



# SUSTAINABILITY REPORT

20  
24



**Leading the way**  
to environmentally  
conscious products



# A MESSAGE FROM OUR CEO

Dear Valued Customers, Partners, and Colleagues,

Welcome to our ninth annual Sustainability Report. We appreciate your interest in our shared vision of sustainable, responsible business practices and goal of zero waste.

At TPH, we believe in our ability to drive positive change and being recognized as one of Canada's Greenest Employers continues to be an honour. From first achieving in 2017 to the most recent recognition in 2024; it is inspiring to see the impact we can make when we commit to environmental stewardship. Together, we're not just printing; we're doing our part and leading the way for a sustainable future.

**Zero Waste and Improved Efficiency:** We're cutting waste and boosting efficiency through mindful and lean manufacturing, advanced energy-efficient technologies, and comprehensive recycling and waste management, we're turning old habits into new benchmarks for continuous improvement.

**Choosing Sustainable Materials:** Every sheet of paper reflects our commitment to environmental responsibility. We select ethical and responsible business partners who share our values, so that the products we use are responsibly sourced and certified the highest standards.

**Empowering Our Team:** Our incredible team is the heartbeat of our sustainability efforts. We foster a culture where every employee can become an environmental advocate, making sustainability a part of their daily work routines. Our Team Members are actively contributing to their local communities and driving positive change through participation in our Charitable Office initiatives.

**Building Stronger Alliances:** We know we can't do this alone. That's why we cultivate partnerships with those at the forefront of industry forums, teaming up with other forward-thinkers who educate, advocate, and innovate for sustainability and environmental care.

Our sustainability journey continues and the road ahead exciting. With ambitious targets for the coming year and the unwavering support of our team, customers, and partners, we're ready to tackle it head-on.

Let's move forward together and keep pushing the boundaries of what's possible. Through our collective efforts, the legacy we craft today will resonate for years to come. Together, let's continue to make a difference!

Regards,



Jamie O'Born  
CEO  
April 29, 2024

# TPH FOUNDATIONAL PILLARS

You need a solid ground to build anything on. Our value system has been the underpinning of TPH's unique culture. Internalizing these values ensures that every person at TPH understands what we stand for. They are universal values, which have helped guide us through the ups and the downs, lit our path forward, and shaped us into the company we are today.



## PEOPLE

PAGE 11

We serve as an enabler for people who interact with us to be better than they thought possible. Understanding needs - what matters to people and then working to find solutions, is at the heart of TPH.



## PROCESS

PAGE 17

We believe in continuous improvement; we learn from today to make tomorrow better. Through innovation we will strive to prevent re-work and discover new ways to increase the satisfaction people get from a job well done.



## PLANET

PAGE 27

We care enough to get involved to make our environment and systems better. We believe everyone is empowered to make a smarter choice and be part of the solution to find better ways to help humankind.



## PARTNERSHIPS

PAGE 33

We believe in the synergy of teamwork. We will build good relationships that deliver value for both parties. Through our charitable involvement we will help others help to themselves by giving back to our local communities.





## ABOUT TPH

In 1961, TPH founder Earle O’Born, purchased an old letterpress shop in downtown Toronto to learn more about the print industry, and The Printing House was born.

For 63 years TPH has been Canada’s most trusted business printer. Proudly serving close to 13,000 businesses annually with 65 corporately owned locations, employing 497 people across Canada.

TPH is a privately held, Canadian family business with a corporate Head Office located in Toronto, ON. The 30,000 square foot, bullfrog powered™ facility develops and delivers programs that empower the company to deliver client solutions and innovation.

TPH’s Corporate Leadership Team is made up of Senior Executives and functional area Directors. The Senior Executive Team reports to the President and the Directors report directly to the Senior Executive Team of the key functional areas. The Leadership Team provides strategic direction by establishing annual conscious growth plans, operating budgets and

structure; its primary function is supported by its policy decisions, adherence to annual goals and quarterly performance, and is accountable to produce a sustained return on investment. TPH maintains a flat reporting structure in its locations with all Managers reporting directly to the President of the company.

We prioritize environmental sustainability at every level of business operation. Our organization remains committed to promoting an innovative and eco-efficient organization that gives back to the communities in which we live and operate.

- ✓ North America’s top 3 forest-friendly printers by Canopy’s Blueline Ranking.
- ✓ One of Canada’s Greenest Employers 2024, awarded by Mediacorp Canada Inc. is given to employers that lead the nation in creating a culture that values sustainable initiatives and environmental awareness.
- ✓ Annual Sustainability Report. This report outlines our environmental efforts put in place for people, paper, planet, and our partnerships.
- ✓ TPH Charitable Office. To date, initiatives have raised over \$70 million in charitable giving and support.

Located in four provinces, in major centres across Canada, we operate in: Vancouver,

Langley, Calgary, Niagara Falls, St. Catharines, Hamilton, Burlington, Oakville, Toronto, Brampton, Vaughan, Newmarket, Alliston, Barrie, Richmond Hill, Markham, Pickering, Whitby, Ottawa, Dartmouth, and Halifax.

TPH has a wide range of business printing solutions, mail fulfillment and marketing capabilities. Our customers rely on quality printing and delivery of:

- Business Essentials
- Stickers, Labels & Decals
- Binders & Bound Books
- Signage & Displays
- Banners
- ID Cards & Badges
- Graphic Design
- Direct Mail Fulfillment
- Apparel & Promo Items

We produce locally, quickly, in any quantity you need, then we deliver it where and when you want.

For a full list of products and services, visit [www.tph.ca](http://www.tph.ca).

# ABOUT THE SUSTAINABILITY REPORT



## PROFILE

This is TPH's ninth annual Sustainability Report. Our first report was published in 2016. This report covers general practices of the company as well as detailed information from April 2023 to March 2024. The sustainability report will continue to be published annually.



