# Engage2Excel



# Engage<sup>2</sup>Excel<sup>®</sup>

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### Engage2Excel's Corporate and Environment Policy

At Engage2Excel, we strongly believe that recognition of our environment is just as important as the recognition of people. The environment and its protection is everyone's concern, so as a company and as individuals, we are dedicated to helping build a sustainable environment. Because Engage2Excel's logistical operation is so extensive, there are numerous and varied practices that must be addressed as we are determined to become an industry leader in environmental stewardship. Engage2Excel's Environmental Policy includes the following key areas of focus:

- Water Consumption
- Factory Operations
- Waste Management
- Employee Communication & Education
- Services Offered

Engage2Excel supports a precautionary approach and looks to anticipate and prevent environmental problems before they occur. Our goal is to be as friendly as possible to our surroundings by reducing water consumption, chemicals, paper usage (including using recycled paper products), heating, use of clean energy, recycling of primary materials in our processes and educating our workforce. We strive to improve our own practices to lessen the impact of its daily operations on the environment.

### Water Consumption

Engage2Excel conforms to the strictest air and water quality standards set by federal, provincial and municipal authorities. We carefully monitor all of the water waste generated in our factory operations. Our electroplating water effluent is tested and recorded daily. A sample of wastewater is sent to an independent testing laboratory twice a year to ensure conformity with all laws and regulations. These reports are then sent to the local authority twice a year in compliance with local laws.

The once-through, non-contact cooling water is passed through the equipment and is then diverted to the electroplating department rinse tanks before passing through the pollution control system.

Engage2Excel does not track the municipal water used for sanitation and cafeteria kitchens, but is dedicated to reducing the use of treated city water by analyzing our processes. A proper water filtration system has been implemented throughout the entire facility to ensure clean, filtered drinking water is available to employees at all times. The implementation of this new system was paired with a campaign encouraging employees to reduce their own waste by eliminating the purchase of bottled water in light of the resources available at Engage2Excel.



### Factory Operations

Our modern manufacturing facility uses the latest environmental technologies and procedures and is equipped with anti-pollution equipment and alarm systems. All chemical waste is stored and disposed of with an accredited company twice a year. Since 2005, Engage2Excel has seen the elimination of Tri-chloroethylene from 2547 kg to 0, the reduction of Sulphuric Acid from 10 gallons per week to 0.5 gallon per week, and the reduction of Nitric Acid from 5 gallons a month to 0.5 gallon a month. Engage2Excel continues to recycle all gold, silver, pewter and brass excess material used in our manufacturing processes. Furthermore, Engage2Excel is dedicated to reducing greenhouse gasses by converting existing equipment that uses natural gas to electricity. Wherever possible, new equipment purchases will use electricity.

Engage2Excel has an electroplating department that has a full pollution control system. We are fully compliant with all provincial and federal laws and we have a government issued permit to operate our electroplating system. Effluent containing acids and cyanides are neutralized in the pollution control system; the government does an unannounced spot inspection twice a year and the company must send out sample waste effluent to an independent lab twice a year. The effluent stream contains trace amounts of nickel, copper, tin and lead, all well below the limits allowed by law. Hazardous waste filters and sludge from the nickel and copper solutions are stored in a secure containment area and on an as needed basis, are sent to a qualified certified waste disposal company for disposal.

Engage2Excel keeps a log of all water testing, chemical and waste disposal, digital metering of the PH in the plating department, and records the testing and maintenance of the PH and ORP probes continuously to monitor our pollution control. To ensure protection from chemical leaks, all chemicals and plating tanks have emergency containment tanks.

Throughout our facilities, heating units are set on timers to reduce consumption and we recycle our gray water to reduce our annual consumption.

We are proud of the considerable improvements made to our factory operations and facilities and we endeavor to continue to reduce or eliminate hazardous chemicals with environmentally friendly newer products as they become available in the supply chain. Some of our greatest accomplishments include the following:

- **Closed looped water recycling unit for vortex ring polishing unit**: The vortex polishing unit uses a solution of water and soap. The wastewater used to go through a series of settling trap tanks; this process used 20 litres of water per hour. Engage2Excel recently purchased a closed system that recycles the water with no wastewater going to the sewers.
- **Elimination of solvent degreasing Tri-chloroethylene 1.1.1 in the cleaning process of rings**: Previously to clean the rings, the polishing compound residue Tri-chloroethylene 1.1.1 (a known carcinogen) was used. Engage2Excel developed a new cleaning system using a special biodegradable soap to remove the compounds. Additionally, Engage2Excel voluntarily retired its Tri-chloroethylene 1.1.1 units established by the Government of Canada. Engage2Excel had the choice

of reducing its usage over a period of five years, selling its allotted units to another company or retiring its units. Engage2Excel decided not to sell its units but retire its allotment, two years earlier than required.

