



SUSTAINABILITY REPORT 2023

Leading the way to
environmentally conscious products





A MESSAGE FROM OUR CEO

Welcome back and, thank you for your continued support and interest in our 8th annual Sustainability Report. Whether you are reading this as one of our trusted Team Members, Customers or Partners, we appreciate your fellowship and continued pursuit in a shared vision of sustainable, responsible business practices and zero waste.

At TPH, we believe in our ability to drive positive change. We understand that every time a Customer buys, that's a vote. We believe people are willing to make the sustainable choice when it's easy, transparent, and accessible. It's our mission to continue to embed sustainability into the fabric of our company.

As we emerge from the effects of the global pandemic, we've experienced a return to in-person business and signs of stabilization in our industry and others. After a couple of challenging years that saw our supply chain disrupted and our paper/substrate choices limited we recalibrated our focus. We will target better paper and packing choices, analyze to de-risk supply chains and pursue options to eliminate waste throughout the pre and post consumer lifecycle.

This year we have revitalized our 2019 commitment to Zero Waste. We will continue to aspire to set high standards and are resolved to improve our leadership role in environmental stewardship. The following areas will be our primary focus:

Zero Waste & Improved Efficiency: We strive to optimize our processes and supply chain to eliminate waste wherever possible.

Through Zero Waste initiatives, we work with partners to divert landfill waste, give energy back to the grid, reduce overall energy consumption and innovate circular options for responsible post consumer uses.

Sustainable Materials: We recognize the importance of responsible materials sourcing. Through our partnership with Canopy, we use The Paper Steps and the Pack4Good programs to audit, optimize, and make better choices.

Employee Education & Engagement: Through education and engagement on sustainability initiatives, our Team Members will drive positive change within our organization, throughout their communities and at home. Through the work of The Charitable Office, our

Teams actively contribute to local communities, repurpose goods and materials, and help by giving back.

Collaboration & Advocacy: We cultivate partnerships and seek new opportunities to positively impact our Communities and Customers. We actively participate in industry forums to collaborate with others who educate, innovate and advocate for sustainable practices.

Our choices today have a lasting impact. Since 1961 TPH has believed that "doing the right thing is good for business" and "how you do it matters". I am confident that with our shared commitment and efforts to live and lead by these values we will continue to drive positive change. Thank you for your ongoing support.



Jamie O'Born
CEO
April 28, 2023

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 35

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 62 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 2022, 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.

ABOUT THE SUSTAINABILITY REPORT



PROFILE

This is TPH's eighth 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 2022 to March 2023. 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 2022.

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 or 416-536-6113.

OUR STORY

www.tph.ca/our-story

THE ENVIRONMENT

www.tph.ca/sustainability

THE COMMUNITY

www.tph.ca/tph-charitable

ACCESSIBILITY

www.tph.ca/accessibility

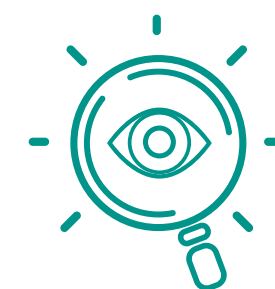
OUR NETWORK

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.



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.

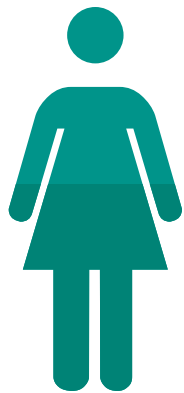
In 2022, we welcomed the return of in person business, and a safe return to work for our Head Office Employees. TPH continues to offer a hybrid work from home and in office schedule for some positions. In our Local Production Centres (LPCs) across Canada, we have refreshed our spaces and have ensured a safe return for our customers as we resumed in person business.

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



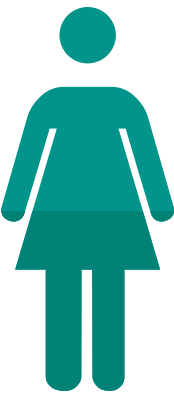
As of March 2023, TPH has 463 full time Employees, and 34 part time Employees.



68% of the Senior Leadership team are female.



