

CORPORATE SOCIAL RESPONSIBILITY REPORT 2016

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MESSAGE FROM THE PRESIDENT

Although this is Tridel's second Corporate Social Responsibility (CSR) Report, doing the right thing has always been part of our success. Since Jack DelZotto built his first home in 1934, we have been a company built on family values. Today, we are proud to have shaped countless communities across the GTA (Greater Toronto Area) with more than 80,000 homes. We are equally proud to have led the industry in building sustainable condominium homes since the early 2000s. We are now the largest builder of green high-rise residential condominiums in Canada.

Tridel is a family with team members of diverse backgrounds who work together to achieve exceptional results. Our people are our greatest strength, and 45% of our employees have been with us for more than 10 years. We are a family who understands that we are building communities and homes that people live in. We want to have a positive impact on people's everyday lives, and on society as a whole. Giving back, which has been an instrumental aspect of our business, is a key way in which we do both. We invest in the future of our industry through the B.O.L.T. foundation, raising more than \$2.3 Million to date and generating 212 scholarships for youth to join careers in construction.

Although we have been in business for more than 80 years, it is just the beginning. We look forward to building exceptional communities for many years to come.



A handwritten signature in black ink that reads "Leo DelZotto". The signature is fluid and cursive.

Leo DelZotto, President of Tridel

OUR VALUES

QUALITY
TEAMWORK
INTEGRITY
INNOVATION
FAMILY VALUES
SAFETY



ABOUT THE REPORT

We are proud to deliver our second Corporate Social Responsibility Report to demonstrate our focus on: The Environment, Our Industry, Our Workplace and Our Society. We felt it was a great opportunity for us to step back, and prepare the information to offer you an inside look at our company. We recognize that in today's world, transparency of business is crucial in deciding where to work, who to buy from and who to partner with. We hope you enjoy getting to know us a bit better.



01. ENVIRONMENT BUILT FOR THE FUTURE

“In the first few years we had to work very closely with our trades and suppliers to support them along this new green journey. But the leadership and dedicated team at Tridel were committed from day one, and in the end, it served the industry as a whole. We were willing to take a stand.”

- **Jamie James**, Sustainability Consultant

As Canada’s largest condominium developer, Tridel is committed to being an environmental leader in our industry. We build communities that are environmentally responsible, safe and healthy places to live. We are determined to develop condominium residences that meet the needs of today’s homeowners while safeguarding the well-being of future generations.

THE STORY OF OUR COMMITMENT

Back in 2000, Leo DelZotto, President of Tridel, and Greg Nevison, EVP of Construction, met with Jamie James in New York City, where Jamie was a sustainability professional working at Columbia University's Earth Institute. They held meetings with pioneering green architects and developers, and together the three of them recognized the potential to align development interests and environmental concerns. Better-run buildings are more efficient, resulting in reduced resource consumption and waste plus savings for homeowners. That's when Leo realized that being green could also mean better value, to the planet and to homeowners... and Tridel has always been about value in every sense.

The first green community, which also launched Tridel's Built Green program, was the Element in downtown Toronto in 2003. Interestingly, it was connected to Enwave's deep lake water cooling system, along with many other innovative green features. The first step had been taken towards a more sustainable condominium-living future.



➤
Element
Toronto, 2003
Tridel's first
Built Green project



Tridel Eco-Suite

As the leader in the industry, Tridel recognized the importance of educating the marketplace about Green Living. Tridel wanted to showcase that living in a sustainable environment could not only be environmentally friendly but also beautiful, healthy and energy-efficient. In 2007, the demonstration eco-suite was launched at the Element in downtown Toronto. More than 1,400 people took a guided tour of the eco-suite, and more than 150,000 viewed it either online or via mini-magazine.

SUSTAINABILITY TIMELINE



**2003
ELEMENT**
Tridel's 1st Built Green community – 4 Green Globes

**2004
CaGBC**
Tridel joins the Canadian Green Building Council



**2005
VERVE**
Ontario's 1st high-rise residential community registered with the intention for LEED® certification

**2005
GREEN LOAN FINANCING MODEL**
Established by Tridel & the Toronto Atmospheric Fund (TAF)

**2006
GREEN TORONTO AWARD**
for energy conservation from the City of Toronto



**2006
ECOLOGO AWARD**
for Circa in Markham, connecting to Markham District Energy

**2006
LEED®**
Tridel commits all new buildings to LEED® standards.

**2007
ECO-SUITE**
launch at the Element

**2007
BILD**
Inaugural Green Builder of the Year award

**2007
IIDA**
Smart Environmental Award

**2008
BILD**
Green Builder of the Year award



**2010
LEED® GOLD SCHOOL**
at the North Toronto Collegiate Institute

**2010
BILD**
Green Builder of the Year award



**2010
ECO-SUITE**
launch at Rêve
TORONTO GREEN STANDARD
Tridel commits to build Tier 2

**2011 & 2012
BILD**
Green Builder of the Year award



**2012
METROGATE**
Canada's 1st LEED® ND (Neighbourhood Development) certification

**2013
AQUALINA**
Registered to target LEED® platinum certification
NETZED
Net zero energy suite is launched

**2015
AQUAVISTA**
Registered to target LEED® platinum certification

**2015 & 2016
BILD**
Green Builder of the Year award

**2016
AQUABELLA**
Registered to target LEED® platinum certification

GREEN COMMUNITIES*

Tridel leads sustainable residential condominium development in Canada, with **more than 20%** of the commercial certified LEED®** MURB (Multi-use residential buildings)

OVER 1 IN 5
CDN COMMERCIAL
LEED® MURB ARE
BUILT BY TRIDEL***



* All Tridel Green Building data calculated by EQ Building Performance Inc.
 ** Leadership in Energy and Environmental Design (LEED).
 *** Verified with Canada Green Building Council as of Dec., 2015.

