

CORPORATE SOCIAL RESPONSIBILITY REPORT

TRIDEL[®]
BUILT FOR LIFE



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MESSAGE FROM THE PRESIDENT

The founding families and every employee at Tridel takes humble yet tremendous pride that our Company has led the industry in building sustainable condominium homes since the early 2000s. Within Tridel's mature and strong family culture, we know success is not an accident but a result of a clear, shared purpose. Our Core Values (Quality, Teamwork, Integrity, Innovation, Family Values, and Safety) are intrinsic to our approach in everything we do. Since Jack DelZotto built his first home in 1934, we have shaped numerous communities across the Greater Toronto Area with more than 80,000 homes.

We take an innovative approach in developing our communities. We listen and learn to adopt the best practices that serve both the customer and environment. New ideas and intellect come from everyone including our customers, trades, partners, and employees. We take on challenges and learn how to respond while being both socially and environmentally responsible. Our Corporate Social Responsibility mandate encompasses sustainability, employee development, giving back to our local (and international) communities, and reducing the environmental impact we have when building communities.

Our success is not because of independent efforts. You will find community involvement, sustainability, social responsibility, innovation and customer service in every facet of the business. These are not stand alone initiatives but rather a culture that is adopted across the organization so that everyone can contribute. As our mission states, we want to be the leader in creating and building quality condominium communities while having a positive impact on people's everyday lives, and on society as a whole. We understand that we cannot do this without having these principals ingrained into how we do business. We look forward to building exceptional and sustainable communities for many years to come.



Leo DelZotto, President and Chief Executive Officer of Tridel



OUR VALUES

Integrity is a strong part of our foundation. It is interlaced throughout our organization and was the initial driver behind establishing a Corporate Social Responsibility (CSR) program. Our CSR mandate encompasses many initiatives, but it is also rooted in our Core Values, which you will find at the heart of all we do.

**QUALITY TEAMWORK
INTEGRITY INNOVATION
FAMILY VALUES SAFETY**

ABOUT THE REPORT

We are proud to deliver our third CSR Report. Each year, as we prepare this report, we enjoy taking the time to step back and reflect on the goals we've achieved. At the the same time, we work to create new ones that will challenge us to raise the bar higher for our Company and the industry.

We deliver information that offers you an inside look at our Company and gives you greater insight into who we are, what we do, and how we do it. We firmly believe that transparency of business is crucial in deciding where to work, who to buy from and who to partner with. We want you to get to know the side of Tridel that fuels our drive for doing the right thing in all areas, the part of us that goes beyond building homes.

We are excited for you to learn and experience our passion when it comes to The Environment, Our Industry, Our Workplace and Our Society. We hope you enjoy getting to know us a little more.



01. ENVIRONMENT BUILT FOR THE FUTURE

“At Tridel, we are dedicated to being an environmental leader in our industry, not just because it’s a smart thing to do (for our homeowners and ourselves) but because it’s the right thing to do.”

- Adrian Wang, Director of Innovation & Sustainability

WE ARE ALL CONNECTED

At Tridel, we know that every decision we make today will have a great impact for generations to come. As Canada’s leading condominium developer, we are committed to being an environmental leader in our industry.

Years ago, we began the journey of building homes that meet the needs of today’s homeowners while supporting a sustainable future. We believe that understanding the impact we have on the environment is a priority and we build communities that are environmentally responsible, safe and healthy places to live.

THE STORY OF OUR COMMITMENT

Back in 2000, our President & CEO, Leo DelZotto, and Greg Nevison (Executive Vice President of Construction) in partnership with Jamie James (Sustainability Advisor) pioneered Tridel's path to sustainability. Together, they recognized the potential to align our development interests and environmental concerns while noting that better-run buildings are more efficient, have positive environmental impact, and producing savings for our homeowners. Three years later, they launched our first green community (Element, 2003) as well as Tridel's Built Green Built for Life.® Program. The first step had been taken towards a more sustainable condominium-living future.

To everyone at Tridel, being green is about more than just the environment; it is about doing our part to positively impact all those around us in the unique ways that we can. We see it going beyond our homeowners and the land that we develop, extending to the city and neighbouring communities where we can build capacity for education, employment and community.



Aqualina
Queens Quay &
Merchants Wharf



Tridel Eco-Suite

As the leader in the industry, we recognize the importance of educating the marketplace about Green Living. We have continued this tradition since the initial launch of our first Eco-Suite at Element in 2007.