- **Elimination of Tri-Sec dryer to dry rings after the finishing process**: Engage2Excel recently eliminated the use of the Tri-Sec dryer (the chemical used in the process is a known carcinogen) and converted to environmentally-friendly Stream Drying.
- **Reduction of heavy metal waste in the ring plating department**: Engage2Excel engaged an outside consultant and examined the gold drag out waste solutions going into the wastewater system. The results of the study and implementation of the recommendations equated to a 1000x reduction of the solution going into the wastewater system.
- Elimination of chemical stripping "bombing" of the oxide surface of rings and lapel pins: Previously, the rings and lapel pins were stripped of the oxide skin by dipping them in a bath of highly toxic sulphuric acid followed by another of nitric acid. Engage2Excel invested in a state of the art casting system which employs argon gas to eliminate the oxide surface. An atmospheric annealing oven was purchased to remove the oxides from the lapel pins; the oven makes use of an ammonia dissociate which converts anhydrous ammonia to hydrogen. The result of the two purchases has dramatically eliminated Engage2Excel's emissions of toxic chemicals.
- **Elimination of lead in our Pewter Casting operation**: Engage2Excel worked extensively with its supplier to come up with a superior "lead free" product.
- **Elimination of glass and wood waste in the framing department**: Rather than throwing the leftover waste from the certificate framing department, the wood and glass is now sent to a facility that processes these materials for post-consumer use.

### Waste Management

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Engage2Excel's head office features a full-scale recycling program designed to reduce waste throughout the company. This program includes the recycling of paper and light cardboard materials as well as plastics, glass and metal products. Recycling bins are strategically placed throughout the offices, cafeterias, factory, shipping and receiving areas. All recyclables are collected daily and periodically shipped to external recycling facilities.

Engage2Excel does not only encourage recycling, we also include recycled materials in our own daily operations. The cardboard used in the boxes for the packaging of rings and jewellery is made from recycled paper. All shipping materials, (i.e. paper and corrugated boxes) are made from recycled paper. Engage2Excel uses Newsprint, Kraft paper and corrugated boxes, all manufactured from post-consumer waste. Engage2Excel purchases anywhere from 30 to 35 tons of newsprint and about 250 to 300 rolls of Kraft paper per year. They each have approximately 95% post-consumer waste. Engage2Excel purchases 13 418 lbs. of boxes a month (161 024 lbs. a year); these are made from about 60-65% post-consumer waste. Engage2Excel's packaging team undergoes extensive training on Engage2Excel procedures and policies. We also organize refresher trainings annually on

how to package with the least amount of materials, while still ensuring the product is protected and secure.

The company is currently working towards ensuring that all paper products, from jewellery boxes to packaging materials, are to be made from recycled products. Engage2Excel is working with suppliers to ensure conformity. Engage2Excel also accepts back brochures from recipients for recycling. Product returns that are not re-sellable due to minor defects or are in need of minor repairs are reconditioned and then either donated or sold with proceeds going to different causes.

### **Employee Communication & Education**

Engage2Excel has an ongoing education and training program in place that focuses on continuous improvement regarding our environmental practices. As various initiatives and programs are implemented, employee communication sessions are held to ensure that the processes are followed properly. The attainment of employee engagement is fundamental to all of Engage2Excel's actions. Without the support, encouragement, and desire on the part of our employees to see and make changes, nothing will be accomplished.

Engage2Excel's environmental practices are followed on a day-to-day basis, as evidenced by our company-wide recycling program, the elimination of Styrofoam cups and plastic stir sticks in our cafeterias, the introduction of fair trade coffee and products in the cafeteria and vending machines and the implementation of bio-products in our washrooms.