## REPORT SCOPE

TPH's Sustainability Report has a scope of materiality, sustainability and completeness of information we think is important for transparency. We have chosen topics and information that has been deemed material to our environmental and social practices in 2023.

This report includes quantitative and qualitative data and has been recorded on a company wide basis unless otherwise indicated. This report was written in consultation with the Chain of Custody Coordinator, the Health, Safety and The Environment Committee and the Office of the President; all information has been approved by the Executive Team.



## RESOURCES

The information from this report was taken from internal documents and measures from Head Office, Departmental and Branch sources. External verification agencies were not used in the production of this report.

## CONTACT INFO

For any questions regarding this report please contact Carole Anne Mastoras, Health & Safety Officer, Office of the President, at [cmastoras@tph.ca](mailto:cmastoras@tph.ca) or 416-536-6113.

## OUR STORY

[www.tph.ca/our-story](http://www.tph.ca/our-story)

## THE ENVIRONMENT

[www.tph.ca/sustainability](http://www.tph.ca/sustainability)

## THE COMMUNITY

[www.tph.ca/tph-charitable](http://www.tph.ca/tph-charitable)

## ACCESSIBILITY

[www.tph.ca/accessibility](http://www.tph.ca/accessibility)

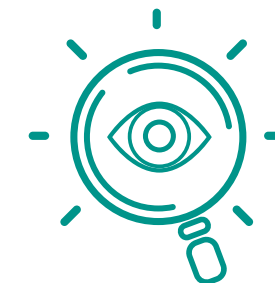
# OUR NETWORK

**A NATIONAL NETWORK OF OVER 65 TPH LOCATIONS.**

TPH prides itself on continuous industry leadership and improvement to better serve our Customers. During the past year we have optimized our locations and their setup, continuing to invest in innovative technology to exceed our customers' evolving needs and expectations.

**FROM COAST TO COAST**

**ACROSS CANADA**



## OUR VISION

### ZERO WASTE

Make conscious choices with time management, materials, assets, resources, skills and intellectual property.



## OUR MISSION

### EXCEED EXPECTATIONS

We enable people to do great work, and deliver the best Customer experience each and every time.



# PEOPLE

## SOCIOECONOMIC SUSTAINABILITY

Socioeconomic sustainability is a lens that focuses on an organization's ethics and willingness to act for the benefit of society at large. TPH works to create trust and build meaningful, beneficial relationships within our communities and with stakeholders including our Employees, suppliers, and customers.

### OUR PEOPLE

- We provide a safe and secure working environment
- We have strong respectful workplace policies
- We protect the health and safety of our people at work and promote their well being
- We promote a workplace culture of diverse, inclusive and accessibility
- We invest in our people by providing continual learning
- We offer fair wages & benefits for all Employees including health, dental & vision



### OUR SUPPLIERS

- We select partners with strong safety records
- We seek partners who provide high quality goods and materials
- We work to challenge vendors and suppliers to continuously improve our efforts to make choices that are more sustainable, responsible and limit waste

### OUR CUSTOMERS

- We aim to build trust as a reliable, proactive business partner
- We enable our customers to succeed, to deliver more than expected
- We strive to continuously improve our customer's experiences
- We uphold Canadian law regarding copyright, intellectual property rights, privacy, and data protection for all customers. For more information regarding our collection, use, disclosure, and protection of personal information, review our Privacy Policy at <https://www.tph.ca/privacy>

# VALUES, ETHICS & INTEGRITY

TPH values and ethics are driven by our foundational belief that doing the right thing is good for business. Social responsibility and sustainability have been the cornerstones of the TPH value system since 1961, and is integral to our unique culture. Embodying these values ensures that every Employee understands what we stand for and what matters most. These universal values have shaped TPH into the company it is today.

## WE PROVIDE PERSONALIZED SERVICE, SATISFACTION GUARANTEED

Understanding people – our customers and their business – what matters to them and then working to make those things better, is at the heart of TPH. It’s about listening to Customers and helping them get things done by leveraging our nationwide TPH locations and resources in Head Office, TPH continues to evolve and innovate to meet customers’ needs and exceed customer expectations.

## WE TREAT EVERYONE HOW WE LIKE TO BE TREATED

We know that teamwork is crucial to our success; each of us has a duty to leave no one behind - this doesn’t mean we lower the bar - instead we enable others to rise up. When Employees feel recognized and rewarded for the work they do, when they have opportunities to grow and develop, and when they are empowered to make things happen, they will in turn offer their best work.

## WE USE OUR NAME AND SCALE FOR GOOD

Our scale across Canada provides well-paying jobs in several provinces for over 497 hard-working Canadians; and creates value for the communities in which we live and work. We use our trusted Brand to ensure our Employees remain marketable and act as responsible corporate citizens who care enough to get involved to make the Brand better.

TPH is proud to align with the Canadian government’s stance against child labour exploitation, committing to ethical practices and the protection of children’s rights across all our operations.



# MANAGEMENT & GOVERNANCE OF SUSTAINABILITY



## HEALTH, SAFETY & THE ENVIRONMENT

### HEALTH, SAFETY & THE ENVIRONMENT (HSE) COMMITTEE

The HSE Committee is an advisory group consisting of elected Employee and Management co-chairs, representatives from each functional department, and a field member on-site at each of our locations. The current committee is comprised of 8 members: including two co-chairs and a manager.

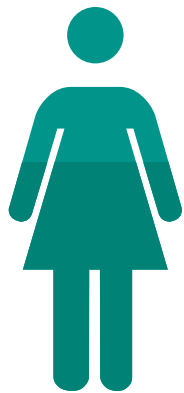
TPH is committed to providing a physically and mentally healthy, safe, secure sustainable, inclusive, and respectful workplace for all. We believe in safety first, that all accidents are preventable, that understanding incidents is critical to prevention.