7.5% 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. 2023 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 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 2023 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



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



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



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

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.

2022 PACKAGING AUDIT

This company-wide packaging audit that investigated the scope of our packaging purchases, suppliers, SKUs, order types and materials. Using our purchase data, we have had change-making conversations with our suppliers to shift our purchasing habits, and intentionally de-risk our supply chain by removing non-certified products, providing better alternatives, and measuring our progress year over year.

FSC® Certified Carton Project 2022

Through a long-standing supplier relationship, we successfully identified 5 of our most purchased cartons (corrugated cardboard boxes) and replaced them with an FSC® Mix certified product. This was started and completed in 2022.

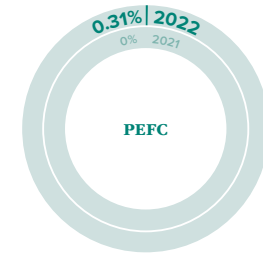
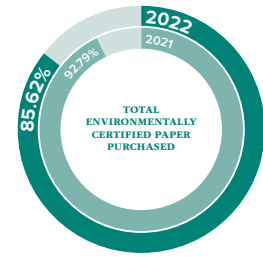
In Canada, almost 100% of corrugated cardboard is post-consumer recycled content and uses little to no virgin paper. Our challenge is that many corrugate products are not labelled or certified. By leveraging our purchasing power, and working directly with suppliers, we aim to increase our use of FSC® Mix certified, corrugated boxes in 2023.

Identifying Plastics Alternatives

We have also identified our top 3 plastic products and in 2023, we will work towards replacing these with responsible alternatives.



PAPER CONSUMPTION



IN 2022 SERIOUS WORLD-WIDE SUPPLY CHAIN DISRUPTIONS AND PAPER SHORTAGE LIMITED AVAILABILITY AND CHOICE OF PAPER STOCKS INCLUDING ENVIRONMENTALLY CERTIFIED PAPERS. HOWEVER, WE ARE PLEASED TO REPORT AN OVERALL INCREASE IN USE OF FSC® RECYCLED CERTIFIED PAPERS FROM THE PREVIOUS YEAR. THIS YEAR, WE WILL CONTINUE OUR WORK TO INCREASE THE USE OF ENVIRONMENTALLY CERTIFIED PAPERS.

Like others in the industry, we experienced unexpected supply chain disruptions. This limited the availability of papers including environmentally certified papers, among other things. This was a setback we have not experienced before, and one which we have learned from. As supply chains are restored, we will continue our proven track record of pursuing and purchasing environmentally certified papers.

PACKAGE REDUCTION

In 2022 we continued to focus the lens of sustainability internally - on our practices, purchasing and suppliers. We continue to reduce packaging materials including plastics, expanding recycling options, explore circular economy initiatives and many of our locations have switched to a 100% recycled paper as floor stock.

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 2022 compared to products in the industry made with virgin paper, TPH saved the equivalent of:



TREES

489

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



WATER

139 m³

Equivalent to 1,456 10-minute showers in North America.



ELECTRICITY

842GJ

Equivalent to 3,894,311 60-W light bulbs for one hour.



GREENHOUSE GAS EMISSIONS

31,477kg

Equivalent to 125,438 km driven by car.



NMVOC

Non-Methane Volatile Organic Compound

156kg

Equivalent to 155,227 km driven by car.




Source: <https://www.rollandinc.com/resources/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 four 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 2022:

-  Superior Papers use improved year over year by 0.92%
-  Transitional Papers use decreased by 10.06% year over year
-  Inferior paper use increased by 8.95%