Some ongoing and future projects include:

- Reducing paper waste by printing double-sided, discouraging printing where unnecessary, examining client programs that can be moved completely online, switching to electronic pay stubs, etc.
- Completing an energy audit to facilitate switching to energy efficient light bulbs and electronics
- News articles regarding environmental issues and ongoing environmental projects in our quarterly newsletter which is distributed to all employees
- Organizing seminars to be held at lunchtime for employees, that touch on any matter of topics including: gardening and composting, how to avoid greenwashing, fun environmental activities for kids, how to measure and improve upon your carbon footprint, sustainable transportation, etc.
- Implementing a carpooling program across the company

### Services Offered

Engage2Excel's merchandising department has expanded its entire product line with the intention of encouraging current and future clients to re-examine their ability to make a change for social and environmental good by simply changing their product selection and incorporating more "green" products. Our involvement in industry associations, along with

our supplier relationships keeps us on the cutting edge of environmentally responsible products. In terms of products manufactured at Engage2Excel, we are working towards ensuring that all products will incorporate raw materials that are recyclable and that respect the environment. These should also be designed for longevity. One of Engage2Excel's future goals is to investigate and evaluate the life cycle of all our product offerings in an attempt to harness even deeper responsible environmental practices, and to better satisfy our clients' growing interest and need for sustainable products.

Engage2Excel is not only focused on improving and growing upon our own environmental policies and initiatives, we are also interested in helping other companies do the same. We are currently researching and investigating the potential for a rewards and incentives program that would encourage employees to reduce their carbon emissions by finding alternative means of transportation to work. Rewards would be eco-friendly product only.

The goal of this new program is to dramatically change a company's approach to carbon offsets, with employee engagement in mind. Corporate social responsibility practices, including a company's sustainability initiatives, must inherently focus on the employee to ensure the collective action is indeed supported at all levels. The incentives program that Engage2Excel is developing would most certainly help this cause.

### WASTEWATER EFFLUENT TREATMENT ELECTROPLATING DEPARTMENT

The main source of pollution to be managed is the neutralization of effluent produced from operating the electroplating department (acids and cyanides)

#### **Performance objectives:**

To minimize the impact of the polluted wastewater effluent from the electroplating department. Ensure compliance and conformity with Bylaw 2008-47 of The City of Montreal for the release of wastewater into the sewage system.

#### **Management Strategies:**

The performance objective will be achieved by following the management strategies. Employ a computerized system to measure / treat / neutralize polluted water effluent.

#### Tasks:

Personnel training on the use, maintenance and repair, as required, of the electroplating effluent monitoring system. Arrange for independent third-party laboratory testing twice yearly. The results are to be forwarded to the local regulatory government.

#### **Responsibilities:**

The electroplating department is the responsibility of Engage2Excel's Director of Manufacturing. The actions outlined are the responsibility of the manager and employees of the department.

#### **Performance Indicators:**

Zero non-conformities of wastewater.



#### Monitoring and reporting:

Any non-conformities are to be reported to the local authority. A log book is to be kept with all test records.

#### **Corrective actions:**

The verification of computerized wastewater treatment equipment and the replacement of any defective equipment.

#### MATERIAL SAFETY DATA SHEETS (MSDS)

The manufacturing facility uses many hazardous chemicals and a variety of raw materials in production.

#### **Performance objectives:**

To maintain up-to-date MSDS records of all raw materials and hazardous waste.

#### **Management Strategies:**

The performance objective will be achieved by following the management strategies. Logs are to be kept in three specific areas within the company: the electroplating department, HR and the emergency health and safety room.

#### Tasks:

Arrange to receive MSDS records from raw material providers and ensure they are attached in the three log book locations.

#### **Responsibilities:**

The management of the MSDS records are the responsibility of Engage2Excel's Director of Manufacturing, Plant Manager and Purchasing.

#### **Performance Indicators:**

To meet the directives of the CSST health and safety regulatory body of Québec.

#### Monitoring and reporting:

Undertake an annual audit of all raw materials and keep logs in the three departments mentioned above.

#### **Corrective actions:**

Undertake to audit log books immediately if the MSDS records are missing.

# CALIBRATION AND TESTING OF ANHYDROUS AMMONIA SENSOR ALARM (AASA)

The production process uses highly hazardous Anhydrous Ammonia.

#### Performance objectives:

To ensure the safety of the employees in case of a gas leak.



#### Management Strategies:

The performance objective will be achieved by following the management strategies. Maintain the AASA and have awareness training for all employees in the immediate area.

#### Tasks:

Testing and calibration of the AASA, annual training and awareness for all employees in the immediate vicinity and for any new hires.