The HSE Committee works together to improve TPH’s health and safety policies, programs and procedures. Supporting both Head Office and the LPC locations, the HSE Committee meets monthly to discuss health, safety and environmental issues, review progress and make recommendations to the Senior Management Team.

# EMPLOYEE DEMOGRAPHICS



As of March 2024, TPH has 467 full-time Employees and 34 part-time Employees.

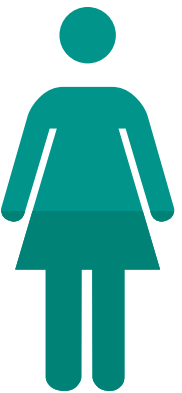


75% of the Executive Leadership team are female.



9% of Employees have worked for the Company for more than 25 years.

59% of our Head Office Employees are female.







# PROCESS

KEY IMPACTS, RISKS AND OPPORTUNITIES OF SUSTAINABILITY PRACTICES

## **TPH AIMS TO BE A LEADER OF ENVIRONMENTALLY CONSCIOUS BUSINESS PRACTICES**

Our key environmental partnerships challenge us to continually improve our processes, supply chain, certifications, and products.

## **WE USE STRATEGIC PARTNERSHIPS WITH NON-PROFIT ORGANIZATIONS HELP US TO MAINTAIN AND IMPROVE OUR ENVIRONMENTAL COMMITMENTS**

As a Canopy partner, we support Canopy's initiatives in advocating for the protection and conservation of Landscapes of Hope, including the Great Bear Rainforest located in British Columbia. Our commitment to supporting initiatives that protect and save the world's Ancient & Endangered Forests is ongoing. Challenging the supply chain status quo directly protects environmentally delicate areas such as caribou habitat in the Boreal, and old growth in the Pacific North West and Indonesia.

## **BY ACHIEVING FOREST-BASED CHAIN OF CUSTODY (COC) CERTIFICATIONS WE HAVE GREATLY REDUCED OUR IMPACT ON TREE-BASED ECOSYSTEMS**

We continue to take steps to ensure that most, if not all, the paper used in the Company will have a lower impact on the environment via our Paper Procurement Policy. TPH continues to work with environmental not-for-profit Canopy on fulfilling our paper procurement policy.

## **AUDITING OUR SUPPLY CHAIN TO BENCHMARK AND IMPROVE OUR SYSTEMS, YEAR OVER YEAR.**

Through our commitments made with PACK4GOOD and The Paper Steps, we seek to de-risk our materials by leveraging our purchasing power with our suppliers. 2024 presents an opportunity to renew the growth of our Total Environmentally Certified Papers purchased, by pursuing more sustainable alternatives, year over year.

# ENVIRONMENTAL CERTIFICATIONS & DESIGNATIONS

The Chain of Custody (CoC) label that indicates the material has been sourced from a responsibly managed forest. For a consumer to purchase a Chain of Custody certified product, every company that has had ownership of the forest-based components of the product must be Chain of Custody certified. Chain of Custody certification means that the product components are strictly tracked from forest management to papermills, material suppliers and printers.

Customers using certified materials can use chain of custody logos to demonstrate certification to their own customers that can be verified in publicly available databases.

In 2024 TPH will continue to pursue better choices by increasing use of 100% recycled and superior papers and work to further decommission inferior papers as classified by Canopy's Paper Steps. For more information on our Paper Procurement Policy, please visit: [www.tph.ca/sustainability](http://www.tph.ca/sustainability)



The mark of responsible forestry

### FOREST STEWARDSHIP COUNCIL® (FSC®)

FSC® is an international certification and labeling system dedicated to promoting responsible forest management of the world's forests, enabling consumers to make informed choices about the forest products they buy.

[ca.FSC.org](http://ca.FSC.org)



### SUSTAINABLE FORESTRY INITIATIVE® (SFI®) CHAIN OF CUSTODY

SFI® enforces unique fibre sourcing requirements to ensure responsible forest management. Standards are based on measures that support this cause, such as protecting water quality, biodiversity, and wildlife habitats.

[forests.org](http://forests.org)



### PROGRAMME FOR THE ENDORSEMENT OF FOREST CERTIFICATION (PEFC)

PEFC is a non-profit dedicated to promoting Sustainable Forest Management (SFM) through good forest practices and ensuring forest products are produced with respect to the highest ecological, social and ethical standards.

[pefccanada.org](http://pefccanada.org)

### PAPER SUPPLIERS THAT WE HAVE USED IN THE PAST YEAR





# PACK4GOOD POSITION STATEMENT

PACK4GOOD USES INGENUITY AND INNOVATION, TO RETHINK PACKAGING AND INTEGRATE SUSTAINABLE NEXT GENERATION SOLUTIONS TO SAVE OUR CLIMATE AND THE WORLD'S FORESTS

TPH is working to create change in packaging use, sourcing, production and end-of-product-use management to support the shift away from single-use plastics and enable the conservation of both ancient and endangered forests.

Single use packaging, whether plastics or paper, impacts ecosystems at the resource extraction point, during production and in disposal. Addressing this issue requires a holistic approach that doesn't increase pressure on one globally vital ecosystem (e.g. forests) in order to reduce the pressure on another (e.g oceans).

As a supporting partner of Canopy's Pack4Good Initiative, TPH commits to:

- Prioritize innovative packaging design to reduce overall material needs. Give preference to paper-based packaging with high-recycled content, specifically post-consumer waste content.
- Encourage our suppliers that are found to be sourcing from Ancient and Endangered forests to change practices and/or re-evaluate our relationship with them.
- Work with innovative companies and Canopy to continuously expand the availability and development of next generation

solutions with a focus on agricultural residues and post-consumer recycled content.