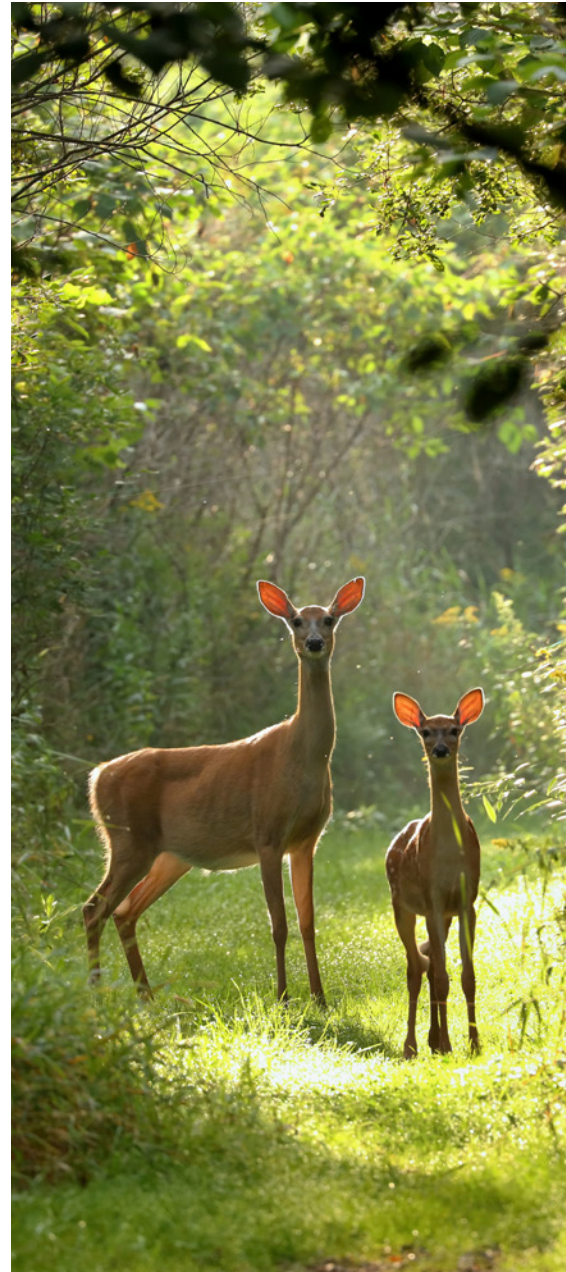
2022 SUPPLY CHAIN DISRUPTION Like many industries, we were challenged with unexpected supply chains issues that greatly impacted the availability and choice for papers. Through the Paper Steps system, we can better identify and remove obstacles, year over year. While the increase in Inferior Paper usage is less than ideal, we remain committed to transparency and accountability, and will continue to work to optimize our materials use, 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 Fiber¹
- Forest Stewardship Council certified and free of Endangered and High Conservation Value Forest fiber²

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 certified⁴ OR 10% agricultural residue¹ content
- Virgin tree fibers can not be from controversial sources⁵
- 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 sources⁵
- Bleaching: Must be EECF³, 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 content⁴ or controversial sources⁵
- 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

To find a list of Environmentally Improved and Environmentally Superior Papers visit 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 2022



On April 20th, 2022, TPH was recognized as one of Canada's Greenest Employers (2022) for the sixth consecutive year.

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 TPH honeybee hives, 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.

FOREST FARMER PARTNERSHIP



Since 2015, TPH has partnered with Forest Farmer to restore Canadian forest habitats, ensuring that we are giving back to the environment and helping nature thrive.

Wearth is a Canadian, family run organization with a mission to make a positive impact on the land. The ForestFarmer initiative tackles deforestation and habitat loss by partnering with companies and organizations to fund forest growth in Canada and around the world.

createyourforest.ca/tph



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 2022, we diverted approximately 12 metric tonnes of waste from landfill.

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.

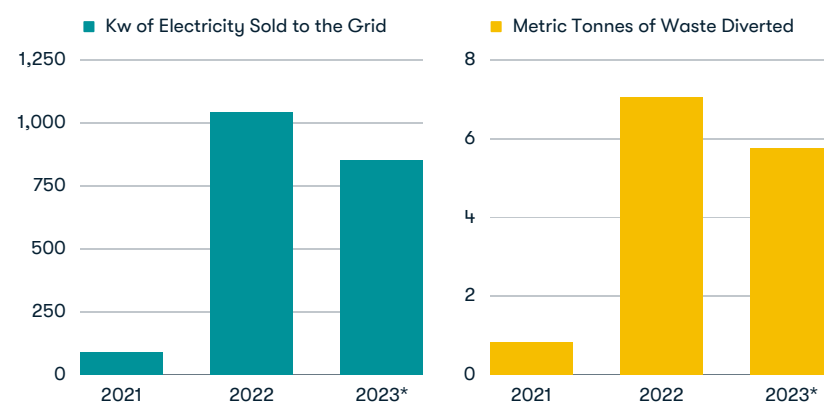


U-Pak Group of Companies



ENERGY FROM WASTE DIVERSION

*2023 represents data from January - March only.