Element, 2007
Reve, 2010
Aqualina, 2018

SUSTAINABILITY TIMELINE



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)

2003
ELEMENT
Tridel's 1st Built Green Built for Life® community – 4 Green Globes

2004
CaGBC
Tridel joins the Canadian Green Building Council



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
IIDA
Smart Environmental Award

2008
BILD
Green Builder of the Year award

2010
LEED® GOLD SCHOOL
at the North Toronto Collegiate Institute



BILD
Inaugural Green Builder of the Year award

2010
BILD
Green Builder of the Year award

2010
ECO-SUITE
launch at Rêve

2010
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

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

2017
TEN YORK
First community-wide smart home system

NETZED
Net zero energy suite is launched

BILD
Green Builder of the Year award

GREEN COMMUNITIES*

Innovation is a Tridel Core Value and we are dedicated to being a leader in the industry by building environmentally responsible communities. We are relentlessly committed to quality and sustainable building and it was our Element community that launched our Built Green Built for Life® program in 2003. In many ways since then, we have evolved that mission to become a green sustainable builder.

We lead sustainable residential condominium development in Canada, with more than 20% of the commercial certified LEED®** MURB (Multi-Unit Residential Buildings).

* All Tridel Green Building data calculated by Provident Energy Management.

** Leadership in Energy and Environmental Design (LEED®).



OUR CERTIFICATIONS

17 LEED® GOLD	484,307 SQUARE METERS	5,002 SUITES
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9 LEED® SILVER	240,701 SQUARE METERS	2,050 SUITES
-----------------------------	---------------------------------	------------------------

7 LEED® ND <small>1 NEIGHBOURHOOD WITH 7 BUILDINGS</small>	169,981 SQUARE METERS	2,159 SUITES
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1 ECOLOGO AWARD	39,951 SQUARE METERS	399 SUITES
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1 GREEN GLOBES	31,000 SQUARE METERS	352 SUITES
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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 9 out of 12 Green Builder of the Year awards from BILD.



Aquabella
Queens Quay &
Merchants Wharf

REGISTERED WITH THE INTENTION FOR LEED® CERTIFICATION

3 TARGETING PLATINUM	88,796 SQUARE METERS	765 SUITES
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21 TARGETING GOLD	645,931 SQUARE METERS	7,018 SUITES
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ENVIRONMENTAL IMPACT

We build with intentional and thoughtful design to conserve more energy, water and resources than any standard Building Code compliant buildings. A typical Tridel Built Green Built for Life® building consumes, on average, 34% less electricity, 57% less natural gas and 43% less potable water than a Model Reference Building. It also reduces Greenhouse Gas Emissions (GHG) by 41%, with construction waste diversion of 83%.



Bloor Promenade
Bloor & Islington

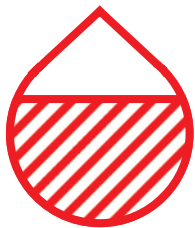
**TRIDEL BUILT
GREEN BUILT FOR
LIFE® BUILDING
CONSUMPTION
COMPARED
TO STANDARD
BUILDING CODE
COMPLIANT
BUILDING
CONSUMPTION**



**34% LESS
ELECTRICITY**



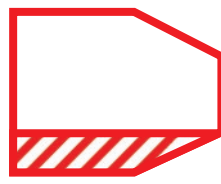
**57% LESS
NATURAL GAS**



**43% LESS
POTABLE WATER**



**41% LESS
GREENHOUSE GAS
EMISSIONS**



**83% LESS
CONSTRUCTION
WASTE**



Waste Divergence

Waste divergence programs are implemented on-site during the construction phase of every project's lifecycle. Materials such as wood, scrap metal, drywall, concrete, cardboard are diverted from landfills (with a target of zero disposal) and brought to the appropriate recycling facilities. In fact, our practice and preference is to work with suppliers who purchase construction materials and products with recycled content. As a sustainable developer, our commitment for on-site best practices involve the conservation and protection of the natural environment by reducing waste, emissions, and other pollutants, while minimizing the impact of construction. At the same time, we go above and beyond Ontario's regulations to reduce, reuse and recycle.

ESTIMATED IMPACT TO DATE

2.6

BILLION MJ OF
ENERGY SAVED



17.8

MILLION 60W
LIGHTBULBS TURNED
OFF FOR A YEAR

1.26

BILLION L
OF WATER SAVED



505

OLYMPIC SIZED
SWIMMING POOLS

35,305

SQUARE METERS
OF GREEN ROOF
INSTALLED



5.92

FOOTBALL FIELDS

48

MILLION KG
OF CONSTRUCTION
WASTE DIVERTED



384

DUMP TRUCKS

109.5

MILLION CO₂E
IN GHG SAVINGS



23,065

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.***

Tridel has made the following environmental impacts with our Built Green Built for Life® programs (please see data on the left). Energy and water consumption reductions are based on the green building performance compared to a Model Reference building.****

2.14

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

* Data was calculated by Provident Energy Management.

** As LEED® ND (Neighbourhood Development) data is compiled as a consolidated amount for all buildings in the neighbourhood, we estimated the 5 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

Our head office was built in 1969 and has grown with our Company. This year, we began an office renovation that will extend into 2018. Before beginning the renovation, we took many key insights and learnings from our energy audit conducted by Provident Energy Management in 2015. As a result, during demolition, we repurposed, donated or recycled our office furniture, carpets and supplies wherever possible. The Design and Construction Teams worked to improve accessibility and requested the use of sustainable materials. As the health and wellness of those around us is very important, we ensured the use of environmentally friendly products, like low VOC paints and committed to improved ergonomic office practices for our employees and guests.