#### **Responsibilities:**

The upkeep of the AASA is the responsibility of Engage2Excel's Director of Manufacturing, Plant Manager, the Factory Maintenance employees, security and HR.

#### **Performance Indicators:**

Zero complaints related to gas leaks or air quality. AASA equipment to be maintained and tested as per schedule.

#### Monitoring and reporting:

Testing of the AASA is to be done by security every three months, as per the schedule and log book kept with HR of the test results. Report any alarms or leaks to upper management immediately.

#### **Corrective actions:**

Recalibrate the AASA after failed tests.

#### HAZARDOUS CHEMICAL WASTE DISPOSAL

The electroplating department creates hazardous chemical waste and filters from the process are to be disposed of.

#### Performance objectives:

To minimize the impact of chemical waste from the electroplating department. Ensure safe handling and storage of all chemicals. Compliance and conformity with Bylaw 2008-47 of The City of Montreal for the storage and disposal of hazardous chemical solutions and chemical solid waste (CSSW).

#### **Management Strategies:**

The performance objective will be achieved by following the management strategies. Send all CSSW to an accredited disposal facility.

#### Tasks:

Train all electroplating employees on the safe handling of hazardous waste. Arrange for the CSSW to be sent to an accredited disposal facility, as needed.

#### **Responsibilities:**

The management of the CSSW is the responsibility of Engage2Excel's Director of Manufacturing and Plant Manager.

#### **Performance Indicators:**

Zero chemical spills and accidents.



#### Monitoring and reporting:

A log book is to be kept with PO's and Invoices from accredited suppliers and record any spills and accidents. All spills are to be reported to HR and the local authorities.

#### **Corrective actions:**

Immediate reporting to the Director of Manufacturing in the case of a spill or accident.

## RECYCLING AND DISPOSAL OF END-OF-LIFE (EOL) COMPUTER HARDWARE

The company relies heavily on computer hardware, which eventually runs its life cycle.

#### **Performance objectives:**

To dispose of the end-of-life hardware in an environmentally friendly manner.

#### **Management Strategies:**

The performance objective will be achieved by following the management strategies. Find a responsible recycling company for end-of-life hardware.

#### Tasks:

On an as needed basis, arrange for the recycling/disposal of spent hardware.

#### **Responsibilities:**

The Helpdesk Director and Helpdesk personnel.

#### **Performance Indicators:**

An environmentally responsible certified recycling facility.

#### Monitoring and reporting:

Logs to be kept at helpdesk.

#### **Corrective actions:**

Not applicable

#### ENVIRONMENTAL ISSUES HR COMMUNICATION

Educating company employees on the environment.

#### **Performance objectives:**

To have continuing education and communications to company employees on the benefits of being environmentally friendly, reducing waste and recycling.

#### **Management Strategies:**

The performance objective will be achieved by following the management strategies. Arrange for workshops, waste reduction training and communication on environmentally friendly projects and initiatives at work and at home.



#### Tasks:

Arrange for workshops, communications and environmental projects. Quarterly articles communicated in the company newsletter.

#### **Responsibilities:**

The Director of HR and the HR department are responsible for the actions in this plan.

#### **Performance Indicators:**

Employee participation.

#### Monitoring and reporting:

Director of HR to report on the environmental activities of the company to the Executive Committee, quarterly.

#### **Corrective actions:**

Not applicable

#### RECYCLING

#### **Performance Objectives:**

Engage2Excel was certified level one for two years and attained a level two certification in 2018 from Ici On Recycle!. Although we have not renewed our certification this year, we have continued to put in place activities that help reduce, reuse, recycle and/or recover various materials as well as to educate our employees and visitors in helping us attain this objective.

#### Management Strategies:

We have identified different strategies:

- 1. Realize informational and/or sensitization activities with our employees.
  - a) Provide employees with a reusable coffee mug (welcome gift) that they can use daily.
  - b) Include recycling ideas in our quarterly employee Town Hall meetings and memos, which they can use in their personal and professional lives.
  - c) Include and continuously add environmentally friendly gifts to our internal and client recognition catalogues. This helps to reinforce our culture, which favours good and responsible environmental practices.
- 2. Put in place measures to reduce and/or reuse our waste
  - a) Offer all of our employees and visitors (clients, suppliers) reusable cups, utensils, water distributors etc.
  - b) Return wood pallets to companies that reuse them
  - c) Organize activities such as battery collection etc.
  - d) Donate safety shoes which are still in good condition to charitable organizations
  - e) Donate or recycle old computer equipment to various organizations
- 3. Put in place recycling measures for a minimum of three waste categories:
  - a) Recycle paper and corrugated boxes



- b) Recycle excess materials (brass, copper, steel and aluminum)
- c) Set up designated areas to collect plastic bottles and aluminum cans

#### Tasks:

Educational and awareness activities are regularly coordinated with the assistance of our Human Resources department to encourage green practices.

