

# ROUILLARD

SUSTAINABILITY  
REPORT  
2024

REVISION: 29-07-2024

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

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## 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.

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À votre service depuis  
1896

## 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](mailto: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.

## WORKING TOWARDS SUSTAINABILITY

2008

Working towards ISO 14001: 2004

- Documenting waste management
- Training employees about waste recovery and recycling

May 16 2008

ISO 14001: 2004 Environmental Certification

2012

Many renovations and improvements to our factory, including:

- Replacing windows and wall renovation for better insulation
- Improving air circulation
- Implementing electric heating with timers, only active during office hours
- Using more sustainable and efficient T-5 lightbulbs

Overall natural gas reduction of 40%

2014

VERTIMA, an external firm, supported us in calculating the percentage of recycled content in our products and in collecting information from our supply chain.



2018

June 2018: ISO 14001: 2015 Environmental Certification

Working towards LEVEL® 2, BIFMA E-3: 2014 certification:

- 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)

2019

Implementing a flexible work schedule in our offices and in the factory

Awarding yearly cultural, artistic or physical activity premiums

Working towards LEVEL® 2, BIFMA E-3: 2014 certification

2020

February 3rd, 2020

Most of our product categories are certified LEVEL® 2, BIFMA's sustainability certification program for furniture.

2022

All our products categories are conforms to ANSI/ BIFMA e-3 LEVEL ®2 2019 version.

## 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 2023*



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 2023*



## HEALTH AND SAFETY

### INJURY RATE

For years 2017, 2018, 2019, 2020, 2021 and 2023 Rouillard is below the office furniture industrie average of 3.8.



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



### Community Sandwiches

During the holiday season, our team wanted to help people going through difficult times. So we prepared more than 350 sandwiches to fill 7 community fridges in the surrounding area.

### Deuil Jeunesse

Deuil-Jeunesse is a national charity that, through its specialized approach, offers professional and personalized services that promote the well-being of young people, adults and families who are experiencing a reality related to the mourning of a loved one, serious illness, disappearance or abandonment.

Founded in 2008, Deuil-Jeunesse has an approach that advocates that their support be as relevant and adapted as possible to each grieving person.

Their distinctive approach is based on the implementation of specific means such as support, accompaniment, information and awareness. They offer their expertise to professionals from different backgrounds, both in Quebec and internationally.



## COMMUNITIES

### FPPVQ

We contributed to the magazine: "Fraternity of Police Officers of Quebec City".

The Fraternity is a non-profit organization whose goal is to promote the well-being of its members by taking care of their economic, social, intellectual and moral interests by signing collective labor agreements that ensure the best possible working conditions. , by establishing pension, provident or mutual aid funds for the benefit of members or their dependents, by organizing cooperatives, study circles and sporting or recreational meetings.

### 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.

### Le Pignon Bleu

Le Pignon Bleu is a community organization whose mission is to:

- Sustain food security for children and families in Quebec City
- Support the development of children in need in Quebec City
- Contribute to the training and integration into the workforce of people who are far from employment

Le Pignon Bleu is a real living environment and an essential resource for feeding disadvantaged children and families in Quebec City. For over 30 years, Le Pignon Bleu has been helping to build a more just and united society where everyone can grow and succeed fully.

## 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 upholstering. 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-

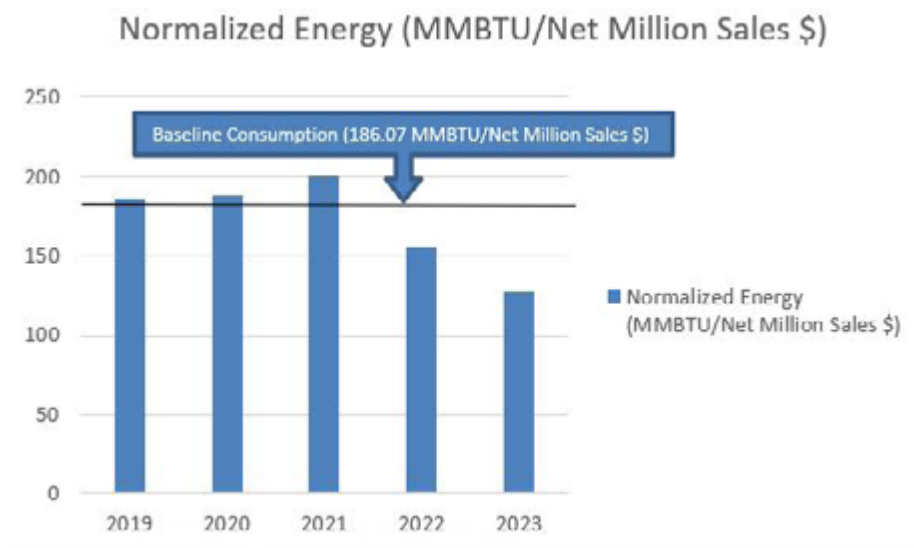
consumption recycled content and is also 100% recycled and recyclable. Each chair is individually packed in compact boxes which allows us to optimize in space usage during transportation. For larger orders and if possible, chairs are protected with plastic bags then shipped without boxes. Our new partnership 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.

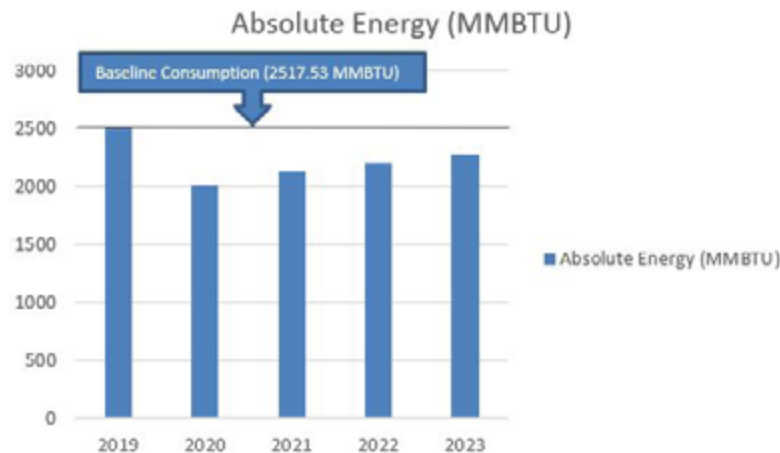


Through our environmental system, we try to reduce energy and green house consumption. All of our initiatives are carried out in compliance with the laws, regulations and other specific commitments.

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 Certified<sup>SM</sup> 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 agreement 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.

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Compliance			
EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and grievance mechanisms	None	-
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EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	None	-
<b>Social</b>			
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HR3	Total number of incidents of discrimination of discrimination and corrective human rights criteria	None	-
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LA16	Number of grievances about labor practices filed, addressed and resolved through formal grievance mechanisms	None	-
<b>Society - Local Communities</b>			
SO1	Percentage of operations with implemented local community engagement, impact assessments and development programs	100%	-
<b>Society - Compliance</b>			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations	None	-
<b>Society - Supplier Assessment for Impacts on Society</b>			
SO9	Percentage of new suppliers that were screened using criteria for impacts on society	Labor & Human Rights	10
<b>Product Responsibility - Customer Health and Safety</b>			
PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Design for Environment	21
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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	-
<b>Product Responsibility - Marketing Communications</b>			
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	-
<b>Product Responsibility - Compliance</b>			
PR9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services	None	-