

ROUILLARD

SUSTAINABILITY REPORT 2023

REVISION: 08-08-2023

No print of this report will be produced in order to minimize our environmental impact.

© Rouillard

Rouillard
363 boul. des Chutes,
Québec, QC, Canada
G1E 3G1
T. 418-663-1411 / 1-800-661-1411
F. 1-418-666-9519
info@rouillard.ca

rouillard.ca

S U M M A R Y

Rouillard's yearly sustainability report allows us to share with our company stakeholders our process towards bettering our environmental and societal practices.

Protecting the environment is a commitment we take to heart. Included in this first edition of our sustainability report is information pertaining to our work and vision towards more sustainable practices, socially and environmentally.

We report to the Business and Institutional Furniture Manufacturer's Association (BIFMA) and most of our product categories are certified LEVEL® 2, BIFMA's sustainability certification program for furniture.

The issues mentioned in this document include, company ethics and integrity, human rights, labour, practices & decent work, societal implication.

Environmental topics include product responsibility, waste management, greenhouse gas minimization as well as energy and water consumption.

Our internal stakeholders include owners, clients, employees and suppliers.

Our external stakeholders include community members that may or may not purchase and/or use Rouillard furniture, professional and governmental association (BIFMA, LEED and more), competitors and future generations.

TABLE OF CONTENTS

- 6 LETTER FROM ALAIN ROY
- 8 WORKING TOWARDS SUSTAINABILITY / TIMELINE
- 10 WHO WE ARE
- 12 EMPLOYEES
- 14 HEALTH AND SAFETY
- 16 COMMUNITIES
- 20 PRODUCTS
- 24 COMMITMENT TO SUSTAINABILITY
- 29 FUTURE
- 30 GRI CONTENT INDEX



LETTER FROM ALAIN ROY AND OUR MANAGEMENT TEAM

In the last forty-one years, Rouillard has undergone tremendous change. Our family has grown in many ways, our product lines have evolved and our markets have expanded. Meanwhile, our passion and signature savoir-faire have continued to spearhead our innovative workplace furniture design and manufacturing efforts. In our Quebec City head office and factory, the quality craftsmanship and human-centred approach we favour have empowered us with the ability to meld comfort, style and utility with sustainable practices.

With this 2019-2020 Corporate Sustainability Report, we wish to highlight our commitment to bettering our operations, which motivates us to minimize our environmental impact while uplifting our team as well as working with our community and customers. The key to a successful business is seeing the big picture: every action we make has an impact on our planet and our environment. We'd like to take this opportunity to share our journey towards lessening our environmental footprint.

Please do not hesitate to contact our customer service team with any questions, comments or feedback regarding this report: info@rouillard.ca or 418 663-1411 (Canada), 1 800 661-1411 (toll-free).

On behalf of myself and the entire management team, we hope this report will be a stepping stone for future sustainable changes.

Sincerely,

Alain Roy
President



OUR MANAGEMENT TEAM

Serge Lachance: Production Director. **Jean-Sébastien Émond:** Purchasing and Customer Service. **Alain Roy:** President. **Anne-Marie Roy:** Executive Director. **Carl Giunta:** VP Sales and Marketing. **Jonathan Allard:** Finance Director.

WORKING TOWARDS SUSTAINABILITY

2008	May 16 2008	2012	2014	2018	2019	2020
<p>Working towards ISO 14001: 2004</p> <ul style="list-style-type: none">•Documenting waste management•Training employees about waste recovery and recycling	<p>ISO 14001: 2004 Environmental Certification</p>	<p>Many renovations and improvements to our factory, including:</p> <ul style="list-style-type: none">•Replacing windows and wall renovation for better insolation•Improving air circulation•Implementing electric heating with timers, only active during office hours•Using more sustainable and efficient T-5 lightbulbs <p>Overall natural gas reduction of 40%</p>	<p>VERTIMA, an external firm, supported us in calculating the percentage of recycled content in our products and in collecting informations from our supply chain.</p>	<p>June 2018: ISO 14001: 2015 Environmental Certification</p> <p>Working towards LEVEL® 2, BIFMA E-3: 2014 certification:</p> <ul style="list-style-type: none">•Increasing our environmental implication•Ensuring partners and suppliers maintain high standards of ethical, social and environmental implication•Improving our sustainable design practices (life cycle information, disassemble, and more)	<p>Implementing a flexible work schedule in our offices and in the factory</p> <p>Awarding yearly cultural, artistic or physical activity premiums</p> <p>Working towards LEVEL® 2, BIFMA E-3: 2014 certification</p>	<p>February 3rd, 2020</p> <p>Most of our product categories are certified LEVEL® 2, BIFMA's sustainability certification program for furniture.</p>

WHO WE ARE

OUR HISTORY

Founded in 1978 and headquartered in Quebec City, Canada, we pride ourselves in designing and manufacturing ergonomic armchairs, lounge chairs, tables, storage and media units. Rouillard operates in Canada and the United States of America, serving public and private markets.