#### **Responsibilities:**

The actions outlined are the responsibility of Engage2Excel's Director of Manufacturing, who oversees the implementation of the various activities.

#### **Performance Indicators:**

Successful implementation and management of these strategies, as well as the feedback we receive from our employees regarding the initiatives.

#### Monitoring and Reporting:

Monthly meetings are organized to monitor the implementation of any environmental initiatives and to identify corrective actions.

#### **Corrective Actions:**

No corrective action at this time.

#### **COMMUNICATIONS & PRINTED MATERIAL**

Engage2Excel continues to seek ways in which our programs can make a positive impression on the environment. In doing so, we are always diligent in our selection of material used for Engage2Excel and our clients.

#### **Performance Objectives:**

Engage2Excel's commitment to moving towards a greener planet and the continued use of recycled material, as much as possible.

#### Management Strategies:

To ensure our designers will always select to use eco-friendly materials and when possible, ensure that we are using the highest percentage of recycled post-consumer materials that are available.

#### Tasks:

- FSC (Forestry Stewardship Council) certified paper is used for all printed program material.
- All gift boxes and wrapping are made of recycled material. All gift bag packaging is now available in reusable bags made with recycled content.



 Wherever possible, we have tried to use water-based inks instead of solvent-based inks. The biggest difference between water-based inks and solvent-based inks is the solvent. Water used instead of organic solvents, reduces the Volatile Organic Compound (VOC) emissions, prevents air pollution and is much more eco-friendly. Instead of varnishing certain materials, we have used Ultraviolet-curable (UV) inks. UV-curable ink takes advantage of different wavelengths of ultraviolet light and

energy to make the ink form into film and dry. The main advantages of UV inks are as follows: (1) no solvent; (2) fast drying, less energy-consuming; (3) shiny, and colourful; (4) water resistance, solvent resistance and good wear resistance. At present, UV ink has become a more mature ink technology; it has no pollution emissions. This is the technique we are using in place of lamination to make the toolkits sturdier while providing a nice finish.

#### **Responsibilities:**

It is the responsibility of our Director of Communications and our Purchasing department to ensure these requirements are being respected.

#### **Performance Indicators:**

Engage2Excel does not purchase any non-recycled printed material.

#### **Monitoring and Reporting:**

We believe it is extremely important that recipients and our clients realize that Engage2Excel has done our utmost to reduce the environmental impact. So, wherever possible and whenever appropriate, we are featuring the proper environmental logos on the materials we have created.

We have taken the statement Reduce, Reuse and Recycle even further. We have compiled a list of ideas for recipient consideration for repurposing their program components.

#### **Corrective actions:**

Not Applicable.

#### CORRUGATED WASTE MANAGEMENT

Engage2Excel handles thousands of items daily, and we ensure the corrugated material that it comes in is recycled.

#### **Performance objectives:**

To ensure that all of our corrugated material is recycled.

#### **Management Strategies:**

The performance objective will be achieved by following the management strategies. Training is given to employees in the warehouse area on where to put corrugated material and select employees are trained on the bailing machine.

**Tasks:** To compile the corrugated material, and prepare it for transport to the recycling facility. This is done on a daily basis.

#### **Responsibilities:**

This is the responsibility of the Director of Operations, the Warehouse Lead Hand, and warehouse designated employees.

#### **Performance Indicators:**

Engage2Excel ensures to recycle all corrugated materials.



#### Monitoring and reporting:

Between our three (3) facilities in Montreal, Chicago and Statesville, we recycled 171.58 tons of corrugated material in 2021.

#### **Corrective actions:**

Not Applicable.

#### BATTERY COLLECTION

At Engage2Excel, we urge our employees to recycle batteries. To help make it easier, we have set up collection bins in various areas throughout the company.

#### Performance objectives:

To dispose of batteries at the end of their life cycle, in an environmentally friendly manner

#### **Management Strategies:**

The performance objective will be achieved by following the management strategies. Awareness training is given to all employees on recycling batteries, and to ensure they go to a responsible company for disposal.

