and girls
- ▶ LGBTQ+¹
- ▶ Children
- ▶ Refugees and migrant workers
- ▶ National minorities
- ▶ Senior citizens
- ▶ People with disabilities
- ▶ Indigenous people

Our commitment is aligned with the OECD Guidelines for Multinational Enterprises, the United Nations Guiding Principles on Business and Human Rights, and the primary conventions of the International Labor Organization.

¹ LGBTQ+ stands for lesbian, gay, bisexual, trans, queer (or sometimes questioning), and other gender identities. The plus represents other sexual identities including pansexual and asexual.

A&A is committed to four key principals of ethical business practices:

- ▶ The freedom of association
- ▶ The right to collective bargaining
- ▶ The elimination of forced or compulsory labor, the abolition of child labor
- ▶ The elimination of discrimination in respect of employment and occupation

Our approach to upholding human rights encompasses a wide range of actions, including:

- ▶ Strictly prohibiting discrimination and any form of inappropriate behavior, particularly towards "vulnerable groups"
- ▶ Promoting diversity, equity, and inclusion, with a focus on achieving gender equality and advancing the role of women, as well as supporting individuals from diverse ethnic backgrounds.
- ▶ Protecting civil, political, and environmental rights
- ▶ Respecting economic, social, and cultural rights, as well as religious beliefs and land rights
- ▶ Upholding the fundamental principles and rights at work.



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OUR RESPONSIBILITY FOR HUMAN RIGHTS

At A&A, we acknowledge our duty and the significance of respecting human rights for all our employees, including those in our supply chain, as well as the communities where we operate. We understand that our operations may affect people inadvertently, including in relation to land rights, and we take this responsibility seriously.

To ensure that we operate in a socially responsible manner, we continuously expand our knowledge and understanding of the human rights risks across our businesses. Given the varied and intricate environments in which we operate, we are mindful of the complexities involved. A&A is committed to complying with local laws on human rights at a minimum. Together with our supporting group policies, these define the minimum standards of conduct that all A&A employees and business partners, where applicable, must follow.

RESPECT FOR HUMAN RIGHTS IN OUR WORKPLACE AND OPERATIONS

Our commitment to human rights extends beyond mere compliance to actively promoting and enhancing human rights for all our stakeholders. This includes our employees, workers, contractors, consultants, business partners (including agents, intermediaries, and suppliers), consumers, clients, investors, shareholders, and the communities where we operate. We aspire to contribute positively to the advancement and betterment of human rights.

DIVERSITY, EQUITY & INCLUSION

We believe that all our employees are valuable, regardless of their background, including but not limited to race, sex, color, origin, ethnicity, religion, beliefs, age, disability, sexual orientation, gender identification or expression, political opinion or social background. We have made significant strides in promoting gender diversity at senior levels and are committed to creating a workforce that reflects the diversity of our communities, eliminating disparities in opportunities and promoting social mobility.

We recognize the heightened risk of harassment, discrimination, and inequality faced by those belonging to vulnerable groups. As a result, we maintain a zero-tolerance policy toward all forms of harassment (including sexual harassment), bullying, and discrimination on any grounds, including those that are legally protected (where applicable.)



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We are committed to creating an environment where everyone has an equal opportunity to succeed, and we strive to provide a safe and secure workplace for all our employees, workers, consultants, and contractors, regardless of the site they work at.

MODERN SLAVERY

We are dedicated to eliminating all forms of modern slavery, including the exploitation of vulnerable groups, child labor, and human trafficking.

To achieve this, we continuously improve our processes and operations, and we expect our business partners to share our values and uphold similar commitments as a requirement of working with us.

Our active commitment to the four key principals of ethical business practices means that we do not tolerate any form of exploitative practices, such as forced labor, bonded or slave labor, or human trafficking. We believe that all labor should be freely chosen, and employees should have the freedom to leave on the terms outlined in their employment contract, in accordance with applicable labor laws.

We are committed to raising awareness of modern slavery risks and ensuring that all employees and leaders across our operations understand that all forms of slavery and exploitation are unacceptable practices.

CHILD LABOR

Our commitment at A&A is to work collaboratively with our suppliers to identify and remediate instances of child labor, as well as to build resilience against child labor in our supply chain. **We take a zero-tolerance approach to the hiring of any child under any circumstances.** We recognize that children are particularly vulnerable to various forms of exploitation, including forced labor, human trafficking, child marriage, and organ harvesting.