OUR CERTIFICATIONS

17 LEED® GOLD	484,307 SQUARE METRES	5,002 SUITES
9 LEED® SILVER	240,701 SQUARE METRES	2,050 SUITES
7 LEED® ND <small>1 NEIGHBOURHOOD WITH 7 BUILDINGS</small>	191,850 SQUARE METRES	2,456 SUITES
1 ECOLOGO AWARD	39,951 SQUARE METRES	399 SUITES
1 GREEN GLOBES	31,000 SQUARE METRES	352 SUITES
35 BUILT GREEN BUILDINGS	1.25 MILLION SQUARE METRES	10,259 GREEN SUITES



With over 18,000 green suites in the marketplace, we are the largest developer of green condominiums in Canada. We are proud to be the recipient of 8 out of 11 Green Builder of the Year awards from BILD.



Aquabella
 Registered with the
 intention to target LEED®
 Platinum certification

REGISTERED WITH THE INTENTION FOR LEED® CERTIFICATION

3 TARGETING PLATINUM	92,704 SQUARE METRES	846 SUITES
16 TARGETING GOLD	527,889 SQUARE METRES	5,671 SUITES
1 TARGETING SILVER	45,160 SQUARE METRES	578 SUITES
3 TARGETING CERTIFIED	65,834 SQUARE METRES	701 SUITES
23 TARGETED LEED® BUILDINGS	731.6 SQUARE METRES	7,796 GREEN SUITES

ENVIRONMENTAL IMPACT

Tridel buildings are designed and built to conserve more energy, water and resources than standard Building Code compliant buildings. A typical Tridel Built Green building consumes on average 33% less electricity, 58% less natural gas and 41% less potable water than a Model Reference Building. It also reduces Greenhouse Gas Emissions (GHG) by 40%, with construction waste diversion of 83%.

➤
Hullmark Centre
2015 NAIOP REX
award for best
Retail/ Mixed Use
development

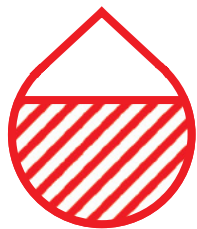
**TRIDEL BUILT
GREEN BUILDING
CONSUMPTION
COMPARED
TO STANDARD
BUILDING CODE
COMPLIANT
BUILDING
CONSUMPTION**



**33% LESS
ELECTRICITY**



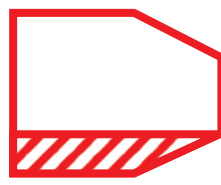
**58% LESS
NATURAL GAS**



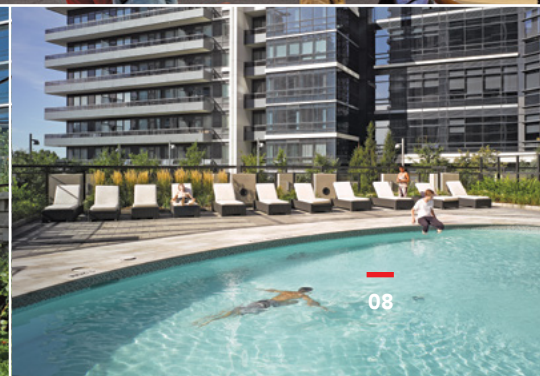
**41% LESS
POTABLE WATER**



**40% LESS
GREENHOUSE GAS
EMISSIONS**



**83% LESS
CONSTRUCTION
WASTE**



ESTIMATED IMPACT TO DATE

2.1 =  **14.34**
 BILLION MJ OF ENERGY SAVED (ELECTRIC & GAS) MILLION 60W LIGHTBULBS TURNED OFF FOR A YEAR

958 =  **383**
 MILLION L OF WATER SAVED OLYMPIC SIZED SWIMMING POOLS

20,852 =  **4.68**
 SQUARE METRES OF GREEN ROOF INSTALLED FOOTBALL FIELDS

45 =  **358**
 MILLION KG OF CONSTRUCTION WASTE DIVERTED DUMP TRUCKS

88.5 =  **18,637**
 MILLION CO₂E IN GHG SAVINGS CARS OFF THE ROAD FOR A YEAR

The information* on the left includes LEED® registered high-rise buildings (incl. LEED® ND** and Delmanor Seniors), plus one Green Globe residential tower.***

By deciding to build Green, Tridel has made the following environmental impact (please see data on the left). Energy and water consumption reductions are based on the green building performance compared to a Model Reference building.****

1.82

CARS OFF THE ROAD FOR 1 YEAR FOR EACH TRIDEL BUILT GREEN SUITE

* Data was calculated by EQ Building Performance Inc.