- Source forest fibre from forests certified under the Forest Stewardship Council® (FSC®) system, including any plantation fibre, when recycled fibre and agricultural residue fibre is unattainable.
- Request that our suppliers recognize, respect and uphold human rights and acknowledge the right of Indigenous People and rural communities to give or withhold their Free, Prior and Informed Consent (FPIC).
- Support conservation solutions and seek opportunities to inform the public on these issues and solutions through our marketing and communications.
- Benchmark and set specific targets and timelines to track and report on our progress.

## 2023 PACKAGING AUDIT

In 2022, we completed our first packaging audit to investigate the scope of our packaging purchases and materials. Using this baseline data, we identified our purchasing habits and areas of opportunities that we can intentionally de-risk our supply chain by removing non-certified products, providing better alternatives, and measuring our progress year over year. In 2023, we have had the following results.

### More FSC® Certified Carton in 2023

In Canada, almost 100% of corrugated cardboard is post-consumer recycled content and uses little to no virgin paper. Our challenge is that many corrugated products are not labelled or certified. By working directly with suppliers, we have increased the use of FSC® Mix certified, corrugate boxes.

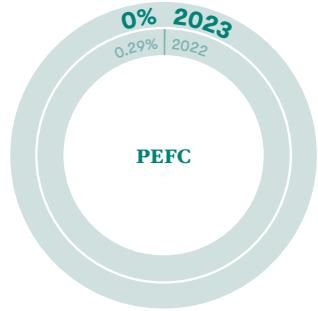
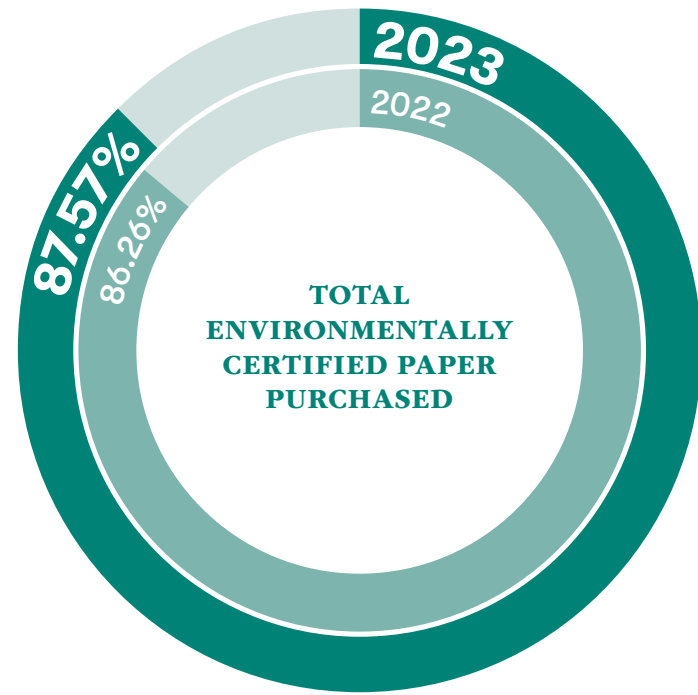
In 2023, we purchased 4.72% more corrugated cardboard boxes with an FSC® Mix certified products. (7.25% FSC® Mix in 2023 vs. 2.53% FSC® Mix in 2022 for corrugated cardboard boxes).

### Identifying Plastic Alternatives

Of all the packaging products we purchased, only 4.7% of the products represented plastic. We have also identified our top 3 plastic products and in 2024, we will continue to work with our suppliers for sustainable and business practical options.



# PAPER CONSUMPTION



**WE ARE PLEASED TO REPORT AN OVERALL INCREASE IN USE OF ENVIRONMENTALLY CERTIFIED PAPERS IN 2023. BY VOLUME, WE USED 1.96 MILLION UNITS OF CERTIFIED PAPERS MORE THAN THE PREVIOUS YEAR. BY PERCENTAGE, WE USED 3.52% MORE FSC® MIX, 0.73% MORE SFI CERTIFIED PAPERS THAN THE PREVIOUS YEAR. THIS YEAR, WE WILL CONTINUE OUR WORK TO INCREASE THE USE OF ENVIRONMENTALLY CERTIFIED PAPERS.**

## CIRCULAR ECONOMY

We reuse packaging that is in good condition and even use offcuts and returned fabric signage to create tote bags for new fabric signage.

## ROLLAND ENVIRO PRINT PAPER

Based on the 100% Recycled Rolland papers TPH purchased in 2023 compared to products in the industry made with virgin paper, TPH saved the equivalent of:



TREES

**170**

Number of trees saved by using 100% recycled content instead of virgin paper.



WATER

**49 m<sup>3</sup>**

Equivalent to 505 10-minute showers in North America.



ELECTRICITY

**292GJ**

Equivalent to 1,350,199 60-W light bulbs for one hour.



GREENHOUSE GAS EMISSIONS

**10,913 kg CO<sub>2</sub>**

Equivalent to 43,488 km driven by car.



NMVOC

Non-Methane Volatile Organic Compound

**54kg**

Equivalent to 53,841 km driven by car.

Source: <https://sustanasolutions.com/eco-calculator>

# PAPER CONSUMPTION

Understanding the impact of our choices across the company, by location, and to make better choices for the future.

For the last five years, TPH has continued with an initiative to understand the impact of our paper purchasing. We track paper purchases using Canopy's EcoPaper data base which is based on a classification system called Paper Steps (developed with and endorsed by the Environmental Paper Network) that categorizes papers as Inferior, Transitional, Improved or Superior based on their environmental impacts.