We support workplace apprenticeships, internships, and similar programs that comply with applicable local laws and regulations.



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RESPECT FOR OUR COMMUNITIES

We acknowledge that unsustainable practices regarding land and water use can have negative consequences on both the environment and human rights. Worldwide, disputes over land and water use have emerged as significant causes of conflict.

We are committed to enhancing our comprehension of land and water rights as human rights in relation to our business operations. Although our primary business does not involve the direct acquisition of land or provision of water, we recognize the legitimacy of tenure rights as a human right. We acknowledge the right to safe water for anyone affected by our operations, whether directly or indirectly.

Our commitment to human rights extends beyond our own operations to the communities we serve and the suppliers we choose. This is intended to safeguard not only our own workers but also to ensure that our business partners provide a safe and healthy workplace that protects the welfare of their employees, including those who are part of "vulnerable groups." This includes helping us mitigate the risk of negative human rights impacts on vulnerable groups through our business partners and the communities they operate in.

To achieve this, we implement our Supply Chain Integrity Standards and Code of Business Conduct, which our business partners must comply with, where applicable.

ACCOUNTABILITY

We are committed to being accountable and ensuring that our employees and third parties have multiple channels available to them to report potential breaches of our Codes of Business Conduct and Ethics, in accordance with our Safe2Say Policy.



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Our aim is to create a culture of care, integrity, and engagement where everyone feels comfortable raising their concerns. To achieve this, we promote our Safe2Say program, which includes a confidential online web portal, and other resources to provide support and governance to sustain and strengthen this culture. The portal is operated by an independent third party and is available internally and externally so that all stakeholders can raise their concerns confidentially and even anonymously if allowed by local law. We operate a strict non-retaliation policy and encourage all stakeholders, including those who raise concerns about human rights issues, to use the portal other Safe2Say resources.

We are committed to reviewing, following up, and investigating concerns as appropriate and ensuring that those who raise concerns in good faith do not experience any form of retaliation or detrimental treatment. Additionally, we are committed to acting with integrity as a responsible business in all our operations, including providing access to or cooperating with the remediation of any human rights breaches we have or may have caused or contributed to. We aim to achieve this through our Safe2Say resources, enabling effective remedy, while not preventing access to other forms of remedy if justified.

We have established a continuous improvement process to investigate, remediate, and prevent the recurrence of issues. This process is part of our overall Group Ethics and Integrity program, which operates on a continuous learning and improvement cycle. It includes identifying root causes and taking corrective and preventative actions, as well as developing integrity insights and lessons learned. Our Audit Committee of the Board monitors the effectiveness of our Safe2Say program.

We are dedicated to collaborating with our business partners or those who have been similarly affected as part of this process. If any potential or actual human rights breaches are identified in connection with our activities with A&A business partners, we will assist our business partners in addressing those impacts appropriately through their own grievance or Safe2Say procedures, or help facilitate remediation through third parties.



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MEASURING OUR PERFORMANCE

We are committed to conducting continuous human rights due diligence based on risk assessment throughout our business and supply chain. We recognize the importance of due diligence in providing insight into areas of heightened risk for our business and A&A business partners. Furthermore, employees who are directly involved in areas of human rights risk receive training on specific aspects relevant to their roles.

To evaluate A&A's human rights performance, we will use the following key performance indicators:

- ▶ The total number of substantiated human rights breaches and corresponding actions taken
- ▶ The number of human rights concerns related to A&A reported via Safe2Say resources.
- ▶ Significant actual or potential adverse human rights impacts in the supply chain and corresponding actions taken.
- ▶ Modern slavery and human rights training.

MONITORING OUR EFFECTIVENESS

The Corporate Responsibility Committee of the Board will review this Policy on an annual basis, taking into account our performance in the prior year. For more information on our approach to specific human rights issues, including our interactions with employees and stakeholders such as suppliers, please refer to the relevant policies available on our website.

These policies include:

- ▶ Diversity, Equity & Inclusion Policy
- ▶ Safe2Say Policy
- ▶ Environmental Policy Statement

It is recommended to read this Policy alongside those other policies.



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