

Novexco

Environmental, Social, and Governance Initiatives



We are committed to conducting our business operations in a responsible and sustainable manner.

We recognize that we have a responsibility to our stakeholders, including our employees, customers, shareholders, and the communities in which we operate.

We believe that integrating environmental, social, and governance considerations into our business strategy is essential for long-term success and creating value for all stakeholders.



- *Daniel Di Raddo*, ESG Responsible



Environmental Initiatives

- In 2022, **thanks to Hamster**, with Offix100 and Offix50 **paper brands**, over 4,500 tons of carbon dioxide emissions were reduced.
- Renewed **FSC certification** for paper in all of our 6 warehouse.
- Adoption of **green practices** such as recycling and reusing boxes, recovering empty ink cartridges and batteries.
- Internal use of damaged/unsaleable paper boxes.
- Collection boxes for batteries, cartridges, and some electronic devices in several Hamster stores.
- **Mira Foundation's printer cartridge recovery program:** Since 2016, we have actively participated in the Mira Foundation's printer cartridge recovery program.
- **Green committee** in action that monitors our best practices, identifies new improvement and makes actionable recommendations.
- Use energy-efficient **LED bulbs** in our Halifax, Calgary, Brampton, and Laval warehouses.
- Use only **electric-powered handling equipment** (forklifts and motorized pallet trucks) in all our warehouses.
- Our six warehouses across Canada allow us to optimize our deliveries. Additionally, we encourage direct shipments between dealers and manufacturers. This helps avoid unnecessary transport stops, and minimizes miles, resulting in less fuel consumption, fewer emissions, and a reduced environmental impact.
- Combined routes with other distributors and manufacturers to optimize deliveries.
- We review vendor contracts and **green commitments** regularly, and work with manufacturers to reduce the amount of packaging used.
- Our website includes a section dedicated to our sustainability efforts.
- We were the **first in our industry** to move to a 2-year catalogue to reduce our environmental footprint.
- Use **electronic invoicing**.
- **Environmental Handling fee** (rate per province) charged for electronic products.
- **Green products** identified as such on our website and in our catalogue.
- Preference to the purchase of products **containing recycled materials**.
- Promoting **ecological products** in our publications.
- Printing on paper with **recognized environmental certification** (FSC, PEFC).
- Designing the head office with **LEED certification** in mind.
- Placing **recycling bins** in every office.
- In our **Distribution Centre**, we have a carton and unused paper recovery system as well as an optimal packing box size identification system.

Social Initiatives

Diversity Policy

Novexco is committed to promoting a culture based on diversity, inclusion and the development of its employees.

Our goal is to encourage and support all our staff to reach their full potential, regardless of their origin, gender, age, or beliefs. We are committed to educate our managers on the different cultures and perceptions of employee values.

In addition to our internal development and promotion efforts, we are committed to encourage diversity in our external recruitment processes.

We believe that encouraging diversity through our different processes will bring us more creativity to generate new solutions and strategies, more efficiency and a competitive advantage on the Canadian scene.

Ultimately, our corporate values, such as teamwork, respect, innovation and performance will be the key to success in integrating this policy into our business strategy.

Respect

Ensure a friendly and respectful climate at all times between employees regardless of age, gender, ethnicity, religion, sexual orientation, disability or nationality.

Employee Assistance Program (EAP)

We care about employees' wellbeing. We have therefore opted to invest in the Employee Assistance Program (EAP) in order to provide employees with access to the resources and information needed to ensure their wellness as well as that of their families.

The EAP can assist employees with various situations related to:

- **Work:** time and change management, networking, retirement planning, etc. ;
- **Family:** divorce and/or separation, parenting, single parenthood, blended families, caring for elderly parents, etc.;
- **Health:** stopping smoking, stress management, healthy diet and exercise, cardiovascular health, etc.

Community engagement

Involvement in our community is paramount to all Hamster dealers as well as to our head office. It is important for us to be associated with causes that are dear to our hearts. In order to do so, we join our forces and our efforts to do different activities locally and nationally. This is how we have been able to support several causes such as the **Maman Dion Foundation**, **Opération Enfant-Soleil**, **Centraide** as well as the **Pediatric Research Foundation**. And this is only the beginning!

Indeed, recently, we became involved with a wonderful cause named **Les Petits entrepreneurs**, focused on children and entrepreneurship. Like all our Dealers/Entrepreneurs, we want to encourage children from 5 to 17 years old to create their own family-oriented business in a fun way. On Little Entrepreneur Day, they have the chance to be inspired, empowered, and learn how to create their own entrepreneurial opportunities.

Social Initiatives (continued)

Mira Foundation's printer cartridge recovery program

When we talk about small gestures that change everything... the Mira Foundation trains service and guide dogs for people living with visual impairments, physical difficulties, and youth suffering with Autism Spectrum Disorder (ASD).

Thanks to the combined efforts of our customers and dealers, in just three years, 450,000 empty ink cartridges have been recovered, allowing Mira to donate an additional 45 dogs.

Officevibe

We are committed to fostering a healthy and supportive work environment for all our employees and believe that this can only be achieved through free, open and unbiased communication about what our employees are experiencing and how they perceive their workload, their work environment as well as the supervision and support they feel they receive from their supervisors and the company itself. That's why we use a bi-weekly Pulse Survey tool to gather anonymous feedback from all our employees regarding their satisfaction and engagement.

Governance Initiatives

- Usage of a code of ethics and a code of conduct to run our business operations with the highest ethical standards, following all applicable laws and regulations approved by the governance committee of the board of directors.
We offer a conduct training for all employees to ensure that they understand and follow our ethical standards.
- We are committed, insofar as possible, to providing employees with a safe and non-hazardous workplace. However, each employee is responsible for his/her own health and safety and must follow the division's directives. We are therefore committed to:
 - Providing employees with the required necessary information and supervision as well as the equipment and materials to protect them from hazards that could affect their health and safety at work;
 - Providing our support and assistance to the Occupational Health and Safety (OH&S) Committees;
 - Encouraging employees to immediately report all health and safety risks;
 - Respecting the right of employees to refuse to perform work that is unsafe and hazardous to their health.
- We have multiple committees (HR committee, governance committee) to ensure the implementation of an ethical and responsible business.