As a result, we have the following outcomes to report for 2023:

- Superior Papers use decreased by 2.67% year over year
- Transitional Papers use improved by 4.35% year over year
- Inferior Papers use decreased by 1.35% year over year

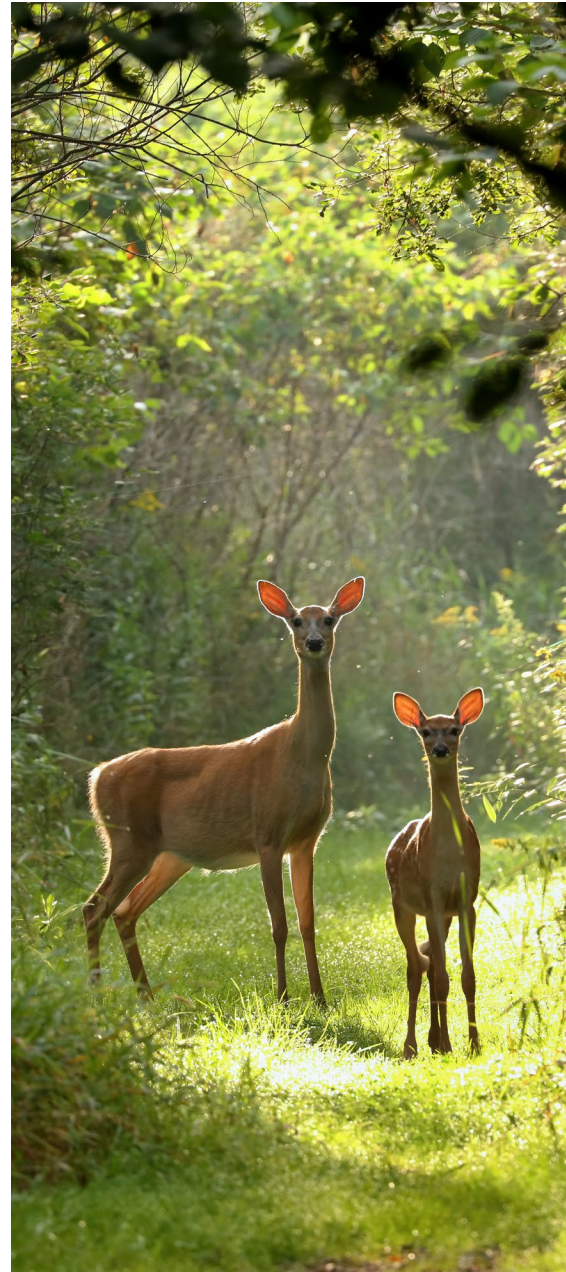
With the Paper Steps system, we can understand the impact the of our paper purchasing, which we can better identify and make decisions. While the decrease of Superior Paper usage was less than ideal, we remain committed to transparency and accountability, and will continue to work for a more sustainable future.



## ANCIENT FOREST FRIENDLY™

Our commitment to the environment allows TPH to provide our customers with a wide range of Ancient Forest Friendly™ products as designated by Canopy. The Ancient Forest Friendly™ logo represents the highest ecological qualities in the paper industry.

canopyplanet.org



# THE PAPER STEPS

In the Steps below, 'Environmental Fiber Attributes' are defined as:

- Post-consumer Recycled Fiber
- Pre-consumer (or deinked) Recycled Fiber
- Agricultural Residue Fiber<sup>1</sup>
- Forest Stewardship Council certified and free of Endangered and High Conservation Value Forest fiber<sup>2</sup>

## PAPER GUIDE



- Cleaner Bleaching Production Technologies are also included in each Step
- Avoid foodware products with PFAS coatings and thermal paper with BPA/BPS coatings

**ENVIRONMENTALLY INFERIOR PAPER**

This paper has no, or very minor, environmental attributes

**MEETS NO MINIMUM CRITERIA:**

- Has no or minimal recycled content
- Virgin tree fibers not FSC®-certified and may be from intact, endangered and or high conservation value forests

**TRANSITIONAL PAPER**

At least 10% of the fiber has environmental attributes and meets the minimum criteria below

**MINIMUM CRITERIA:**

- 10% post consumer OR FSC® Mixed Sources certified<sup>4</sup> OR 10% agricultural residue<sup>1</sup> content
- Virgin tree fibers can not be from controversial sources<sup>5</sup>
- Bleaching: Can not be Elemental Chlorine (EC) pulp bleaching process

**ENVIRONMENTALLY IMPROVED PAPER**

At least 50% of fiber has environmental attributes and meets the minimum criteria below

**MINIMUM CRITERIA:**

- Minimum 30% post consumer recycled if the paper contains virgin tree fiber
- FSC® certification required on papers with more than 50% virgin tree content
- Virgin tree fibers can not be from controversial sources<sup>5</sup>
- Bleaching: Must be EECF<sup>3</sup>, TCF, PCF pulping and bleaching processes only; excludes Elemental Chlorine Free (ECF) bleaching

**ENVIRONMENTALLY SUPERIOR PAPER**

All fiber (100%) has environmental attributes and meets the minimum criteria below

**MINIMUM CRITERIA:**

- Minimum 50% post consumer recycled content if the paper contains virgin tree fiber
- Virgin tree fiber can not have controlled wood content<sup>4</sup> or controversial sources<sup>5</sup>
- Bleaching: Must be processed Chlorine Free (PCF) or Totally Chlorine Free (TCF)

Calculate and Build Reports on Your Positive Impact!  
Use the Paper Calculator at [PAPERCALCULATOR.ORG](http://PAPERCALCULATOR.ORG)

To find a list of Environmentally Improved and Environmentally Superior Papers visit [EcoPaperDatabase.org](http://EcoPaperDatabase.org)

1. Agricultural residues are residues left over from food production or other processes and using them maximizes the lifecycle of the fiber. Fibers include: cereal straws like wheat straw, rice straw, seed flax straw, sorghum stalks, sugar cane bagasse, and rye seed grass straw. Where the LCA (life cycle analysis) shows environmental benefits with conversion of forest land to on purpose crops is not an issue, kenaf can also be included here. (Agricultural residues are not from on purpose crops that replace forest stands or food crops.) Roundtable for Sustainable Biomaterials (RSB) or equivalent certification highly recommended for all alternative fibers.