In 2018, we will audit the as-built construction and increase our focus on reducing our office consumption and waste.



TRIDEL CORPORATE SOCIAL RESPONSIBILITY REPORT

SOLAR PANELS

In our continued effort to be an environmentally responsible company, we installed rooftop solar panels at our 4800 Dufferin Street Head Office in 2011.

Solar panels were also installed at the Metrogate Sales Office in Scarborough.



GENERATED
APPROXIMATELY

50%

OF THE ELECTRICITY
NEEDS FOR THE
BUILDING



TO DATE, THEY
HAVE GENERATED

62,769

KWH

Additionally, solar panels are currently installed in two (2) existing Tridel communities, with two (2) more currently under construction.

OFFICE RETROFITS

In an effort to raise the bar higher for ourselves, we retrofitted our head office with LED bulbs.

PROJECTED SAVINGS
OF ABOUT

\$8,000

PER YEAR

ELIMINATING MORE THAN

5,300

KG OF CARBON
DIOXIDE FROM THE
ATMOSPHERE

2017 SUSTAINABILITY ACCOMPLISHMENTS

- Managed office retrofits with sustainability goals at head office (e.g. lighting) and reduced energy and water consumption by 10%
- Developed a waste divergence plan for new buildings
- Encouraged in-office environmentally friendly practices such as increased recycling, reduced printing, reduced disposable water bottle usage, encouraged carpooling, participated in waste reduction week and other programs.

2018 GOALS

- Further develop our CSR platform with the plan to engage and educate the broader communities where we build by investing in a Community Relations Program and by adding a full-time resource to support our initiatives.
- Expansion of our district energy programs (Enwave) to support our green alternatives to conventional air conditioning.
- Assess and expand our waste divergence programs to current buildings in our market-cycle and for our legacy portfolio under Del Property Management while creating a standard implementation for all new buildings.
- Support active transportation by implementing Elby Bike and bike-share programs as well as encourage their use through dedicated painted bike lanes.
- Work with our trade partners to conduct roundtable action reviews so that we may evolve a more aggressive Supplier Sustainability Program.



OUR NEAR FUTURE

Our vision is to lead ourselves and the industry to this expanded perspective of sustainability and CSR. Tridel, a privately owned company and Canada's leading condominium developer, has a great strategic opportunity to create a greater market differentiation for our brand while also influencing change within the industry.

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 designing and building resilient climate change-adaptable high-rise buildings so our communities can be better prepared to respond to natural and man-made disturbances. We plan to gather further momentum in 2018, 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 and community are 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 and evolve their sustainability plans.



02. INDUSTRY BUILT TO LEAD

TRIDEL CORPORATE SOCIAL RESPONSIBILITY REPORT

BUILDING HOMES FOR MORE THAN 80 YEARS

80,000+

HOMES BUILT IN THE GREATER
TORONTO AREA (GTA)

2,000+

SUITES IN OUR CONDO
RENTAL DIVISION (DEL
CONDOMINIUM RENTALS)

67,000+

SUITES, IN 300 CONDOMINIUMS
MANAGED BY OUR PROPERTY
MANAGEMENT DIVISION
(DEL PROPERTY MANAGEMENT)

450

SUITES IN OUR EXECUTIVE
SUITES DIVISION
(DELSUITES)

5

SENIOR COMMUNITIES SERVING
APPROXIMATELY 600 CLIENTS

WE TAKE OUR LEADERSHIP ROLE SERIOUSLY

Everything we do has an impact on condo living in the GTA and to remain a leader we need to continue innovating and carving out the path for the next generation of homebuilders. Only then can we shape the landscape of condo living in the GTA.

WHIRLPOOL CANADA BRINGS CARE TO OUR CONDOS & COMMUNITIES

To build responsibly and sustainably requires that we work together with industry suppliers and manufacturers that share our vision for reducing our effect on the environment while contributing where we can, to make a positive social impact. Whirlpool Canada, as a leading appliance provider for Tridel communities, is a perfect example. Together, Tridel and Whirlpool Canada have collaborated through charity donations, innovation summits, CSR and sustainability initiatives.

Whirlpool Canada's recipe for success includes smart innovation focused on improving lives every day through world-class products and services. There's a variety of brands within the Whirlpool family including the Maytag®, KitchenAid® and Jenn-Air® brands, which means Tridel condo owners enjoy world-class appliances with a variety of options to fit their lifestyle.

Even more than that though, Whirlpool, like Tridel, has a deep commitment to caring for the communities around us through its sustainability and CSR initiatives. Whether it's developing high-performance appliances that conserve the earth's resources, there are many ways Whirlpool works to minimize its impact on the planet. This includes the use of wind turbines in its facilities and earning the ENERGY STAR® Manufacturer of the Year Award eight of the last ten years. With a focus on communities as well as the earth, Whirlpool Canada is also a proud platinum sponsor of Habitat for Humanity Canada.