ENERGY MANAGEMENT INITIATIVE

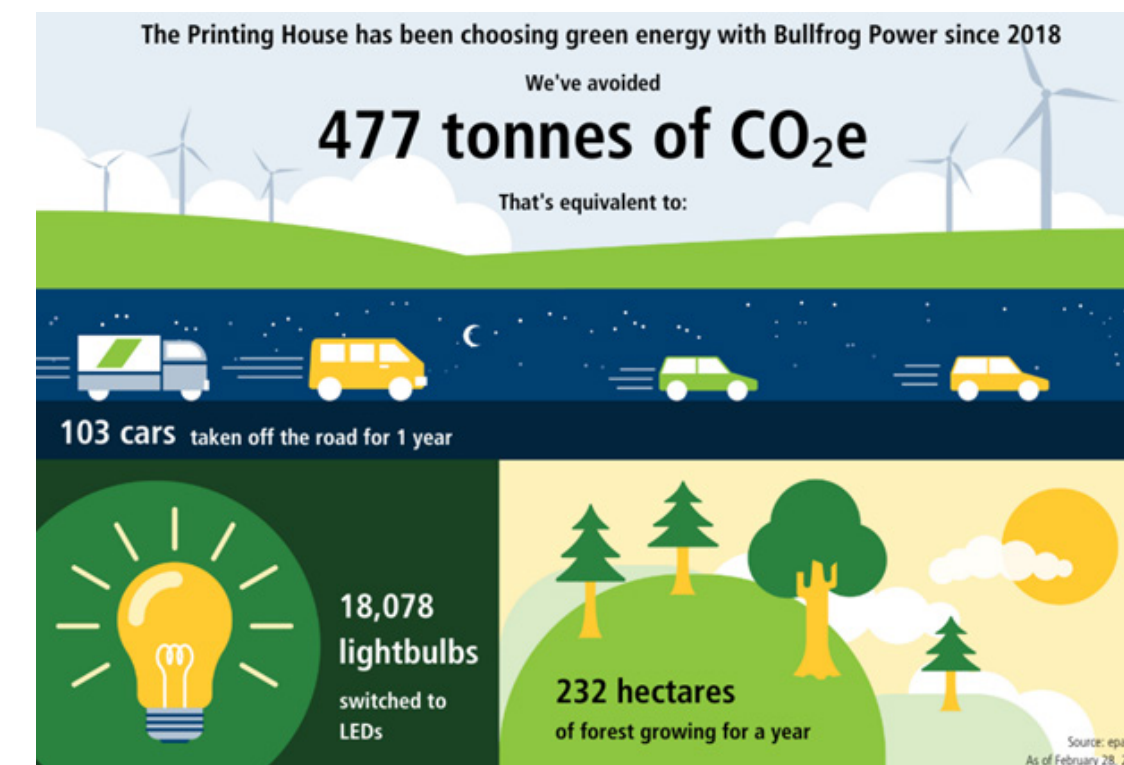


TPH HEAD OFFICE

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 **2,548 MWh Green Electricity** and reduced **477 tonnes of carbon emissions**.





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



STAKEHOLDER ENGAGEMENT



TEAM RUBICON CANADA

In 2022, the annual Charitable Greeting Card Campaign raised \$20,000 for Team Rubicon Canada. Team Rubicon is a veteran-led humanitarian organization that serves global communities before, during, and after disasters and crises. Team Rubicon is built for these crucial moments, so that homeowners, neighbours, and communities do not have to face their worst days alone.

To learn more about Team Rubicon, visit Team-Rubicon.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 2022, over \$77,400 was raised for our Employee giving charities: Canadian Organic Growers – 56 Harvests Left, Food Banks Canada – After The Bell, and Myles Ahead – Myles to Mars.