2. Currently, virgin fiber directly from FSC certified forests is the only tree fiber that meets this criteria

3. Enhanced Elemental Chlorine Free paper is made using technologies such as oxygen delignification and ozone bleaching prior to bleaching with chlorine dioxide.

4. FSC paper may contain recycled; FSC certified or Controlled Wood sources. "Transitional", "Improved", and "Superior" category papers may not contain virgin tree fiber from controversial sources. "Superior" category papers may contain no "Controlled Wood" sources.

5. Controversial Sources include Endangered Forests as defined in the Ecological Attributes of Endangered Forests in the Wye Group Report <https://www.canopyplanet.org/wp-content/uploads/2015/03/Wye-EF-Report.pdf>, and those sources dealt with in FSC under the Controlled Wood Standard, including fiber sources from High Conservation Value Forests or Ecosystems, or where there is a risk of illegal logging, violations of traditional or civil rights, ecosystems subject to conversion, or fiber from genetically modified organisms.



# PLANET

## GREENHOUSE GAS / CARBON REDUCTION

### PRINT ON DEMAND PHILOSOPHY

Print only what you need, when you need it. Too often, printed materials such as manuals, brochures and forms will contain outdated information before they're all used up.

Working with TPH , orders are printed as needed, or 'on demand', so our customers don't have to worry about storing bulk orders, only to throw half of it out later. Print-on-demand helps to conserve energy by printing less and decreases waste by eliminating unnecessary copies.

### REDUCE IMPACT: DISTRIBUTE THEN PRINT

Wherever possible, we help to reduce our carbon footprint. Distribute then print means we shift the work to the TPH Production Centre that is closest to the Customers' final destination, while still working with their local TPH Manager.

When a Customer in Vancouver needs to send marketing materials to Toronto, we simply have the materials produced in Toronto, or visa-versa. This eliminates wasted product due to damage in transit and helps to reduce our carbon emissions from shipping. This 'distribute-then-print' process is not just eco-friendly, it also lowers costs and can save on time with faster delivery.

# CANADA'S GREENEST EMPLOYER 2024



On April 16th, 2024, TPH was recognized as one of Canada's Greenest Employers. This special designation recognizes the employers that lead the nation in creating a culture of environmental awareness in their organizations. TPH has developed exceptional earth-friendly initiatives which have attracted people to use our services and attracted employees to join the organization because of our environmental leadership. TPH was evaluated on the unique environmental initiatives and programs we have developed. This includes our distribution strategy, the degree to which TPH employees are involved in these programs, as well as the extent to which these initiatives have become linked to TPH's public identity. We have been successful in reducing our own environmental footprint by changing the way we purchase paper, including the use of 100% recycled paper for everyday printing at Head Office. Our Employees are engaged in many environmental initiatives, including events that support our partners and Bullfrog Power.



# WASTE MANAGEMENT

TPH has a waste management policy in place which focuses on the idea of reducing waste from the purchasing stage to the delivery stage of any project. TPH is continuously working towards minimizing our environmental footprint. One example is the use of Low Volatile Organic Compound (VOC) and soy based inks. Our policies limit the type of chemistry allowed in production and any waste that is generated through daily operations is collected by certified third parties and disposed of responsibly.

**LIGHTING** In every location, except for our Head Office, we use LEDs or T8's where LED is not possible.

**WATER CONSERVATION** Due the nature of digital printing, most of our production requires no water!

**LOW VOC INKS** We source Low Volatile Organic Compound inks & soy-based inks when possible.

## REDUCE

TPH strives to continuously reduce the amount of waste produced rather than trying to find a solution to deal with it once it is no longer needed. The implementation of our "print-on-demand" and "distribute-then-print" initiatives helps to fulfill this need.

## REUSE

TPH Charitable Office encourages and coordinates the donation of off-cuts, unused paper stock and additional envelopes to local schools, summer camps, community, and daycare centres. We also encourage our customers to return their used fabric signage so that we can turn them into handy totes!

## RECYCLE

TPH first launched our CARE Program (Concerned about Recycling and the Environment) in the 1980's. All our paper production waste across Canada is recycled. In addition to our site-specific paper recycling programs, all toner cartridges are returned to the manufacturer to be appropriately reused and recycled.



# WASTE MANAGEMENT INITIATIVE

## NOTHING WASTED, PLENTY GAINED

TPH has partnered with UPAK to further our sustainability goals, divert waste from landfill, and bring energy back to the grid. Since 2021, we've expanded this program from 3 locations to 7 locations in the GTA. In 2023, we diverted approximately **45 metric tonnes of waste from landfill, which is a 27.5% increase year-over-year.**

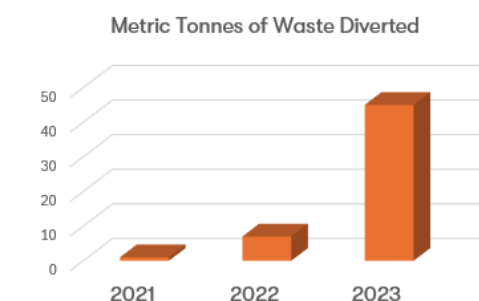
## WASTE MANAGEMENT INITIATIVES

U-Pak Disposals provides waste transfer and recycling services to divert from landfills, minimize environmental impact, and maximize recyclable content. Instead of taking up landfill space, waste is converted to energy that is sold back to the grid, a zero-waste-to-landfill concept.