OUR SUPPLIERS

We screen all of our new suppliers using labour practice and human rights criteria as well as criteria for impacts on society. It's important for us to work with companies that share our values, which is why our suppliers must provide above minimum wages for their workers and well as safe and healthy working conditions. We obtain from 98% of our suppliers a signed copy of our code of conduct.



EMPLOYEES



Improving workplace well-being is a top priority at Rouillard and we always strive to foster a comfortable, respectful and safe environment for all of our employees.

OUR COMPANY CULTURE

- Many official policies are in place to ensure our employees stay safe, mentally and physically, namely our anti psychological and sexual harassment policy, as well as our health and safety policy (CNESST).
- Preventative measures and contingency plans are actively integrated into daily activities and implemented by management to ensure everyone stays safe. All of our programs meet local health and safety regulation, which eliminates risk and provides a healthy work environment at Rouillard.

- The factory workers' union guarantees safe and beneficial working conditions, including paid leave.
- Our monthly company lunches allow everyone to socialize while enjoying a meal together, while our yearly sports day is the perfect way to have fun while exercising. Healthy and respectful relationships in our offices will always be encouraged.
- We also offer an annual premium for all office workers that refunds one artistic, cultural or physical activity.
- We've recently implemented a flexible work schedule, which encourages healthy work-life balance.

EMPLOYEES

INCLUSION

Percentage of female employees in 2022



We recognize the importance of inclusion and we're always striving to have an equal number of men and women working in our offices and factory.

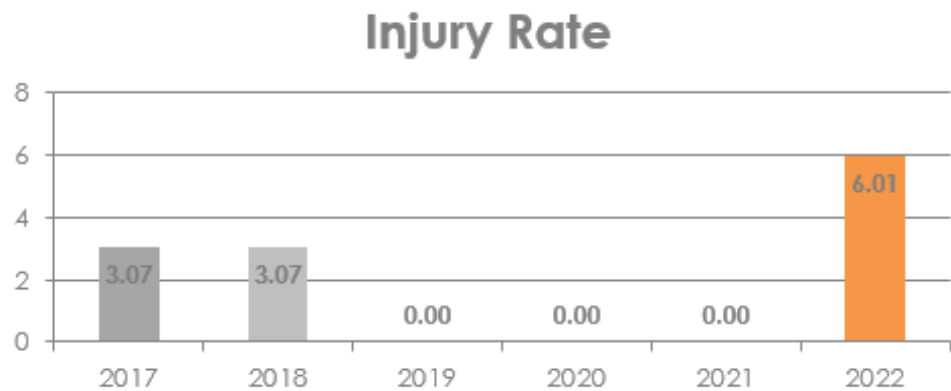
Percentage of bilingual or multilingual employees in 2022



HEALTH AND SAFETY

INJURY RATE

For years 2017, 2018, 2019, 2020 and 2021 Rouillard is below the office furniture industrie average of 4.2.



All of our product categories are assessed for improvement on health and safety impacts. We have an external entity (prevention mutual) that evaluate our organization risk and production method in regard of the health and safety management.





COMMUNITIES

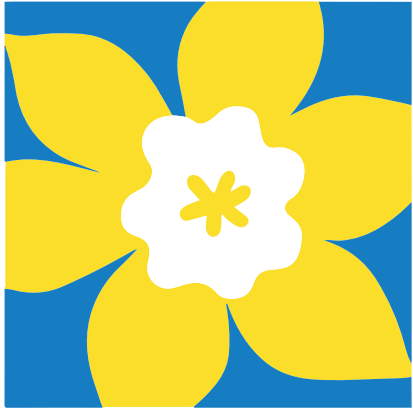


Sur le Chemin

This relay race between Montreal and Lévis was originally created by a group of runners who wanted to have fun while supporting a good cause. They came up with the idea of stopping at schools along the way to make donations to Desjardins Foundation Prize projects.