** As LEED® ND (Neighbourhood Development) data is compiled as a consolidated amount for all buildings in the neighbourhood, we estimated the 7 LEED® buildings completed within the neighbourhood to have a LEED® silver rating.

*** Calculations were based only where LEED® credits were applied (e.g. some buildings did not receive a LEED® credit for Green Roof, but still may have a small area of Green Roof on the building)

**** Considered an energy performance study on a LEED® Silver certified building (Nuvo 2) when compared to a very similar residential building constructed to Model Reference (Nuvo 1). The LEED® Silver building outperformed the planned savings at time of LEED® registration. For this analysis, we maintained each building's projected performance based on the energy model required under the LEED® certification process.

GREENING OUR CORPORATE OFFICE

Tridel's head office, located at 4800 Dufferin Street in Toronto, was built in 1969. The building has grown with our company, which makes it a challenge to convert to today's high performance standard. However, in 2015, we set up a committee to review the space and have completed our first energy audit with the help of Provident Energy Management.

As this was our first year, our goals were to understand our current position, set up a baseline and develop priorities and targets for the upcoming years. Our long-term goal is to become certified for LEED® Existing Buildings: Operation and Maintenance.

Total average annual consumption at Tridel's head office:



NATURAL GAS
105,899 m³



WATER
10,742 m³



ELECTRICITY
2,172,423 kWh



GHG/YEAR
416 METRIC TONS

Our energy use intensity of the building is 263 ekWh/m², which is just slightly lower than the 2003 Commercial Building Energy Consumption Survey (CBECS) of 282 ekWh/m².*

* Consumption audit and analysis conducted by EQ Building Performance Inc.

ACCOMPLISHED IN 2016

5

TRIDEL BUILDINGS RECEIVED LEED® CERTIFICATION

12

NEW TRIDEL BUILDINGS REGISTERED WITH THE INTENTION FOR LEED® CERTIFICATION

CSR EDUCATION AND AWARENESS:
• EMPLOYEES - ANNUAL UPDATE, INTERNAL NEWSLETTER AND TRAINING
• REALTOR COMMUNITY - ONGOING CONDO 101 SEMINARS INCLUDED CSR
• PUBLIC - WEBSITE, SOCIAL MEDIA, BROCHURES

SALES CENTRE SUSTAINABILITY PROGRAM IMPROVE WASTE DIVERGENCE TO 85% ACROSS MULTIPLE SALES CENTRES

CORPORATE HEAD OFFICE ENERGY EVALUATION PLANS ARE IN PLACE FOR 2017 RENOVATIONS TO INCLUDE ENERGY EFFICIENCY MEASURES



Solar Panels

In our continued effort to be an environmentally responsible company, Tridel installed rooftop solar panels at 4800 Dufferin in 2011. To date, they have generated 53,676 kWh.

Solar panels were also installed at the Scarborough Metrogate sales office, which has generated approximately 50% of the electricity needs for that building.

Solar panels are currently installed in 2 Tridel communities, with 2 more under construction to include solar panels.



2017 SUSTAINABILITY TARGETS

- Finalize our 5-year project plan to reach LEED® EBOM certification level of our corporate head office
- Manage office retrofits with sustainability goals at 4800 Dufferin (e.g. lighting) to reduce energy and water consumption by 10% by 2017
- Continue to encourage in-office environmentally friendly practices such as increasing recycling, reducing printing through tracking and behavioral tips, reducing water bottle usage, encouraging carpooling and other programs to reduce transportation emissions
- Develop a waste-divergence plan for new buildings in the design process, for current buildings in the market-cycle and for our legacy portfolio under Del Property Management
- Work with our trade partners to establish a Supplier Sustainability Program

OUR NEAR FUTURE 2017-2022 SUSTAINABILITY GOALS

- **Resilient buildings:** Tridel recently initiated a Resilient Building design movement to engage various stakeholders in the industry and province. This movement aims to garner support for a climate change-adaptable high-rise building design and construction. We plan to gather further momentum in 2017, which would hopefully lead to the launch of resilient design guidelines and government incentive programs.
- **Full Lifecycle evaluation:** Initiatives would include a full lifecycle evaluation of Tridel condominium buildings.
 - On the back end of the cycle, to continue to work closely with our trades, suppliers and associations to create sustainable products.
 - On the front end of the cycle, to continue to work closely with Del Property Management, Del Condominium Rentals, DelSuites and Delmanor to ensure operations and consumer usage of the building is as environmentally responsible as possible.
- **Tridel Group of Companies Sustainability evaluation:** Consult with the Tridel Group of Companies, including: Del Property Management, Del Condominium Rentals, DelSuites and Delmanor to help determine their sustainability plans.



02. INDUSTRY BUILT TO LEAD

BUILDING HOMES FOR MORE THAN 80 YEARS

80,000+

HOMES BUILT IN THE GREATER
TORONTO AREA (GTA)

1,916

SUITES IN OUR CONDO
RENTAL DIVISION (DEL
CONDOMINIUM RENTALS)

65,250+

SUITES, IN 250 CONDOMINIUMS
MANAGED BY OUR PROPERTY
MANAGEMENT DIVISION
(DEL PROPERTY MANAGEMENT)

385

SUITES IN OUR EXECUTIVE
SUITES DIVISION
(DELSUITES)

800

SUITES, IN 6 SENIORS LIVING
COMMUNITIES
(DELMANOR, DELCARE)

We recognize that we make a significant impact on the landscape of condo-living in the GTA, and we take this leadership role seriously.