## ENERGY FROM WASTE DIVERSION IN 2024:

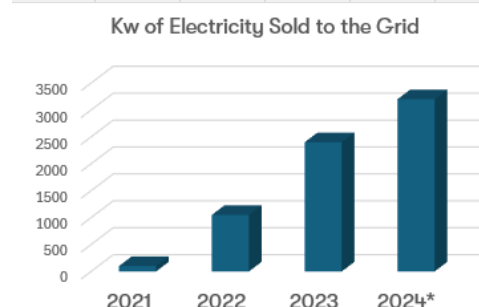
Environmental Benefits* Year to Date Based on Fibre/Wood/Metal Commodities		Year to Date Landfill Diversion  100%	Environmental Benefits Year to Date Based on Energy Recovery	
Yr to Date Fibre/Wood/Metal MT	7,552		Yr to Date Energy Recovery MT	7,642
Landfill airspace saved (cu meter)	23		Kw of Electricity sold to the Grid	3209,640
Number of mature trees saved	141		Greenhouse Gas Reduction (1 MT of waste = 7 tonnes less of CO <sub>2</sub> e)	53,494
Liters of oil saved	14,590		Landfill Space Saved (cu meter)	6,114
Liters of gasoline saved	755			
Liters of water saved	220,594			
Kw-hr of electricity saved	34,135			

\*Source of benefits per ton of scrap metal recycled: Institute of Scrap Recycling Industries, Swiss Federal Office of Environment  
 \*Source of benefits per metric tonne of cardboard and paper recycled: U.S. Environmental Protection Agency  
 \*Source of benefits per metric tonne of pallets recycled: Gaylord Corporation



## ENERGY FROM WASTE DIVERSION

\*2024 represents data from January - March only.



U-Pak Group of Companies



# ENERGY MANAGEMENT INITIATIVE



## TPH HEAD OFFICE

Bullfrog Power is Canada's leading green energy provider. This partnership puts 100% green electricity into the grid to match the amount of conventional electricity used by our Head Office in Toronto, ON. Across Canada, Bullfrog Power's green electricity comes from a blend of wind and low-impact hydro power sourced from new Canadian renewable energy facilities.

By choosing green energy, we reduce our organization's environmental impact, support the development of new community-based renewable energy projects in our region and across Canada, and help to lead the way to a renewably-powered future.

TPH has been choosing green energy with Bullfrog Power since 2018. Cumulatively, our partnership has helped us purchase **2,985 MWh Green Electricity** and reduced **541 tonnes of carbon emissions.**

The Printing House has been choosing green energy with Bullfrog Power since 2018. We've avoided **541 tonnes of CO<sub>2</sub>e** that's equivalent to:

- 121 cars taken off the road for 1 year
- 20,504 lightbulbs switched to LEDs
- 263 hectares of forest growing for a year

Source: epa.gov  
As of March 31, 2024





## PARTNERSHIPS

COLLABORATION IMPROVES OURSELVES AND OUR INDUSTRY

### THE TPH CHARITABLE OFFICE – HELPING OTHERS HELP THEMSELVES SINCE 1985

TPH has a philanthropic mandate and believes strongly in giving back to local communities where we do business. The TPH® Charitable Office opened in 1985 and focuses on providing support to registered Canadian charities through in-kind donations, charitable discounts, and major fundraising initiatives such as our Employee Giving Program and Charitable Greeting Card Campaign.

Initiatives include community giving coin cannisters, in kind printing donations, 15% charitable discount to Canadian registered charities, local food drives, materials donated to schools & daycares, holiday giving program, donation drives, community clean ups and more.

[www.tph.ca/charitable](http://www.tph.ca/charitable)



# STAKEHOLDER ENGAGEMENT



## UNITED FOR LITERACY

In 2023, the annual Charitable Greeting Card Campaign supported United for Literacy – National School Success for Children and Youth. United for Literacy is a national organization dedicated to improving the lives of children, youth, and adults through literacy. Proceeds from the sale of this card will help children and youth learn, build their skills, and grow their confidence with thousands of trained volunteers who offer free tutoring and after-school programs in inner-cities, Indigenous communities, and remote locations across Canada.

To learn more, visit [www.unitedforliteracy.ca](http://www.unitedforliteracy.ca)

# EMPLOYEE GIVING

Each year, three registered Canadian charities, whose funds are distributed in Canada, are selected. TPH matches the donations made by the staff dollar-for-dollar. Participation is 100% voluntary. In 2023, funds were raised for our Employee giving charities: Community Food Centres Canada, Nature United, and Mood Disorders Society of Canada.

## 2024 EMPLOYEE GIVING CHARITIES

This year's charity programs were selected based on responses from our 2023 Employee Feedback Survey. The top issues survey respondents wanted to see supported were Hope Air, Team Rubicon - River Program, and First Nation Child and Family Caring Society.



## HOPE AIR

Hope Air is an organization with a mission to ensure every Canadian has access to necessary healthcare, regardless of their geographical location or financial constraints. The program works to ease the stress of travel for families in need by providing free flights and accommodations from coast to coast. Hope Air assists patients with every step on their healthcare journey, providing free flights and offering on-ground support.

Visit [hopeair.ca](http://hopeair.ca) to learn more.



## TEAM RUBICON - RIVER PROGRAM

RIVER is a seven-week program to improve veteran and first responder resilience to adverse life events and major life changes. It is designed to help the individual participants, the communities they serve, and their families in times of natural disasters, such as: wildfires, floods, etc. Strong cultural bonds are formed within the military and first responder communities that are difficult to find elsewhere.