All together, the participants in the race managed to cover more than 1,300 km which is 4.8 times more the initial distance planned for Lévis-Montréal ! Thanks to this dedication, nearly 60 schools in Quebec and Ontario will receive funding for educational projects. Since its first edition in 2017, nearly \$300,000 has been raised and reinvested in the future and the education of our children.

COMMUNITIES



Société
canadienne
du cancer

The Canadian Cancer Society

The Canadian Cancer Society works tirelessly to save and improve lives. Thanks to our donors and volunteers, we can fund innovative research projects on all types of cancer, provide a support network to help people better cope with cancer, shape policies aimed at preventing cancer and to support those affected by the disease, and to provide reliable information on cancer to all Canadians.

COMMUNITIES

FORMACA Social Reintegration and Inclusion

We collaborate with Formaca in order to provide work for people with functional limitations or with professional integration difficulties. They provide meaningful work to various employees that might have trouble finding stable employment, and supply Rouillard with hardware, parts and pallets.

We have proudly been working with Formaca for a number of years, which stimulates the local economy and allows for our members of our community to thrive socially and economically.

FPMQ

We contributed to the magazine: "The police voice", designed and distributed once a year. Your contribution is most important, because it will allow us to disseminate various messages concerning our organization, the police and community circles, safety and prevention. This magazine is a judicious information tool for the population, as well as for police officers working in municipal police services. It provides citizens with very important information in order to make them aware of prevention and safety. In addition, it illustrates the profile of some police officers who have accomplished meritorious acts, thus demonstrating their commitment to serving and protecting their fellow citizens.

The FPMQ is a group of union associations made up of municipal police officers from the province. One of its missions is to participate in improving the quality of life of citizens. Its contribution to the advancement of the police function and the organization of events to help charitable organizations are examples demonstrating the Federation's involvement in society. The police voice will be distributed to

municipal police officers in Quebec and to the Federation's partners. It will also be available in places frequented by citizens. Indeed, it can be consulted for a full year in the waiting rooms of the offices of lawyers, notaries, doctors, dentists, accountants, CLSCs, members of Parliament, as well as in courthouses, libraries and, of course, police stations in your immediate area.

The Terry Fox Foundation

Driven by Terry's courage and determination, we collaborate with and inspire people around the world to support and fundraise for bold, extraordinary research to end cancer. By joining our group of committed monthly donors, you will provide reliable support to Canada's best and brightest researchers while bringing us one step closer to Terry's dream of a world without cancer.

PRODUCTS



ABOUT OUR PRODUCTS

Our products include multipurpose chairs, ergonomic armchairs, lounge seating, tables, storage as well as media solutions for the workplace. Designed and assembled in Quebec City, we source our materials locally whenever possible, using our local suppliers' expertise and high quality resources.

PRODUCTS

OUR SUSTAINABLE PRACTICES

Product durability and upgradeability:

Our goal is to offer ergonomic workplace products that are high in quality and durability.

- We are aware of our product life cycle and proudly offer a 10-year warranty on all our product categories.
- We offer zipper slipcovers on a wide selection of our products in order to facilitate changing the fabric, thus increasing durability and lifespan.

Environmental footprint:

We implement, maintain and continually improve our practices to reduce our environmental footprint. We adopt environmentally safe approaches in our design and manufacturing processes through acting on the prevention of pollution, the elimination of all forms of waste, and the efficient use of all resources. Rouillard works to design and manufacture more sustainable products with safer material chemistry to improve human and ecosystem health impacts. We work with subcontractors that also value the importance of adopting such approaches.





PRODUCTS

Product materials:

- Rouillard favours the use of high quality components that meet the industry durability norms (ANSI/BIFMA) and has post-consumption recycled content.

- We offer a variety of fabrics made of 100% recycled polyester and compliant itself to indoor air quality certification program for low emitting furniture.

- Our chair bases are made of 67% pre-consumer recycled content.

- Plywood used in the making of the chairs comes from semi-controlled Malaysian forests.

- Our metal frames are made of 25% pre-consumer recycled content.

- Powder coatings that are used by our subcontractor are solvent free and comprised of various synthetic resins, pigments and special additives for high quality surface finish. As opposed to liquid coatings, powder coatings do not contain solvents. Powder coatings are applied with electrostatic spray gun or in a tribostatic process, then melted and chemically cross-linked at substrate temperature.