From around the world, to the community around you, to inside your condo, Whirlpool Canada brings greater impact to the Tridel promise of Built for Life®.



INDUSTRY LEADERSHIP

To be the best, we have to work with the best.

This is why many members of our team actively partner with Taron 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.

50
BILD AWARDS

7
TARION

4
J.D. POWER &
ASSOCIATES

10
OHBA

1
TORONTO
BOARD OF TRADE

At Tridel, we have been actively involved in advocacy and leadership roles in the industry by committing to many sustainability and green committees and boards including:

- Green Committee at Building Industry and Land Development Association (BILD)
- Ontario Building Code Conservation Advisory Council representing BILD's high-rise industry (Ministry of Municipal Affairs and Housing)
- Toronto Green Standard (TGS) Update Committee

- Toronto Green Roof Steering Committee
- LEVEL MURB mid and high-rise Green Building Certification Program Technical Steering Committee with EnerQuality and BILD
- Cleantech and real estate startup advisory roles at MaRS and DMZ at Ryerson
- Board of Directors at Residential Construction Council of Ontario (RESCON)

We recognize the importance of industry partnerships in advancing academic research projects, and have worked with many research teams on topics such as building envelope improvements, thermal break strategies in concrete slabs, stack effect in high rise buildings, virtual 3D building design and smart building control strategies. George Brown College, University of Toronto and Ryerson University are a few of Tridel's key academic partners.

Most recently, we have partnered with Centre for Sustainability and Excellence (CSE) as part of our initiative to advance greater levels of CSR performance in our business practices. Leveraging our talent from within, we were able to certify three members of our team with the Certified Sustainability Practitioner Program (CSR-P) offered through CSE.



Danielle Feidler,
Senior Vice President,
Brand Experience, CSR-P



Adrian Wang,
Director, Innovation &
Sustainability, CSR-P



Jacinta Grootjen,
Senior Manager, Talent
Development, CSR-P



2018 GOALS

- Continue on the path of being an industry leader by hiring a Community Relations and CSR Manager
- Expand certifications of CSR-P within our CSR team

CUSTOMER CARE

The Tridel Customer Care team exists to provide Inspired, Committed and Extraordinary (ICE) service. Its success is reflected in higher customer and employee satisfaction, engagement, and loyalty.

Over 97% of our customers report that they would buy a Tridel home again and refer family and friends. Many already have. We have a significant following of repeat buyers (over 4,000) and pride ourselves on our ability to create quality homes and exceptional experiences. Of all things we have built, the trust of our customers and employees is valued the most. Our repeat customers and long-term employees are the ultimate expression of that.



Trio at Atria
Sheppard & Highway 404



"I value the trust placed in us by our customers, who are partners in creating homes and communities for them and their families. At Tridel, Customer Care exists to not only to build and deliver outstanding condominiums, but to delight customers by delivering outstanding experiences. I am honored to represent Tridel as a member of the Ontario Home Builders Association/TARION Liaison Committee, and as a member of TARION's Condominium Task Force, which work to improve homeowner experiences through communication initiatives and regulatory change."

- Marc Sammons,
Senior Director,
Customer Care

SHAPING COMMUNITIES

At Tridel, we go well beyond the bricks and mortar of a building to help shape our communities. We listen to those who live in and around our communities, ensuring every voice is heard and meeting the needs of those who are impacted as we build. We believe that collaborating freely with all our stakeholders is key to successfully delivering a home in a meaningful community.

In partnership with our in-house Development department, we pay the utmost attention to long-term sustainability of our communities.

ALEXANDRA PARK & LESLIE NYMARK

We are a proud partner in the revitalization of Alexandra Park in downtown Toronto and Leslie Nymark in North York. This is a unique long term private-public partnership with Toronto Community Housing Corporation (TCHC), Tridel and our foundation Building Opportunity for Life Today (BOLT) Foundation.

The revitalization of Alexandra Park is a 15-year transformation that will create a vibrant community where people will thrive. As part of this partnership, we have provided access to employment, job shadowing, training, scholarships and mentoring opportunities to both residents of our revitalization communities as well as other TCHC residents throughout the city of Toronto.

We will continue to work with our partners at TCHC, City of Toronto, residents of the Atkinson Coop and our SQ site in developing impactful social and economic development plans that build on the success of the first phase of the Alexandra Park revitalization.



SQ2
Spadina and
Queen West



DELTERA

Deltera Inc. is a member of the Tridel Group of Companies. It specializes in the construction of high-rise residential developments (condominium and rental) and has a strong reputation for quality and innovation. Deltera has also built mixed-use projects, non-profit residential, long-term care facilities, seniors independent living, townhomes, high schools and institutional buildings.

Tridel and Options for Homes Executives
with Toronto Mayor, John Tory



It is possible.