2023 EMPLOYEE GIVING CHARITIES

This year's charity programs were selected based on responses from our 2022 Employee Feedback Survey. The top issues survey respondents wanted to see supported were Food Security, Indigenous Peoples, Environmental Conservation, and Mental Health.



COMMUNITY FOOD CENTRES CANADA

Community Food Centres Canada's Healthy Food Access programs include community meals, nourishing food hampers and food banks, affordable produce markets, community gardens and gleaning and harvesting programs. These programs offer fresh and nutritious food in a dignified space and connect people to other supports and resources.

Visit cfccanada.ca to learn more.

NATURE UNITED

Nature United's Emerging Leaders initiative supports community-led Indigenous youth programs across Canada. The programs supported through this initiative are designed, led, and championed by the Indigenous communities they are meant to serve. This model prioritizes Indigenous authority and enables programs to reflect unique cultures and identities, respond to local challenges, and adapt to community-specific factors.

Visit natureunited.ca to learn more.

MOOD DISORDERS SOCIETY OF CANADA

MDSC's Defeat Depression campaign focuses on raising awareness, knowledge, and acceptance of mental illness, reducing stigma and create an environment that encourages people to come forward for early intervention and treatment, building a network of mental health supporters and advocates across Canada, and providing resources and supports for individuals living with mental illness and their families.

Visit defeatdepression.ca to learn more.



ONE OF NORTH AMERICA'S TOP THREE FOREST-FRIENDLY PRINTERS



TPH was rated North America's Most Forest-Friendly Printer in Canopy's 2019 Blueline Ranking - the last comprehensive report of its kind for the environmental performance of North America's printers. In 2021, TPH was rated one of the top three printers in their new ranking system.

CANOPY WORKS WITH THE FOREST INDUSTRY'S BIGGEST CUSTOMERS AND THEIR SUPPLIERS TO DEVELOP BUSINESS SOLUTIONS THAT PROTECT THE LAST FRONTIER FORESTS.

Since 2015, TPH has engaged with Canopy to meet the expectations of the Environmental Non-Governmental Organization by fulfilling various sustainability goals, so that we can understand where we are in the industry and to ensure our spirit of continuous improvement in our environmental practices.

This ranking assesses North America's top printers engagement on forest conservation and support of next generation solutions, forest fibre sourcing, sustainability standards & practices, transparency and the options they offer customers. Canopy's ranking assists businesses to find a print partner that will help them meet their sustainability goals.

In 2019, Canopy produced the most comprehensive assessment of its kind for the environmental performance of North America's printers. In 2021, the report was updated to review participants actions to prioritize environmental protections.

For information on the scoring process, visit canopyplanet.org/resources/blueline-update-2021/.

TPH actively works with Canopy to ensure our efforts are backed with transparent reporting, measurable objectives and results including: Having a robust Paper Procurement Policy; reporting on pre- and post-consumer recycled papers; a preference for Forest Stewardship Council® (FSC®) certification; supporting the use of ForestMapper - Canopy's Ancient and Endangered Forest maps for sourcing decisions (these maps allow TPH to accurately assess our supply chain for risk, and conservation opportunities); supporting conservation solutions in Canadian and world's forests; willingness to source and use alternative fibre papers, such as wheat straw; and provide information on what forest regions the pulp in our paper is sourced from.

Our commitment to the environment allows us to provide customers with a wide range of Ancient Forest Friendly products as designated by Canopy.

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 (WPC) saves critically endangered species whose numbers in the wild are so low that hands-on action is the last defence to save them from extinction. WPC specializes in science-based techniques such as conservation breeding and releases, head starting, and translocation to restore wild populations and recover species. WPC is the only organization in Canada to provide this critical need for wildlife in recovery efforts across the country, from the single population of endangered frogs in BC to the disappearing pollinators across Ontario. WPC is Canada's last defence for endangered species.



DOING THE RIGHT THING

WORKING TOGETHER TOWARDS A SUSTAINABLE FUTURE

TPH is proud to produce our eighth 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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