The only material used in the making of our chairs that is considered hazardous is the glue used for upholstery. After years of researching and developing, we have acquired a low-solvent glue which contributes to improve workplace health and safety and reduce VOC concentration that is rejected in the air.

COMMITMENT TO SUSTAINABILITY

RESOURCE MANAGEMENT

Our employees take part in ongoing training to identify and implement responsible and environmentally friendly practices. All of our employees and suppliers are aware of our sustainability objectives and participate actively to develop an environmentally sustainable approach to product design and manufacturing.

We efficiently control waste production in our offices and factory. Each of our departments has a specific waste control process to follow. All waste is properly sorted and fully recycled: fabric, metal, foam, wood and plastic pieces. Also, potential hazardous materials are safely stocked and picked up by a specialized company in order to respect current laws and regulations, while keeping our employees safe. These companies dispose of the waste according to established protocols, in order to minimize environmental and health impacts.

RECYCLING

We adopt an environmentally safe approach to manage waste responsibly and reduce pollution. We will continuously work to meet our waste diversion goals by setting objectives and targets and implementing strategies that will, over time, achieve our goal of diverting most of manufacturing waste from being sent to the landfill.

Not only are we considerably lowering the amount of waste because of the optimization process, but reusing and recycling our products allows us to avoid using landfills for a large quantity of that waste. Furthermore, cost savings that are generated are compensating for how much it costs to set those initiatives.

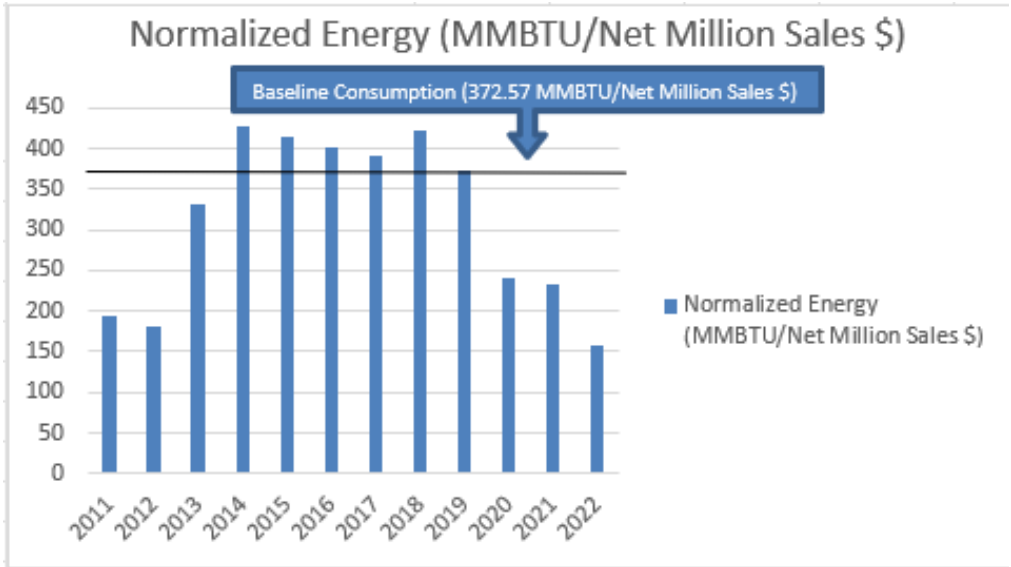
Our cardboard packing is made of 99% post-

consumption recycled content and is also 100% recycled and recyclable. Each chair is individually packed in compact boxes which allows us to optimize in space usage during transportation. For larger orders and if possible, chairs are protected with plastic bags then shipped without boxes. Our new partnership with the Quebec company Paverreco, aims to give a second life to our plastic packaging. Our bags are collected and transported to their factory where they proceed to the transformation of material. The compound obtained will make it possible to manufacture exterior slabs, resistant to shocks, abrasion, and bad weather. A very eco-friendly and sustainable option.