INDUSTRY LEADERSHIP

We take responsibility for our industry leadership position, which is why many members of our team are actively involved in industry associations such as Tarion Warranty Corporation, the Building Industry and Land Development Association (BILD), Ontario Home Builders' Association (OHBA), Canada Green Building Council (CaGBC), Real Estate Institute of Canada (REIC) and the Residential Construction Council of Ontario (RESCON). We are also active participants with the city and municipalities as they develop plans for future growth.

AWARDS 2004 - 2016

39	7
BILD	TARION
4	9
J.D. POWER & ASSOCIATES	OHBA
1	
TORONTO BOARD OF TRADE	

➔
10 York
Downtown
Toronto



CUSTOMER CARE

Tridel has set the standard for Customer Care in the industry, with a mission to exceed customer expectations and to always treat our customers with kindness and respect. This is why 95%* of our homeowners tell us that they would buy from us again. Tridel has won countless awards regarding customer service excellence from Tarion and JD Powers & Assoc., along with the inaugural Best Customer Care award by BILD which solidifies our leadership in this field. Tridel’s motto, “Built for life,” encapsulates this customer-centric vision.

95%

CUSTOMER SATISFACTION RATE*

97%

WOULD RECOMMEND TRIDEL TO A FAMILY OR FRIEND*

Tarion is the organization that protects new homeowners to ensure builders meet warranty obligations. Of the 4,941 Tridel new condo possessions since 2012, there have only been **2** conciliation inspections conducted and Tridel has **NEVER** had a chargeable conciliation in our entire history.

In 2014, Tarion received year-end forms from **37%** of all new home possessions in Ontario. They received year-end forms from only **4.8%** of Tridel’s new home possessions. **

Since 2005, Tridel has been a finalist for the Award of Excellence every year, winning the award 5 of those 11 years. ***

* Tridel’s internal customer satisfaction survey at time of Homeowner Orientation for 2016

** Tarion 2015 Annual report. A year-end form is where homeowners submit outstanding warranty items.

*** No award in 2009

CUSTOMER COMMUNICATION

At Tridel, we strive to pro-actively meet diverse home-buying needs and respond to customers in a timely and effective manner. Along with our award-winning website Tridel.com, we have implemented the following communication vehicles in the past several years:



ONGOING EMAIL UPDATES ABOUT THE OWNER’S HOME THROUGHOUT THE ENTIRE PROCESS



C3 CENTRE (CUSTOMER CONNECTION CENTRE) FOR IMMEDIATE RESPONSE



HOMEOWNER PORTAL TO ACCESS INFORMATION ABOUT THE OWNER’S CONDOMINIUM PURCHASE



TRIDEL HOME SERVICE APP FOR EASE AND CONVENIENCE



VIDEO SERIES CONDO TALKS & MAINTENANCE MINUTES



*Meet
Danielle
Feidler*

“At Tridel, our relentless commitment to quality and the customer experience is deeply ingrained and as an industry leader, we have a responsibility to positively influence the industry as a whole. I was honoured to represent Tridel in the new Quality Assurance & Customer Experience Forum (QACE) at BILD (Toronto’s Building Association). It is a collaborative and proactive multi-disciplinary team created to improve the customer experience and level of home quality in the industry.”

- Danielle Feidler,
VP of Brand
Experience

SHAPING COMMUNITIES

At Tridel, we go well beyond the bricks and mortar of a building to help shape communities. We believe in collaborating with all of our stakeholders to ensure we do our very best to meet the needs for all involved, especially those who live in and around our communities.

Tridel has built many master-planned communities that may have multiple condominium towers, commercial space, and community features. As one of the few builders that has an in-house planning and zoning department, Tridel pays utmost attention to the long-term sustainability of the communities we are developing.



▲
SQ2
Spadina and
Queen West

ALEXANDRA PARK REVITALIZATION

Tridel is proud to be participating in the revitalization of Alexandra Park in the downtown Toronto neighbourhood at Queen and Spadina. Tridel introduced 2 condominiums to be built to LEED® Gold standards, SQ and SQ2, along with 61 new townhouses. The 7.2-hectare site, owned by Toronto Community Housing (TCH), will undergo a massive, 15-year transformation to create a vibrant community where people will thrive. It is a unique private-public partnership working together with the City of Toronto.

In addition, Tridel through its foundation, B.O.L.T. (Building Opportunities for Life Today), is working in the Alexandra Park Community in partnership with Toronto Community Housing and Toronto Employment and Social Services to develop and execute a viable economic plan for its residents that includes job shadowing, education, training, employment and mentoring.



◀
Andrea DelZotto,
Tridel Executive
At Bayside
launch event

BAYSIDE COMMUNITY

Tridel is proud to be the condominium developer for the Hines master planned Bayside Toronto community. This planned Green neighbourhood represents Waterfront Toronto's single largest revitalization endeavour along the city's inner harbour. Aqualina, Aquavista and Aquabella are all registered with the intention to target LEED® platinum certification.

This new 13-acre neighbourhood will help transform the Toronto waterfront, bringing a mix of residential, retail and public spaces to the water's edge. Tridel is proud to partner with Artscape, an organization that recognizes the power of artists to build vibrant neighbourhoods, who will operate 80 affordable rental units within the Bayside development.

