



ENVIRONMENT • SOCIAL • GOVERNANCE

SUSTAINABILITY

2024 REPORT



DEXTER
LAUNDRY

OUR VISION

To be our customer's competitive advantage.

OUR MISSION

To help people & businesses process laundry faster and more efficiently.

OUR COMMON VALUES

BUILD TRUST

Operate with integrity. Make and meet commitments. Be honest, open & candid.

WOW CUSTOMERS

Place customers first. Deliver some wow. Be service oriented.

WORK TOGETHER

Place business goals ahead of personal ambition. Listen, collaborate & build consensus.

CONSTANTLY IMPROVE

Exhibit a constant drive to do things better. Improve the business and your personal wellness.

EMBRACE OWNERSHIP

Set aggressive goals and be accountable. Deliver thorough, accurate, high quality work.



DEXTER.
LAUNDRY

OUR SUSTAINABILITY COMMITMENT

At Dexter Laundry, we recognize the critical importance of protecting our environment and building a sustainable future. As a leader in commercial and industrial laundry solutions, we are committed to designing, manufacturing, and delivering products that minimize environmental impact while maximizing efficiency and long-term value for our customers.

Dexter Laundry is dedicated to continuous improvement in sustainability. Through innovation, efficiency, and accountability, we strive to support our customers, employees, and communities in achieving long-term environmental and economic success.

OUR SUSTAINABILITY PRINCIPLES

Utility Optimization

We engineer equipment that reduces utility and energy consumption, lowering operating costs and environmental footprint for our customers.

Responsible Manufacturing

We continually seek opportunities to improve processes and responsibly source materials throughout our supply chain while following safe and ergonomic practices for our employees.

Waste Reduction

We are committed to reducing waste in our operations through recycling, reuse, and streamlined production practices, while also helping customers reduce waste in their own laundry operations.

Durability & Longevity

Our machines are built to last, reducing the need for frequent replacements and contributing to a more sustainable product lifecycle.

Employee & Community Engagement

We foster a culture where our employees contribute to strengthening our community's well-being as a key part of our social responsibility.



DEXTER
LAUNDRY

ENVIRONMENTAL

BETTER INGREDIENTS. BETTER DESIGN.

BUILT TO PERFORM. BUILT TO LAST.

At Dexter, we build equipment to last. By using high-quality materials and engineering for durability, we reduce the need for replacements and lower environmental impact. Every washer undergoes a 1,000-hour test at maximum extract with an extreme out-of-balance load to ensure long-term performance. We manufacture all Dexter products in-house to uphold our standards for quality, reliability, and sustainability.



ENGINEERED TO SAVE.