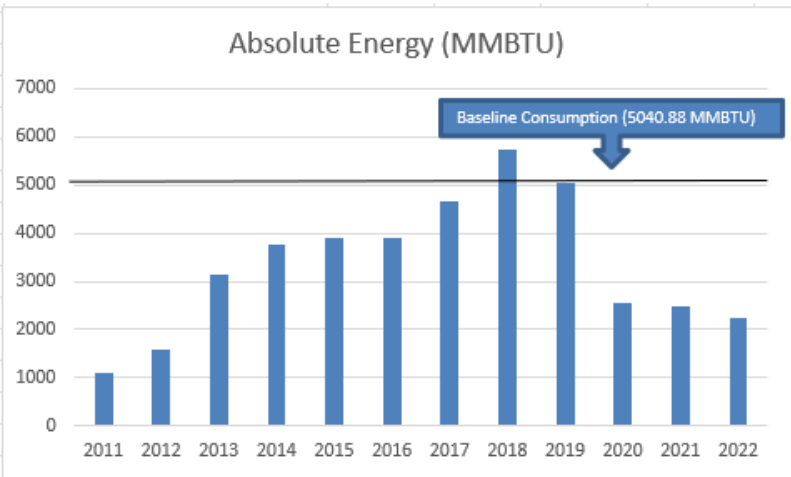
All our products are disassembled in order to be properly recycled. Our recycling / refactoring program is to be studied on a case-by-case basis.

Through our environmental system, we try to reduce energy and green house consumption. All of our initiatives are carried out in compliance with the laws, regulations and other specific commitments.

ENERGY



EMISSIONS



COMMITMENT TO SUSTAINABILITY

TRANSPORTATION

We've established different procedures and strategies in order to reduce the impact that transportation of our products has on the planet and on the wellbeing of employees and the community.

- Semi-assembled product shipments allows us to ship more per truck. We've gone from 6 assembled chairs per pallet to 10 semi-assembled chairs per pallet.
- Reusable metal shipping racks are used in order to reduce te amount of waste thrown out. The lifespan of this rack is exponentially longer than single-use plastic of wood racks.
- Electric forklifts are used in our factory in order to reduce gasoline consumption and to improve air quality.
- Limiting the number of suppliers lowers the quantity of trucks needed to transport materials, decreasing CO2 emissions.
- Consolidation of shipment by an effective management of the production schedule.

COMMITMENT TO SUSTAINABILITY

CERTIFICATION



LEVEL was created to deliver the most open and transparent means of evaluating and communicating the environmental and social impacts of furniture products in the built environment. To put it simply, LEVEL is to commercial furniture as LEED is to buildings. Also like LEED, LEVEL is comprehensive. It addresses criteria across corporate, facility and product impacts in a way that few other certifications do.



ANSI/BIFMA M7.1: SCS-EC10.3-2014 V4.0

The Indoor Air Quality CertifiedSM addresses "Indoor Air quality" which means that our organization chooses materials and products that emit as few pollutants as possible, have the highest level of corporate commitment to protecting indoor environments, and are in agreeance with the requirements necessary for LEED work projects.

Conforms to the ANSI/BIFMA Furniture Emissions Standard (M7.1/ X7.1-2011 R2016) for the seating parameters. Also conforms to ANSI/ BIFMA e3-2014e (credit 7.6.1) for the seating parameters.



ISO 14001:2015 CERTIFICATION

The ISO 14001:2015 certification addresses "Environmental management" which means that our organization works to minimize the harmful effects on the environment caused by its activities, and is always looking to improve its environmental performance.



LEED
Leadership in Energy and Environmental Design (LEED) is a sustainable North American building evaluation system. Our products can contribute to projects looking to achieve LEED Certification as follows:

LEED-CI Credit 4.5 Low-emitting Material (1 pt): All of our products are Indoor Air Quality Certified (ANSI-BIFMA M7.1/X7.1-2011 R2016) and may contribute to credit obtention requirements

LEED-CI Credit 4.1 et 4.2 Recycled content (1-2 pts): All of our products contain a percentage of pre and post-consumed recycled content

LEED-CI Credit 5.1 Regional Material (1 pt): Our products may contribute to credit obtention if a project is situated within 800km of our manufacturing site located in Quebec City. (363 boul. des Chutes, Quebec City, QC, Canada, G1E 3G1)



FUTURE

- Upgrading our environmental communications on website and by publishing sustainability report
- Continuing the refurbishing the factory to increase productivity and decrease energy loss
- Optimization of the packaging of finished products and the layout of the shipping department
- Increase our social implications
- Increase and maintain employee well-being
- Introduction of products requiring less labor or optimization of existing product
- Maintain our LEVEL 2, Bifma E3 and ISO 14001:2015 certifications
- Measure the rate of services claims to increase our production efficiency and by the same decrease our energy consumption
- Continue to implement the processes to recover plastic bags (foam and Lectra) as well as large fabric scraps
- Reduce paper, implement digital procedures for the factory and office.