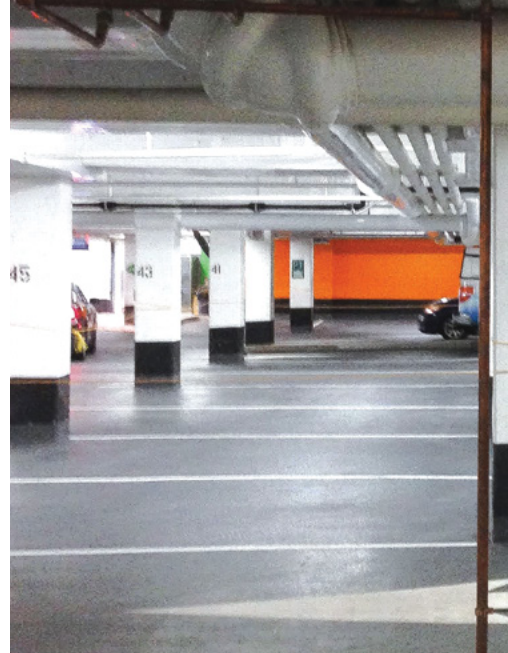


North Toronto Collegiate Institute

In 2010, Tridel completed the LEED® Gold certified school, along with 2 condominium towers. It was an extremely collaborative and innovative process where the public and private sectors worked closely together, including staff, student and alumni representatives from the school, residential community representatives, politicians and the Tridel development team.

INNOVATION

Innovation has always been at the heart of Tridel's being and is a core value. Back in 1968, Tridel spearheaded condominium design, construction and lifestyle in Toronto. More recently, starting in 2003, Tridel led sustainable design for high-rise residential building in Canada. Today, we are constantly seeking and employing new innovations for our industry.



That orange wall is storing CO₂

See the orange wall by the exit? It's not your average wall. It's built with CarbonCure concrete blocks.

CarbonCure collects waste carbon dioxide (CO₂) from the smokestacks of large polluters and converts this greenhouse gas into solid limestone to create a stronger and greener concrete block.

Want to help? Ask for CO₂ in your concrete. Learn more at carboncure.com

ACADEMIC COLLABORATIONS

At Tridel, we believe in promoting a stronger partnership between academia and business. It is important for Canadian innovation. It allows students to gain experience with real businesses and enriches the whole educational experience. For Tridel, it brings new ideas, insight into the next generation of buyers, and access to amazing talent.

Tridel is currently using a new BIM (Building Information Modeling) tool in association with George Brown College. The 3-D software allows in-depth view and detail on working drawings and consolidates the main consultants (structural, mechanical/electrical, architectural) into one working model and is great for visualizing complex details.

BIM
(Building Information Modeling)



Carbon Cure Concrete developed with Tower Labs, is a technology that accelerates the curing process and reduces a building's carbon footprint. Photo taken at Hullmark Centre.

TOWER LABS

Tower Labs is a non-profit organization started by Tridel and MARS innovation hub to accelerate the adoption of green building products through onsite technology and product demonstration. One example of a Tower Labs project is the NetZED condo suite at Aqualina at Bayside. It is a net-zero condo suite where the energy consumed equals or is less than the energy produced by the suite's solar panels.

TOWER > LABS
@MaRS





10 York
High tech meets high design

**SMART
CONNECTED BUILDINGS**

Tridel continues to expand its innovation in construction beyond building envelope or heating and cooling equipment to Internet of Things (IoT), such as smart and connected elements in the living space and common elements in a condo high-rise community. Tridel's first SMART building is currently under construction at 10 York in Downtown Toronto.

Tridel is working to assist with cellular coverage in their high-rise communities. For 10 York, Tridel is using the latest innovation involving the design and deployment of a DAS (distributed antenna system) to improve coverage.

**TRIDEL
SMART COMMUNITIES
WOULD INCLUDE:**



**REAL-TIME SUITE ENERGY
DASHBOARDS TO DRIVE
GREATER SUSTAINABILITY**



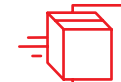
**SMART-PHONE
CONTROLLED DOOR
LOCKS**



**AUTOMATED PARKING
CONTROLLERS WITH LICENSE
PLATE RECOGNITION**



**IN-SUITE DIGITAL PORTALS
TO SECURITY CAMERAS
THROUGH THE COMMUNITY,
WITH ABILITY TO GRANT
VISITORS ENTRY**



**INTEGRATED LOCKERS
TO FACILITATE PACKAGE
AND SERVICE DELIVERY**



03. WORKPLACE BUILT AS A TEAM

“It’s when the whole company works as a team then it all comes together. At the end of the day, everyone has to be proud of what they’re doing. I think that’s ultimately the strength of the company.”

- Leo DelZotto, President of Tridel

Tridel employees have always been considered the backbone of our company, with 45% of our employees with us for over 10 years, and 25% between 5-10 years. We have always treated our staff as part of the family and they are a reflection of the beautiful diverse city of Toronto, where we build.

People often only think of us as a construction company. We’re about a lot more than hammers and nails. We have hundreds of unique roles, a family of brands and endless opportunities where creative, engaged people make this more than a job. It’s their passion.