#### Tasks:

On a monthly basis, the bins are brought to the proper recycling facility.

#### **Responsibilities:**

The EcoAction committee with help from HR Communications.

#### **Performance Indicators:**

An environmentally responsible certified recycling facility.

#### Monitoring and reporting:

Not Applicable.

#### Corrective actions:

Not Applicable.

### Tree Canada Partnership



We planted a total of **45,406** trees across Canada in 2021. Tree Canada looks forward to continuing this great partnership, and to planting many more trees nationwide in the years to come.

### NATIONAL GREENING PROGRAM

British Columbia Trees planted in 2021: 3,913

**Prairies** Trees planted in 2021: 7,960

**Ontario** Trees planted in 2021: 20,300

**Quebec** Trees planted in 2021: 9,960

### Atlantic

Trees planted in 2021: 3,150

### Northern Region

Trees planted in 2021: 123



Tree planting provides many benefits to humans, wildlife, and the environment. Trees provide food for people and animals, reduce noise pollution, and beautify our landscape. They capture carbon and prevent soil erosion, which prevents water pollution. Tree Canada is proud to be working with Engage2Excel in our shared goal of *growing better places to live*.

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### Sample Client Environmental Initiatives Communication



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#### Green Award Opt

Our menchandlaing laam and members of our Sustainable Development Activory Committee have worked hand in hand to source these oos-finedly taxes. Extra care has been taken in working with partness that use sockally responsible manufacturing processes, mindful of the impact on the enterment, and as equivalent we have perioded back-up themation to support the Careo Anewat option.

Electronic Donation Certificate As part of the Long Service award selection at each year level, recipients will have the option to donate the value of their award to a registered charity made possible through Caradai-Japa. Recipients will receive an electronic recognition certificate in recognition of their years of service and generosity.

Electronic Engagement Calendar This interactive tool is available to coordinators in the Coordinator Toolisti section of the website and can be downloaded, saved and shared with managers and supervisors. This Recognition Engagement Calandar is propopulated with general recognition holidays and allows you to add in other recognition moments as remindern of when these recognition days securi to assist you in your daily practice of recognition related to long service, retrament and instant awards. This interactive tool helps track those special occasions and milestones that truly make an impact on us personally and professionally.

#### Planting Trees for Every Award with Tree Canada

Thanks for People and Planet For every averd presented as part of the Seasons program, a tree is planted within the Canadan region of the averd recipient.



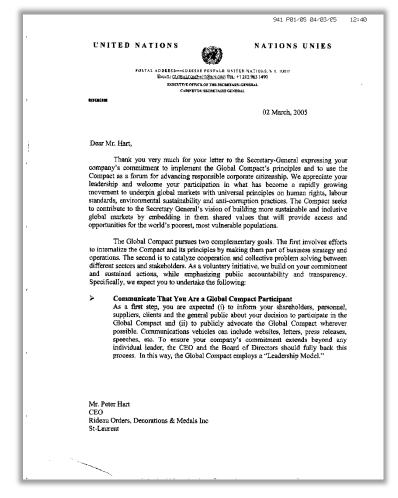


### **UN Global Compact**

Engage2Excel first signed on to the UN Global Compact in 2005 (as Rideau Recognition Solutions), and we've remained highly committed to being socially and ecologically responsible in our business operations and in our interactions with employees, suppliers, clients, and the community. Engage2Excel fully supports the UN Global Compact and will persistently seek to go further in maintaining our commitment to respecting and upholding human and labour rights, promoting sustainable development and fighting against corruption.

Engage2Excel is dedicated to following the Global Compact's 10 principles and we truly see these as an extension of our own corporate initiatives. The UN Global Compact acts as both a policy platform and as a practical framework to help our business and our clients' businesses achieve their goals of being responsible and sustainable.

With this commitment in mind, Engage2Excel has since created employee manuals to inform them of their rights. Engage2Excel also developed internal initiatives to increase environmental issues awareness among employees, as well as decrease the company's environmental footprint. Please see <u>http://www.unglobalcompact.org/</u> for more information.



### No Dirty Gold

Engage2Excel is dedicated to finding suppliers who guarantee responsible sourcing of their metals. Engage2Excel has signed on to No Dirty Gold, a voluntary campaign that encourages its participants to re-examine gold and metal sourcing, and promotes responsible mining worldwide. Please see <u>http://www.nodirtygold.org</u> for more information.