OPTIONS FOR HOMES

Another way that we contribute to making Toronto a better place to live is through Deltera's 18-year relationship with Options for Homes. Options is Canada's largest developer of affordable ownership housing featuring a down payment support loan that helps purchasers become homeowners, on average, 10 years sooner.

Options for Homes, is a mission-driven social enterprise that makes homeownership more affordable by developing high-quality homes with simple amenities, built by Deltera, in up-and-coming neighbourhoods. In 1994, Options developed the first of three condominiums in The Distillery District. Since then, they have made homeownership possible for over 3,000 people through 11 completed communities with three more currently in construction.

Supported by the Deltera Team, all purchasers enjoy tremendous client success support from the small but mighty team at Options. Through Deltera, we are committed to supporting Options' mission of providing the opportunity for people of moderate means to put down deep roots in a community, build equity, and generally improve the quality of life for themselves and their children through homeownership.

INNOVATION

SMART CONNECTED BUILDINGS

Tridel is pioneering one of the first community-wide smart home systems - Tridel Connect™. Initially conceived to replace the need for cumbersome key fobs, archaic garage doors, enterphone and thermostatic controls, it represents the culmination of progressive, forward-thinking and years of research. This new integrated community and insuite network architecture will open up a wide array of new intelligent design technologies for our customers. Tridel Connect™ will be featured in early 2018 at our Ten York community and will give residents the ability to connect and control many of their suite systems (i.e. temperature). This smart connect feature is one of many that will help our residents become more aware of their impact on energy use and change their behavior, allowing them to live more sustainably and even save on costs. In addition, Tridel Connect™ will integrate aspects of property management communications, common area security and HVAC controls with an insuite wall pad that residents will use to stay informed and involved in their community.

Ten York will also feature the best and most advanced technologies like automated parcel reception services, license plate recognition software, distributed antennae systems and more. All these features combined provide a seamless integration of technology into the lives of our residents and allows them to be in control to live sustainably and conveniently like never before.



TOWER LABS

Tower Labs is a non-profit organization supported by Tridel and MaRS innovation hub to accelerate the adoption of green building products through on-site technology and product demonstration. An example of our collaboration with Tower Labs is the development of the ERV cores at 10 York which provides all the fresh air directly into the suites. By using a polymer core, the suites are able to recover both sensible and latent heat through recaptured humidity. This promotes higher energy savings as well as a better environment for millwork and wood finishes.

Another example of a Tower Labs project is the NetZED™ suite at Aqualina at Bayside. NetZED™ is an all-electric dwelling where electricity produced from the sun is equal to the electricity consumed by the suite creating a net zero consumption at the end.

TOWER > LABS
@MaRS



Ten York
York & Harbour



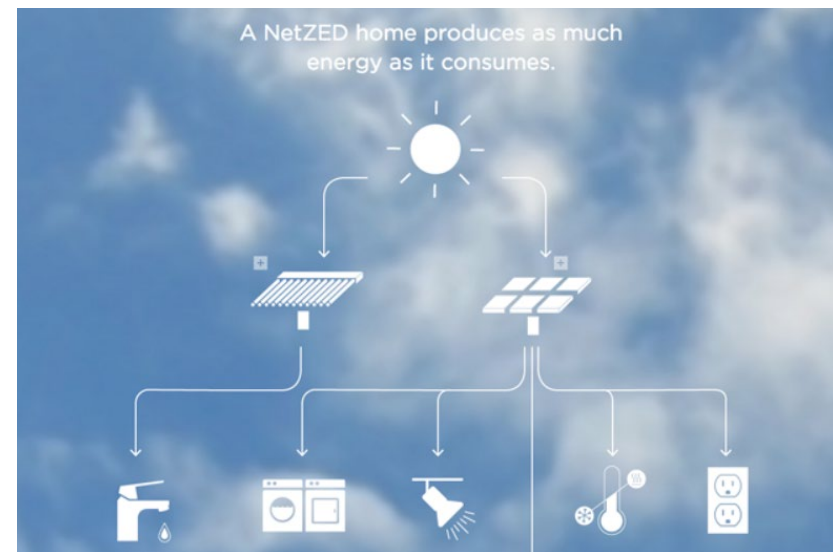
Aqualina
Queens Quay & Merchants Wharf

NETZED™ AT AQUALINA

To be completed in the fall of 2018, the NetZED™ (Net Zero Energy Dwelling) is a self-contained suite which produces as much energy as it consumes. To do that, it features an array of both solar thermal and solar photovoltaic (PV) panels on the roof. The PV panels produce electricity while the thermal panels heat up the domestic hot water to feed into a storage tank. While the supply of power is addressed through the rooftop panels, the consumption has been diminished through an increase envelope insulation achieved through triple pane windows and thermal transitions in broken structures. Moreover, the HVAC, lighting and appliances are all highly energy efficient. There's also sophisticated monitoring tools which enables the homeowner to reduce their environmental footprint.