CORPORATE CULTURE

While we've always had a strong Corporate Culture, we realize it is an evolving and crucial part of our business. Our Discovery Process in 2015, helped us to further define our aspired cultural characteristics:

- Family culture, where strong relationships are key
- Our brand, our customers and employees are central to everything we do
- Best company to work for / top employer
- Offer a unique opportunity to grow, develop and progress professionally
- Entrepreneurial, creative and collaborative in our approach and decision making
- Focused on our legacy (long-term)



We are Tridel
At the annual company update

PEOPLE & CULTURE STEERING GROUP

We are proud to have established the People and Culture Steering Group. Led by Andrea DelZotto, a third-generation family leader, the committee is comprised of department leaders from across the company. The mission is to ensure that the corporate values instilled in us by our founder Jack DelZotto are maintained for many years to come while we also embrace future technologies, needs and ambitions.

Over the past year our focus was on developing a Talent Manager Program to support the development and career progression of our employees. We also implemented a formal Compensation Program to ensure we remain market competitive in order to attract and retain top talent.

2017 GOALS:

BUILD OUR LEADERSHIP CAPACITY TO ENSURE THE READINESS OF THE NEXT GENERATION OF TRIDEL LEADERS AND THE CONTINUATION OF OUR SHARED LEADERSHIP APPROACH.

ADD RESOURCES TO OUR HR FUNCTION INCLUDING A NEW TALENT MANAGEMENT TEAM FOCUSED ON ENHANCING ALL ASPECTS OF THE EMPLOYEE EXPERIENCE.

INTRODUCE AN EMPLOYEE ONBOARDING PROCESS TO SUPPORT THE EFFECTIVE INTEGRATION OF NEW EMPLOYEES INTO THE COMPANY.

STRENGTHEN OUR EMPLOYEE COMMUNICATION PRACTICES TO INCREASE ENGAGEMENT AND TRANSPARENCY.



Meet
Cristina
Camilli

"When I applied for the job at Tridel 16 Years ago, I was coming from a construction company that told me 'the only way a woman would be on one of their sites, was if she was lost!' I will never forget that day. At Tridel, I was immediately offered a position on the construction site. I feel so proud to be part of the Tridel family, a company that supports their people, no matter what their gender or background. Hopefully my personal story will encourage more women to get involved in our industry."

- Cristina Camilli,
Finishing Superintendent

TRIDEL TAKE ACTION TEAM

Tridel introduced an employee-driven, cross-departmental action team focused on three fundamental pillars: Health & Wellness, Sustainability and Charitable Giving. The purpose of the action team is to engage employees in activities that are meaningful to them, while having fun at the same time. The team also organizes monthly lunch 'n' learns with approximately 80 people in attendance per month.

The Take Action Team was able to raise \$10,000 through our partnership with Free the Children to build a school in Los Rios, Ecuador. The group has initiated several employee-driven programs throughout the year to raise funds. Tridel has matched the funds raised to build a second school in Kipsongol, Kenya.

TRIDEL TAKE ACTION TEAM ACCOMPLISHMENTS 2016

HEALTH & WELLNESS

+40%

EMPLOYEES PARTICIPATED IN INITIATIVES
FIT FRIDAY WALKS,
YOGA, WALK OF LIFE
& VARIOUS SPORTS
ACTIVITIES...



SUSTAINABILITY

97

PAINT CANS DIVERTED FROM LANDFILL IN OUR EMPLOYEE PAINT DRIVE



429

KG OF E-WASTE DIVERTED FROM LANDFILLS



AMOUNT RAISED BY EMPLOYEES

\$10,000

**RAISED FOR
FREE THE CHILDREN SCHOOL**

\$2,500+

RAISED FOR BUILDING A FREE THE CHILDREN SCHOOL WELL BY SELLING TRIDEL S'WELL BOTTLES IN OUR #BANTHEBOTTLE CAMPAIGN



Free the Children
\$20,000 cheque presentation to build 2 schools

- AND MORE:**
- + CLOTHING DRIVE
 - + 95 VOLUNTEERS THROUGH COMMUNITY CLEAN UP DAY & BOWERY PROJECT
 - + MORE THAN 227 KG OF FOOD DONATED IN OUR ANNUAL FOOD DRIVE



Walk of Life

"You have everything if you have good health; your own and your family's."

- Leo DelZotto,
President of Tridel &
Chairman of the Cardiac
Health Foundation

Tridel has been a major sponsor of the Cardiac Health Foundation of Canada since 1987 and a proud supporter of the Annual Walk of Life since 1995. 101 employees along with their friends and families joined the Tridel Team in 2016.

WORKPLACE SAFETY



Provincially regulated standards set the minimum requirements for safety in our industry, but we go well beyond. We seek ways to constantly improve our health and safety program by partnering with contractors and suppliers to create new products and safety measures that, hopefully, will not only enhance health and safety on Tridel sites but will improve health and safety for the industry as a whole.

At Tridel, **safety is never compromised**. Our record since 2014 of **0 lost days due to injury** reflects that commitment. Safety is one of Tridel's six closely held core values, and it is demonstrated daily by our staff to achieve such an outstanding record.