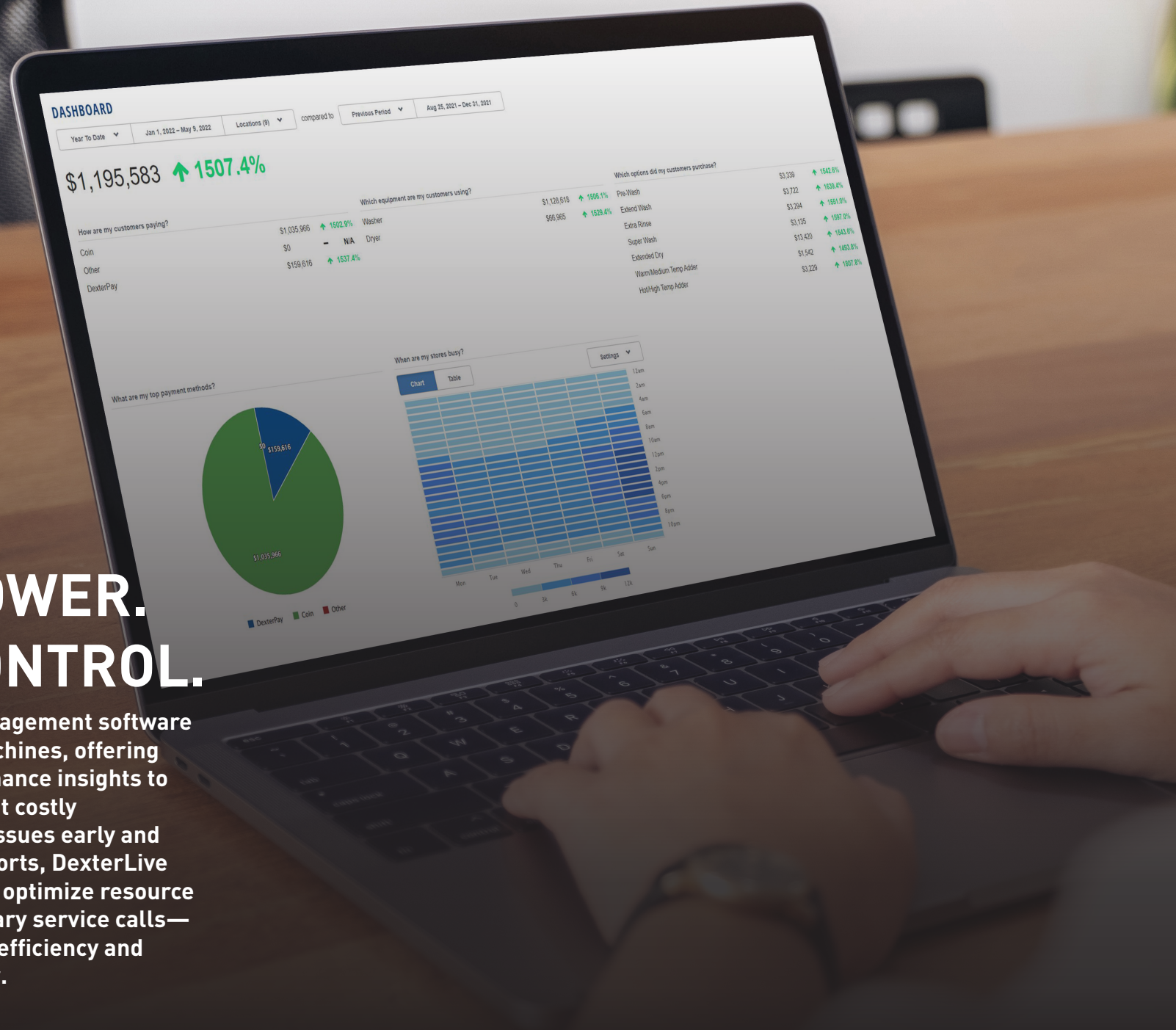
Dexter Express Washers are engineered with sustainability and operational efficiency in mind. Our Express line is designed to help reduce energy and water consumption by spinning at 200 g-force. This high-speed extraction removes more water from each load, significantly reducing drying times and lowering overall energy usage. The result is a more efficient laundry cycle that not only saves on utilities but also enhances customer satisfaction by shortening wash-to-dry times.

We consciously design new features with backwards compatibility whenever possible, which means you may be able to refresh your store to some of our latest features like high efficiency water levels, cloud connectivity with DexterLive, and mobile payment with DexterPay - without having to replace your equipment!



PROVEN POWER. PROVEN CONTROL.

DexterLive cloud-based management software connects directly to your machines, offering real-time alerts and performance insights to reduce downtime and prevent costly breakdowns. By identifying issues early and providing detailed usage reports, DexterLive helps extend equipment life, optimize resource use, and minimize unnecessary service calls—supporting both operational efficiency and environmental responsibility.



MODERNIZE. MAXIMIZE.

Upgrading to modern laundry equipment can lead to significant utility and efficiency savings. Newer machines are designed with advanced technology that uses less water and energy—while delivering faster, more effective cycles. By replacing outdated equipment, operators can reduce operating costs, improve throughput, and create a more sustainable, cost-efficient laundry environment.

BUILT-IN PROTECTION. BUILT-IN SAVINGS.

Dexter's advanced Moisture Detection and Leak Detection systems are designed to conserve resources and protect your investment. By accurately sensing moisture levels, dryers avoid over-drying—saving energy and reducing wear on fabrics. Leak Detection systems identify water loss early, preventing waste, property damage, and costly utility bills. These smart features promote efficient water and energy use, aligning with sustainable operations and long-term cost savings.



POWER MEETS PRECISION.

Our new Dexter O-Series Soft Mount Washers deliver power, precision, and sustainability. Designed for efficiency, they give customers complete control with customizable cycles, DexterLive connectivity, and extraction speeds up to 400 G-force—helping increase water extraction, shorten dry times, and lower energy consumption.