“When we first conceived of a net-zero, carbon free condominium for high-rise living back in 2012, we had to plan forward 5 years to envision what innovations would have an impact on our industry and in the market - while supporting an exemplary homeowner experience. We have already seen a number of the features become both more available and affordable. Thanks to projects like NetZED™, home buyers will have many more choices to enjoy a modern sustainable urban lifestyle in the near future.”

- **Jamie James**, Sustainability Consultant





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 & CEO of Tridel

We know our success is directly related to our ability to attract, employ and develop the best talent our city has to offer. Our people are our strength and the reason we remain the market leader year after year, decade after decade.

People often think of us as a construction company but we are about a lot more than buildings. We have hundreds of unique roles, a family of brands and endless opportunities. Creative, unique, engaged people make this more than a job, but a career.

With 25% of our employees with us for over 10 years, we have an experienced and dedicated work-force that ensures our culture is preserved and that we advance our CSR initiatives – they are, figuratively and literally, a family of employees working to always do the right thing.



“Over 16 years ago, Tridel offered me my first full time, permanent job in Canada. I started as an Administrator in the Customer Care department.

Showing an interest in technology, I was given a chance to start as a Help Desk Coordinator in the IT department, despite not having a technical background. I attended seminars and courses and was able to obtain my Support Centre Manager certification and my Project Management Professional Certification (PMP). In 2009, I was promoted to Support Center Manager.

My story proves, that if you have the right attitude, moving up within the company is encouraged at Tridel.”

- Christina Zaharia,
Support Centre Manager

CORPORATE CULTURE

Our employees are who will continue to make us competitive, resilient and sustainable. Our beliefs are behind every decision we make and are the foundation of our brand and business.

We are a company that believes in:

- A family culture, where strong relationships are key
- Our brand, our customers and employees are central to everything we do
- Being a best company to work for/top employer is fundamental to our success
- Offering a unique opportunity to grow, develop and progress professionally
- Entrepreneurial mindsets, creative thinking and a collaborative approach to decision making
- Focusing on our legacy (long-term)



Tridel Tour
Employees from
Head Office touring our
Bayside Community

PEOPLE & CULTURE STEERING GROUP

Now in its third year, the People & Culture Steering Group’s mission is to ensure that the corporate values instilled in us by our founder, Jack DelZotto, are maintained across the company. Chaired by Andrea DelZotto, a third-generation family leader, the committee is comprised of Executive and Senior Leadership from across the organization whose initiatives and vision guide the development of a cohesive and healthy culture within Tridel.

Our People & Culture Steering Group works collaboratively to shape the experiences of employees while embracing changing technologies, needs and ambitions within the industry, specifically within the workplace. They are proud to be responsible for ensuring Tridel is a best place to work.

A key accomplishment over the past two years was the creation of the Talent Development department whose mandate directly aligns with the strategic direction of the Group.





2017 ACCOMPLISHMENTS

- Launched our Leadership 101 program to build capacity in senior-leadership ensuring readiness of the next generation of Tridel changemakers and continuation of our shared leadership approach.
- Added three additional team members to the HR function, which included a Talent Development department, enhancing all aspects of the employee experience.
- Launched an employee onboarding process to support the effective integration of new and returning employees into the Company and streamlined training and education processes throughout the organization.
- Created the first ever Culture Book featuring our very own employees further establishing a corporate and employer brand and contributing to our goal of becoming a best place to work.
- Strengthened our employee communication practices by launching an employee communication platform and strategy, increasing employee engagement and transparency.
- Conducted a workplace wellness study to understand how we can improve the physical and psychological safety of our employees.

2018 GOALS

- Conduct a culture and engagement study to establish a roadmap for providing our employees with the best possible career experience.
- Build our management capacity to ensure current and new managers receive the necessary training and development to set them up for success in their leadership roles.
- Launch a Learning Management program to make training and development accessible for all employees regardless of geographic location. This ensures employees can keep up to date on the latest self-development opportunities as well as policies and procedures.
- Digitize our onboarding program by integrating technology to create a more transparent and paperless process for managers and new employees.
- Update our employee handbook so that it is user-friendly, relatable and relevant to today's workplace.

TRIDEL TAKE ACTION TEAM

An employee-driven initiative, the Tridel Take Action Team was created to do just that: take action for causes important to Tridel employees and the communities where we build. The purpose of our Take Action Team is to engage employees in activities that are meaningful to them, while having fun and building employee engagement at the same time.

All events organized, money raised, and supplies donated are in support of local and international communities identified by our Take Action Team. Our Team has volunteered its time on numerous occasions to support Free the Children, Prostate Cancer of Canada and other charities dedicated to reducing hunger and homelessness. The Team focuses on three fundamental pillars: Health and Wellness, Sustainability and Charitable Giving.

From food drives to lunch and learns or charitable giving initiatives, the Take Action Team hosted over 22 events in 2017. Most notably, our Take Action Team led a toy drive that collected over **400 toys** that were donated to our local communities in need. Building on the passions of our team, we were able to source and distribute over **100 backpacks** to two Toronto Community Housing Communities so that their youth were prepared for their first day of school.