Our dedicated team of safety professionals is one of the largest in our sector. They monitor our work sites to ensure they remain among the safest in the industry. We are also on the leading edge of developing innovations in safety practices and programs. At Tridel, we are committed to ensuring our employees have the best training, equipment, and processes in place to ensure the safest workplace possible.

TRIDEL'S 3 PILLARS OF SAFETY



**AWARENESS,
EDUCATION &
TRAINING**



**INNOVATION
IN
ENGINEERING
SOLUTIONS
FOR HIGH-
RISK WORK**



**PARTNERSHIP
WITH OUR
CONTRACTORS,
GOVERNMENT
& INDUSTRY FOR
CONTINUOUS
IMPROVEMENT**



Zero Tolerance

Tridel is committed to the safety of everyone working on our sites, including trades and contractors. We have implemented a zero-tolerance protocol for serious safety infractions with a monetary penalty system. All moneys collected are donated to Threads of Life, an association that provides support for families affected by workplace tragedy.



04. SOCIETY BUILT TO GIVE BACK

Giving back and contributing to society and local communities has always been a fundamental core value at Tridel. There are countless organizations that we have supported over the years; however, our current focus is to:



**DEVELOP THE NEXT
GENERATION
OF CONSTRUCTION
INDUSTRY TALENT**



**BUILD
RESPONSIBLE
& SUSTAINABLE
COMMUNITIES**

The ability of our business to create social and environmental change is a privilege. We make conscious choices to leverage the power of our employees, brands, customers and partners to support positive long-term changes that expand awareness and empower people in our communities to take action.



^
B.O.L.T.
Day of Discovery

B.O.L.T. **BUILDING** **OPPORTUNITIES** **FOR LIFE TODAY**



Tridel has always been extremely active in the community. However, in 2009, Tridel initiated B.O.L.T. as our most integrated CSR effort. It is a collaborative community and industry initiative to connect youth-at-risk to careers in construction. Not only does Tridel cover all administrative costs, but many employees are involved with mentoring these youth. Tridel has raised more than \$2.3 million to provide 212 scholarships to date.

Learn more at boltonline.org

KEY FACTS **ABOUT** **B.O.L.T.**

\$2,3

**MILLION RAISED
TO PROVIDE**

212

**SCHOLARSHIPS
TO DATE**

464

**DAY OF DISCOVERY
PARTICIPANTS TO DATE**

37

**MENTORING & JOB SHADOWING
PARTICIPANTS TO DATE**

42

**JOB PLACEMENTS
TO DATE VIA B.O.L.T. OR AFFILIATES**

18

**SPEAK OUT SESSIONS CONDUCTED
TO EDUCATE ABOUT B.O.L.T.**



Meet
Daniel
Allen

"The BOLT program gave me hope and opened doors for me to explore different career opportunities in the construction industry. I was able to take advantage of these opportunities and through hard work and perseverance, I am now a licensed ironworker. Thank you BOLT and Tridel for giving me a chance."

- Daniel Allen,
B.O.L.T. Scholarship recipient and Licensed Iron Worker





RONALD MCDONALD HOUSE

“You cannot help but fall in love with the cause and care so much to make sure everything went according to plan.”

- **Bruno Giancola**, VP Project Management, Deltera

Tridel’s construction arm, Deltera, provided industry-leading Project Management to help build the largest Ronald McDonald House (RMH) in the world, with 96 bedrooms and almost 100,000 sq. ft. of space.

Ronald McDonald House provides extremely affordable accommodation for families that come to Toronto in need of a place to stay while their child receives treatment for a life-threatening condition.

Ronald McDonald House
Proudly constructed
by Deltera



BOWERY PROJECT CULTIVATING COMMUNITIES



Bowery Project
Volunteers at YMCA
adjacent to the Tridel
SQ site

In 2015, Tridel sponsored a 1,500 milk crate farm behind the new YMCA Youth shelter adjacent to Tridel’s Alexandra Park SQ development in Downtown Toronto. Bowery Project is a not-for-profit organization that brings urban agriculture to vacant spaces. The initiative produced almost 1,000 lbs of organic produce over 2 seasons while engaging more than 30 youth and 200 volunteers.

Learn more at boweryproject.ca





▲
Yee Hong Community Wellness Foundation
At the annual Dragon Ball

YEE HONG

For more than 25 years, Tridel has been a proud sponsor of the Dragon Ball, the annual gala to support the Yee Hong Community Wellness Foundation. The Yee Hong community is a caring community where seniors and others enjoy the highest quality of life.



GEORGE BROWN COLLEGE ANGELO DELZOTTO SCHOOL OF CONSTRUCTION MANAGEMENT

“A good education combined with a brilliant, passionate mind is the foundation of success, not only for their future but for ours.”

- Angelo DelZotto, Chairman of Tridel

Tridel partners with academic institutions to help innovate and to develop the next generation of industry talent. It was with great pride that we made a gift of \$3 million to the Success at Work fundraising campaign by George Brown College to develop better education programs and facilities in the construction industry.

◀
Cheque presentation at Tridel's long-term service awards
Harvey Fruitman, Anne Sado, Angelo DelZotto, Leo DelZotto and Elvio DelZotto



Educating our Future

“We are honoured to be associated with Angelo DelZotto,” said Anne Sado, President of George Brown College. “Tridel is a strong supporter of post-secondary education and has played a particularly impactful role encouraging young people entering the construction industry. Mr. DelZotto embodies the values we try to instill in our students – honour, integrity and honesty.”