Built with a rugged internal suspension system, these machines can be installed in locations that can't support traditional hardmount models, allowing for greater flexibility and less installation impact. Each washer is engineered for durability and long-term performance, reflecting our commitment to innovative design, resource conservation, and energy efficiency across every product we create.





BACKED FOR LIFE.

Investing in Dexter means choosing equipment designed for longevity—and backed by a company that's with you for the long haul. As an employee-owned business, we're deeply committed to sustainable partnerships and long-term success. That's why every Dexter product comes with **industry-leading warranties** and **lifetime technical support**, helping extend the life of your equipment, reduce waste, and maximize your return on investment.

RESPONSIBLY SOURCED. RELIABLY BUILT.

Prioritizing local and regional sourcing reduces the environmental impact of transportation, lowers emissions, and supports nearby economies. By sourcing the majority of our materials close to home, we shrink our carbon footprint and strengthen supply chain resilience. This thoughtful approach to procurement not only ensures quality and traceability—it reinforces our commitment to sustainable manufacturing from the ground up.



*Local = Iowa + bordering states; Regional = other U.S. states; Global = outside U.S.

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MADE IN THE USA.

Every Dexter product is **made in the USA**—a commitment that supports local jobs, reduces global shipping emissions, and ensures strict adherence to environmental and labor standards. By manufacturing domestically, we minimize our carbon footprint, maintain greater oversight of our processes, and contribute to more sustainable, transparent production. It's quality you can trust, built from start to finish in Fairfield, Iowa.



REDUCING WASTE. POWERING PROGRESS.

Dexter is proud to divert over 85% of our waste from landfills through recycling, reuse, and responsible recovery methods. This achievement demonstrates our commitment to advancing a circular economy and reducing our environmental footprint. By keeping materials in use and out of landfills, we conserve valuable resources, lower emissions, and take meaningful steps toward our goal of becoming a zero waste to landfill manufacturer—all while reinforcing our promise to manufacture with integrity and purpose.

MEASURING OUR IMPACT.

Metrics	2024
Grid electricity consumption	3223.2 MWh
Gas consumption	35597.00 MMBtu
Water usage	3581.55 CCF
Disposed waste (tons)	258.92
Recycled waste (tons)	1811.76



DEXTER
LAUNDRY

SOCIAL

BETTER TOGETHER.



EMPOWERED PEOPLE. SHARED PURPOSE.

At the heart of our sustainability efforts is our dedicated team of employees, all working together at our facility in the heart of the USA. At Dexter Laundry, we foster a culture of collaboration, accountability, and shared success. Every team member plays a vital role in driving our mission forward—to build reliable, efficient equipment that helps people and businesses process laundry faster and more efficiently. We are committed to providing a safe, inclusive, and growth-oriented workplace where individuals are valued, heard, and empowered to innovate. By investing in our people, we strengthen not only our company, but the communities we call home.



FUELING OUR FUTURE.

At Dexter, we believe that a strong, sustainable future starts with continuous learning. Our employee training and development programs are designed to empower our team with the skills and knowledge needed to thrive in a rapidly evolving industry. Through structured courses, hands-on learning, and role-specific development paths, we support personal growth and professional advancement at every level.

We are equally committed to engaging and motivating our workforce beyond formal training. Through our employee-led Activities Committee and regular employee satisfaction feedback, we foster a connected, inclusive, and energized workplace culture. By cultivating talent, encouraging open communication, and prioritizing both professional and personal well-being, we strengthen our team and our long-term impact.

Employee Training & Development

Dexter Laundry provides a variety of training opportunities for continuous growth, including both online and in-person courses, as well as tuition reimbursement to support further education.



FOSTERING A CULTURE OF **SAFETY.** EMPOWERING WORKPLACE **HEALTH.**

At Dexter, the safety, health, and well-being of our employees are fundamental to who we are. We maintain a comprehensive safety policy supported by an active Safety Committee that regularly evaluates workplace practices, identifies risks, and implements improvements. Our facility is proudly tobacco-free, and we enforce a strict zero-tolerance policy for harassment and discrimination to ensure a respectful, inclusive environment for all. We provide regular safety training and awareness initiatives to keep our team informed and empowered. Creating a healthy, supportive workplace isn't just part of compliance—it's core to our culture and long-term success.