Last year, the Take Action Team enacted the organization to build two schools, one in Los Rios, Ecuador and the other in Kipsongol, Kenya. This year, we **raised over \$5,000** to build a well for each school so that both could receive fresh and clean water.



TRIDEL TAKE ACTION TEAM ACCOMPLISHMENTS 2017

2,798 **954**

**LBS OF E-WASTE
DIVERTED FROM
LANDFILLS**



**BATTERIES
DIVERTED FROM
LANDFILLS**



6,120 **400**

**LBS OF TEXTILES
DIVERTED FROM
LANDFILLS**



**TOYS COLLECTED
FOR LOCAL
COMMUNITIES**



100 **\$5,000**

**BACKPACKS
DISTRIBUTED TO
LOCAL YOUTH**



**RAISED
TO BUILD TWO
WELLS**



Take Action Team
presenting a cheque to WE foundation.



Walk of Life

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

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

Tridel is a proud sponsor of the Cardiac Health Foundation of Canada and participates in the annual Walk of Life year after year. An employee-driven initiative for raising funds in support of this cause, employees at all levels of the organization raise money for campaign donations. Each year, countless hours are donated by Tridel employees to participate in this event. This year Tridel employees and their families volunteered over 320 hours for the Walk of Life.

WORKPLACE SAFETY

At Tridel, safety is never compromised.

We go above and beyond the standards that are set for safety within our industry. So much so that we have made safety one of our core values! Whether you work on one of our construction sites, at our head office, or are a trade or partner – safety is a priority.

We constantly seek ways to improve our Health and Safety Program by partnering with contractors and suppliers to create new products and safety measures that will not only enhance health and safety on Tridel sites but will improve health and safety for the industry as a whole. Regardless of where our employees work, we see safety as extending beyond just hard hats and safety boots.

To us, safety is not just physical, but psychological as well. It could be implementing a company-wide safety program, providing top-of-the-line safety equipment and ensuring that the thoughts and ideas of our employees are heard and expressed in a safe place.

Our dedicated team of safety professionals is one of the largest in our sector. 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.



2017 ACCOMPLISHMENTS

- Implemented an incident tracking system to collect information on any injuries that may occur on-site. This has helped us identify gaps, trends and proactively implement preventative measures into our workplace.
- Created a Project Safety Plan to provide site specific safety requirements to anyone working on our site. This provided transparency and insight into our processes and procedures that go above and beyond regulation.
- With the support from the Executive to provide a safe and healthy work environment, Deltera's Health and Safety Program was updated to reflect changes within the ever changing industry. We reevaluated the effectiveness of our programs and made updates and changes to our return-to-work plan, violence and harassment policy as well as proper training protocols for every position.
- To ensure consistency in training, we implemented a digital safety orientation which has provided comprehensive training to employees regardless of location. It gives us the opportunity to review and re-train on health and safety at any point.

2018 GOALS

- Develop a Young Worker Awareness Program (under 25 years) to prevent the number of injuries to young workers as well as provide them early comprehensive education and training on health and safety
- Creation of a Safety Products Catalogue so that we may be efficient and streamline processes when ordering safety equipment to ensure all staff have access to approved and regulated safety equipment.
- Implement a digital safety application to facilitate and bolster our safety program. This will create efficiencies as well provide an outlet for real time collection of information pertaining to inspections, training, safety talks and more thus providing the opportunity to proactively identify gaps.
- Conduct mental health first aid training to support and strengthen our commitment to providing a physical and psychologically safe workplace.



TRIDEL'S 3 PILLARS OF SAFETY



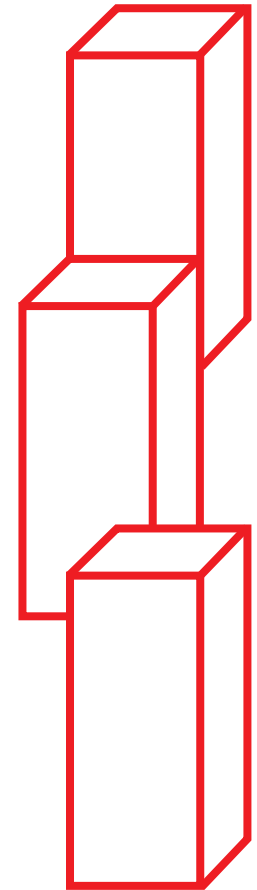
**AWARENESS,
EDUCATION AND
TRAINING**



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



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



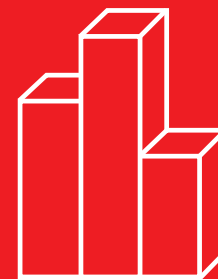


04. SOCIETY BUILT TO GIVE BACK

We appreciate the significance and responsibility of being a market leader and we are seriously committed to challenging ourselves and the industry to an evolutionary strategy that will maximize our collective potential. 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
AND SUSTAINABLE
COMMUNITIES**

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



BOLT
Students taking part
in Day of Discovery



BOLT

BUILDING OPPORTUNITIES FOR LIFE TODAY

BOLT was founded by Tridel in 2009 and upon its inception had the goal of raising awareness of opportunities for youth to gain knowledge and learn within the field of construction. This expanded to become a charitable foundation in 2013 focused on raising funds to provide financial support to under-resourced youth interested in gaining an education and/or career opportunity in construction.