GRI CONTENT INDEX

G4	Indicators	Response	Page
General Standard Disclosures			
Strategy and Analysis			
1	Statement from the most senior decision maker of the organization	A letter from Alain Roy	6
2	Chair of the highest governance body	President	-
Organizational Profile			
3	Name of the organization	Rouillard	-
4	Primary brands, products, and/or services	Our Products	20
5	Location of organization's headquarters	Who we are	10
6	Number of countries where the organization operates	Who we are	10
7	Nature of ownership and legal form	Who we are	10
8	Markets served	Who we are	10
9	Scale of the reporting organization	Who we are	10
Identified Material Aspects and Boundaries			
18	Process for defining the report content and the Aspect Boundaries	About Our Report	6
19	Material Aspects identified in the process for defining report content	About Our Report	6
23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries	1st Report	-
Stakeholder Engagement			
24	List of stakeholder groups engaged by the organization	About Our Report	iii
25	Basis for identification and selection of stakeholders with whom to engage	About Our Report	iii
Report Profile			
28	Reporting period for information provided	About Our Report	6
29	Date of most recent previous report, if applicable	October 2, 2020	-
30	Reporting cycle	About Our Report	6
31	Contact information for questions regarding the report or its contents	Anne-Marie Roy, Product and Marketing Director 418-633-1411 #119	-
Ethics and Integrity			
56	Organization's values, principles, standards and norms of behavior	Corporate Ethics	8-10

GRI CONTENT INDEX

G4	Indicateurs	Réponse	Page
Environment			
Energy			
EN3	Energy consumption within the organization	Energy & Greenhouse Gases (GHGs)	25
EN4	Energy consumption outside the organization	Energy & Greenhouse Gases (GHGs)	25
EN5	Energy intensity	Energy & Greenhouse Gases (GHGs)	25
EN6	Reduction of energy consumption	Energy & Greenhouse Gases (GHGs)	25
Water			
EN9	Water sources significantly affected by withdrawal of water	None	-
Emissions			
EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Energy & Greenhouse Gases (GHGs)	25
EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Energy & Greenhouse Gases (GHGs)	25
EN18	Greenhouse gas (GHG) emissions intensity	Energy & Greenhouse Gases (GHGs)	25
EN19	Reduction of greenhouse gas (GHG) emissions	Energy & Greenhouse Gases (GHGs)	25
Compliance			
EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and grievance mechanisms	None	-
Environmental Grievance Mechanisms			
EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	None	-
Social			
Human Rights - Non-discrimination			
HR3	Total number of incidents of discrimination of discrimination and corrective human rights criteria	None	-
Human Rights - Supplier Human Rights and Safety			
HR10	Percentage of new suppliers that were screened using human rights criteria	Labor & Human Rights	13
Labor Practices & Decent Work - Occupational Health and Safety			
LA6	Total of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities by region and by gender	Employee Health & Safety	14
LA7	Workers with high incidence or high risk of diseases related to their occupation	None	-

GRI CONTENT INDEX

G4	Indicators	Response	Page
Labor Practices & Decent Work - Diversity and Equal Opportunity			
LA12	Composition of governance bodies and breakdown of employees category according to gender, age group, minority group membership and other indications of diversity	Inclusiveness	13
Labor Practices & Decent Work - Supplier Assessment for Labor Practices			
LA14	Percentage of new suppliers that were screened using labor practices criteria	Labor & Human Rights	13
Labor Practices & Decent Work - Labor Practices Grievance Mechanisms			
LA16	Number of grievances about labor practices filed, addressed and resolved through formal grievance mechanisms	None	-
Society - Local Communities			
SO1	Percentage of operations with implemented local community engagement, impact assessments and development programs	100%	-
Society - Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations	None	-
Society - Supplier Assessment for Impacts on Society			
SO9	Percentage of new suppliers that were screened using criteria for impacts on society	Labor & Human Rights	10
Product Responsibility - Customer Health and Safety			
PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Design for Environment	21
Product Responsibility - Customer Health and Safety			
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life	None	-
Product Responsibility - Marketing Communications			
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship by type of outcomes	None	-
Product Responsibility - Compliance			
PR9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services	None	-