- Anne Sado,
President of George Brown College



05. TRIDEL GROUP OF COMPANIES

TRIDEL 2016 CORPORATE SOCIAL RESPONSIBILITY REPORT

Tridel, as the leader in condominium development in Canada, has expanded over the years to include more specialized companies to respond to the needs of the market.

The Tridel Group of Companies include the following:

DELTERA

CONSTRUCTION SERVICES
& REAL ESTATE AND LAND
DEVELOPMENT
DELTERA.COM

DELMANOR

SENIORS LIVING
DELMANOR.COM

DELSUITES

FURNISHED EXECUTIVE
ACCOMMODATIONS
DELSUITES.COM

DEL PROPERTY MANAGEMENT

CONDOMINIUM PROPERTY
MANAGEMENT
DELPROPERTYMANAGEMENT.COM

DEL CONDOMINIUM RENTALS

FULL SERVICE
CONDOMINIUM RENTAL
COMPANY
DELRENTALS.COM

DMS PROPERTY MANAGEMENT

RESIDENTIAL AND
COMMERCIAL PROPERTY
MANAGEMENT
DMSPROPERTY.COM

For the 2016 report, we have highlighted
Delmanor and DelSuites.

DELMANOR Inspired Retirement Living™



As our population ages, the Tridel executives realized the need for high quality, lifestyle focused Retirement Communities.



Delmanor was established 15 years ago and now has 5 communities located across the GTA.

SUSTAINABILITY

LEED®

Delmanor is proud to have the first LEED® certified building in the retirement rental residence category in Canada, with Delmanor Northtown in 2011. Since then, 2 other communities are LEED® certified, with Wynford awarded Gold and Prince Edward awarded Silver.

ORGANICS

All of the Delmanor communities have on-site dining, and in 2016 Delmanor introduced organic waste recycling and has diverted over 250,000 lbs of food waste from going into landfills.

CLEANING SUPPLIES

As a Retirement Community, Delmanor needs to consider not only the cleanliness of the building, but also the health and wellness of their Residents and Team Members. Three years ago, Delmanor decided to implement The Lotus Pro™ cleaning system, an H3O or electrically charged water system that replaces the need for cleaning chemicals.

“Delmanor's vision is to stay ahead of the curve in a diverse and changing world.”

INNOVATION

Delmanor continues to exemplify Tridel's commitment to building smart communities that are not only environmentally friendly, but also wired for modern day telecommunications. In 2016, Delmanor Prince Edward was awarded Realcomm's Digie award for the most Intelligent Senior Living Building.

MemoryPlus™

MemoryPlus Neighbourhood

A state-of-the-art dementia friendly neighbourhood was recently opened at Delmanor Elgin Mills, focusing on supporting residents living with dementia, including Alzheimer's.





DelSuites provides quality furnished suites in superb residential communities within the Greater Toronto Area (GTA) for longer term stays (min 30 days). DelSuites has developed a reputation for quality accommodations in prime locations (20 across the GTA) and personalized service. The condominium suites are all located in Tridel built communities and feature the Tridel lifestyle with top-of-the-line recreational facilities and environmentally friendly living.

SUSTAINABILITY

Delsuites was recently awarded a Tower of Excellence Award for "Best Green Progress" by the Corporate Housing Providers Association (CHPA). The award recognizes a company exemplifying environmental responsibility and social performance through their policies, plans and activities. Some examples of DelSuites sustainability activities are:



ENERGY SAVINGS

- Pre-programmable thermostats in most suites
- Replacing CFL lights with smart LED light bulbs for all applicable light fixtures
- Master switches for all suite power in many of the buildings.



REDUCED WATER

- Most suites have dual flush toilets and low-flow aerators



REDUCED PAPER

- Electronic guest directories and electronic lease signatures



WASTE DIVERGENCE

- Recycling bins are placed in all suites.
- Organic Bins in buildings that support this



EDUCATION

- Building awareness about environmentally friendly living to their guests e.g. best time of day usage for appliances

DONATIONS

DelSuites works hard to reduce waste, and has partnered with organization like The Furniture Bank, to ensure items can be reused when not needed further by DelSuites. So far DelSuites has donated:

63

SOFABEDS
WITH CHAIRS



385

TELEVISIONS



164

MATTRESS
SETS



AWARDS



**BEST TEMPORARY
RESIDENCE
PROVIDERS –
ONTARIO AT 2016
GLOBAL MOBILITY,
IMMIGRATION &
LOGISTICS AWARDS!**



**CERTIFICATE OF
EXCELLENCE
FROM TRIPADVISOR
FOR 3 CONSECUTIVE
YEARS.**



**CONSUMERS'
CHOICE AWARD
FOR 5 CONSECUTIVE
YEARS**



Inside a DelSuites
Furnished Apartment,
300 Front St. W -
Toronto





We are a privately held, family-owned company with just over 300 employees who work passionately and who want to make a difference. We hope that you were able to get a sense of who we are, where we want to go and how we want to get there.

We thank you for your interest in Tridel and for taking the time to review this report. As active corporate citizens, we look forward to engaging with you further to hear your feedback and suggestions for future reports.



Stacey Fruitman, CSR Strategic Advisor

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