Visit [team-rubicon.ca/river](http://team-rubicon.ca/river) to learn more.



**First Nations Child & Family Caring Society**

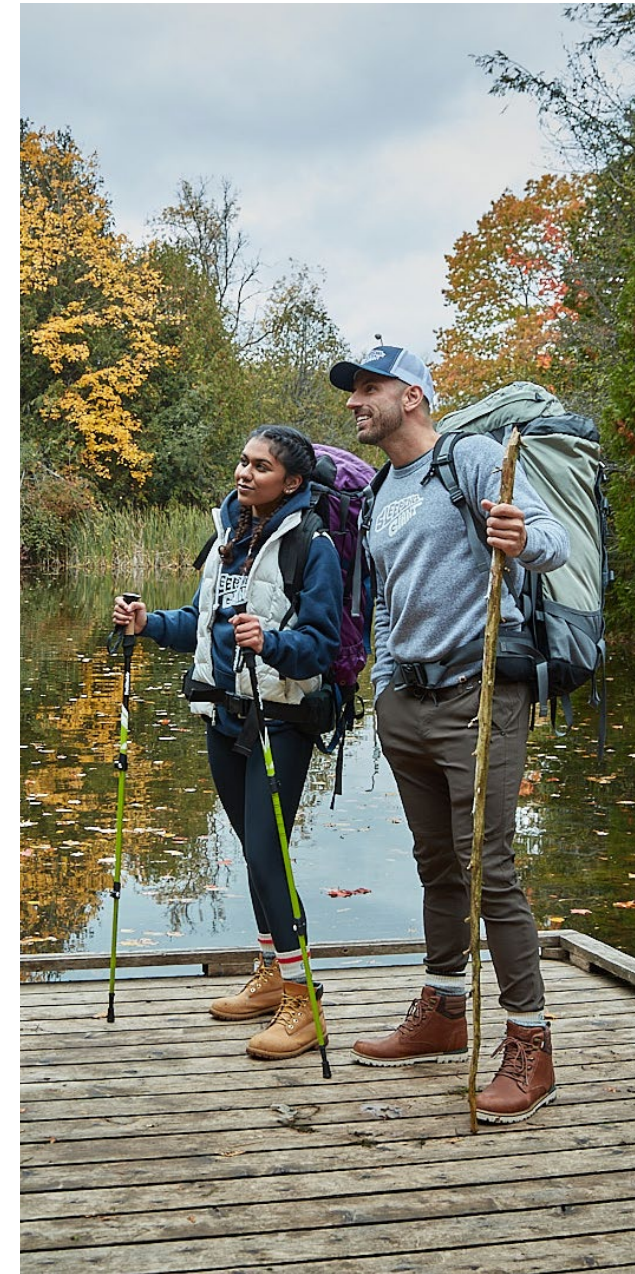
## FIRST NATION CHILD AND FAMILY CARING SOCIETY - NEEBIN'S MUSIC FUND

First Nation Child and Family Caring Society mission is to provide reconciliation-based public education, research and support to promote the safety and wellbeing of First Nations children, young people, families and Nations.

Neebin's Music Fund offers Indigenous youth an opportunity to create music and share it with their communities and the rest of the world. The goal is - the music created through Neebin's Music Fund will inspire healing and wellness in as many Indigenous communities as possible.

Visit [fncaringsociety.com](http://fncaringsociety.com) to learn more.

# SLEEPING GIANT - GIVING BACK



A lifestyle clothing brand inspired by the raw, natural beauty of Sleeping Giant Provincial Park. Made for the adventurous souls who want to feel good about every choice we make. We believe in actively working with organizations to protect and inspire connections to the environment and our communities.

**10% of all sales go directly to our Canadian non-profit partners.**



## ECOTRUST CANADA

Ecotrust Canada works with rural, remote and Indigenous communities toward building an economy that provides for a healthy and resilient natural environment; sustainable and abundant energy, food, and housing; prosperous and meaningful livelihoods; and vibrant cultures and inclusive societies. We call this approach, building an economy that provides for life. Our on-the-ground work and systems approach is entrepreneurial, partnership-based and relentlessly practical.



## WILDLIFE PRESERVATION CANADA (WPC)

Wildlife Preservation Canada is the last defence for endangered species in the country. For nearly four decades, we've provided direct, hands-on care for reptiles, amphibians, birds, insects and mammals on the brink of extinction. We're on a mission to save animals at risk in Canada, provide opportunities for young Canadian biologists to increase their expertise, and advance conservation science with new methods. WPC is one of the only organizations in Canada that breeds endangered species and releases them to the wild, giving back directly to nature.



# DOING THE RIGHT THING

WORKING TOGETHER TOWARDS A SUSTAINABLE FUTURE

TPH is proud to produce our ninth annual sustainability report. Since our first report was published in 2016, TPH continues to make progress with our environmental initiatives and we continue to be results-focused. The report has helped us to effectively communicate to our customers our environmental sustainability and how they can benefit.

This report ties together a variety of programs, projects and endeavours that have a common link in sustainability; it also creates the structure and expectation for future reports and success measures. In the spirit of continuous improvement, we will create action plans to identify and drive

performance improvements across our four cornerstones of sustainability: People, Process, Planet, and Partnerships. Sustainability Reports will continue to be published annually.

TPH has always believed that doing the right thing is good for business, and we have every confidence that through the framework of sustainability, our products, services and practices will keep pace with the expectations for corporate social responsibility shared by our customers and Employees.

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**PEOPLE**



**PROCESS**



**PLANET**



**PARTNERSHIPS**



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