Workplace Safety Recordable Rate (DART)

(Days Away, Restricted, or Transferred)

Location	2024
Dexter Laundry	0



INVESTING IN OUR COMMUNITY.

At Dexter, we believe in giving back to the communities that support us. Each year, we contribute thousands of dollars in scholarships to support local education. As well as investing time and efforts in our local nonprofits and community initiatives. These investments help empower the next generation, strengthen local resources, and create lasting impact beyond our factory walls. Supporting education and community well-being is a key part of our social responsibility—and a reflection of our values as an employee-owned company rooted in long-term success for all.



PARTNERING FOR CHANGE.

Dexter is proud to maintain a strategic corporate partnership with the Coin Laundry Association's LaundryCares Foundation, a nonprofit dedicated to improving the lives of individuals and families through free laundry services, literacy programs, and other community support initiatives. By aligning with LaundryCares, we extend our impact beyond our own operations—supporting accessible, clean, and safe laundry facilities for those in need. This partnership reflects our commitment to social responsibility and to building stronger, healthier communities through meaningful, hands-on outreach.

EMPOWERING OUR PARTNERS.

At Dexter, we believe our commitment to excellence extends beyond the factory floor. That's why we offer ongoing training and development opportunities to our distributors and laundromat owners, helping them service and operate our equipment with confidence. From hands-on service training sessions to a robust library of online resources and technical guides, we equip our partners with the tools and knowledge they need to succeed. Supporting customer education not only improves performance and equipment longevity—it builds a stronger, more sustainable industry.

Customer Training & Development

Online Resources Available	# of Documents
Service & Troubleshooting materials:	572
Parts manuals:	115
Maintenance materials:	49
Installation & Operation materials:	311
Programming guides:	40
Service videos (offered in various languages):	40





DEXTER
LAUNDRY

GOVERNANCE

BETTER STANDARDS. TRUSTED RESULTS.



DEXTER
LAUNDRY

An Employee Owned Company

2211 WEST GRIMES AVENUE

EMBRACING OWNERSHIP.

At Dexter, being 100% employee-owned isn't just a structure—it's a mindset. Every team member has a stake in our success, driving a deep sense of responsibility, pride, and purpose throughout the organization. This ownership model fosters long-term thinking, strong collaboration, and a shared commitment to excellence at every level. By aligning individual contributions with collective outcomes, we ensure that our governance is not only effective—but personal.



TAKE THE REINS.

At Dexter, employee ownership means we don't wait for change—we drive it. Continuous improvement is more than a goal; it's a mindset woven into every level of our organization. From our operators to customer service, every team member plays a vital role in challenging the status quo, identifying opportunities, and implementing meaningful solutions. This culture of collaboration and innovation fuels progress, strengthens our performance, and ensures we are always moving forward—together.

This shared sense of responsibility shapes how we operate—from how we solve problems to how we plan for the future. Because every employee has a stake in our success, we're committed to making thoughtful decisions that reflect our values, support our customers, and build a stronger, more resilient company.

QUALITY. CERTIFIED.

Dexter's **ISO 9001** certification by Intertek underscores our dedication to consistent quality, operational excellence, and continuous improvement. This internationally recognized standard ensures that our processes meet rigorous requirements for efficiency, reliability, and customer satisfaction. By adhering to a strong quality policy, we not only enhance product performance and durability but also reduce waste and resource consumption through optimized manufacturing practices. Our commitment to ISO 9001 drives transparency, accountability, and systematic problem-solving—key components of our sustainable business approach and long-term success.

DEXTER
INDUSTRIAL WASHER



OUR QUALITY POLICY

At Dexter Laundry we **WOW our customers** by delivering high-quality laundry solutions that meet all internal and external requirements and we **WORK TOGETHER** to **CONTINUALLY IMPROVE** our business, our personal wellness, and our Quality Management System.

ENSURING COMPLIANCE. DRIVING EXCELLENCE.

Dexter's Regulatory Engineering team plays a critical role in upholding the highest standards for safety, quality, and environmental responsibility. Through rigorous testing, adherence to evolving industry standards, and comprehensive certification processes, we ensure our products not only meet but exceed regulatory requirements. Regular audits and continuous monitoring support transparency and accountability, helping us identify opportunities to improve efficiency and reduce environmental impact. This disciplined approach to compliance strengthens our commitment to sustainable practices while safeguarding the trust of our customers and communities.





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