Among its many accomplishments, BOLT has raised \$2.7 million and has awarded over 250 scholarships to date. Our foundation connects youth to skilled trades for specialized training, often resulting in employment. BOLT continuously raises awareness by hosting multiple events, such as Speak Outs and the Day of Discovery.

Learn more at boltonline.org

KEY FACTS ABOUT BOLT

\$2.7

MILLION RAISED FOR SCHOLARSHIPS

253

SCHOLARSHIPS TO DATE

511

DAY OF DISCOVERY PARTICIPANTS TO DATE

51

MENTORING AND JOB SHADOWING PARTICIPANTS TO DATE

53

JOB PLACEMENTS TO DATE VIA BOLT OR AFFILIATES

22

SPEAK OUT SESSIONS HELD TO EDUCATE ABOUT BOLT



“The BOLT program gave me the first opportunity to step into the construction world during a trip back in 2013 through a Day of Discovery. During my studies at George Brown College, the BOLT program supported me from my first day until I graduated. BOLT shared a huge contribution of financial support along with many other students. Besides the scholarship, Joanne made sure that I got all the support I needed— so she appointed me with a mentor. Finally, it sounds cliché but I would not be where I am today without the program. I am now a Site Coordinator for The Well – one of the biggest projects of Deltera today. I am proud and honoured to be part of the BOLT program.”

- Merry Grace,
Site Coordinator



BOWERY PROJECT CULTIVATING COMMUNITIES

Turning Vacant Spaces into Growing Places.

Over the past 3 years, Tridel has been partnering with the Bowery Project – a local not-for-profit organization with a mission to create opportunities for urban agriculture through the temporary use of vacant lots. In Alexandra Park, our partnership has led to a thriving community farm that provides organic produce to a local senior’s program and to over 100 children that attend the Summer Lunch+ program. Furthermore, the Spring session of “the urban farm set-up” engaged 20 youth residents from the Alexandra Park community plus Tridel and TCHC staff in a full day of moving crates, adding soil, and planting.

Learn more at boweryproject.ca



Bowery Project
Volunteers at YMCA
adjacent to the Tridel
SQ site

YEE HONG COMMUNITY WELLNESS FOUNDATION

For more than 29 years, Tridel has been a proud sponsor of the Dragon Ball. The Dragon Ball is the annual gala to support Yee Hong Community Wellness Foundation. The Foundation is a caring organization that benefits thousands of seniors and their families within the Greater Toronto Area. The Foundation's goal is to provide seniors the highest quality of life.

Yee Hong Community Wellness Foundation
At the annual Dragon Ball




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 Emeritus of Tridel

We are a strong supporter of education in the construction industry. Naturally, we felt it was necessary to enter into a partnership with George Brown College (GBC) where we both had the common goal of developing the next generation of industry talent. The Angelo DelZotto School of Construction Management emerged so that together, Tridel and GBC may develop leading edge education programs and facilities in the construction industry.

With GBC's unique and innovative approach to education, we partnered to enhance students learning opportunities by offering mentoring programs, regular guest speakers, participation in career fairs and internship positions. GBC is a strong supporter of our BOLT program and since 2011, BOLT has given out many scholarships, through GBC, for students studying at the Angelo DelZotto School of Construction Management.


George Brown College
Members of Tridel with George Brown
faculty, staff and students

ANGELO DELZOTTO SCHOOL OF CONSTRUCTION MANAGEMENT STATISTICS

 **496**
STUDENT
GRADUATED

 **7**
PROGRAMS
OFFERED

 **126**
SCHOLARSHIPS



“George Brown’s strength as an educator and innovator in the construction and engineering industry is greatly influenced by partners like Tridel, who help ensure our programs remain among the most relevant to the industry. This year we recognized the fifth anniversary of the naming of the Angelo DelZotto School of Construction Management. Thanks to the generous support of Tridel and the DelZotto family, we continue to provide access and opportunity to young people entering the construction industry.”

- Anne Sado,
President of George
Brown College



101 Erskine
Yonge & Eglinton

05. TRIDEL GROUP OF COMPANIES

TRIDEL 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

DELSUITES

FURNISHED EXECUTIVE
ACCOMMODATIONS
DELSUITES.COM

DELMANOR

SENIORS LIVING
DELMANOR.COM

DEL CONDOMINIUM RENTALS

FULL SERVICE CONDOMINIUM
RENTAL COMPANY
DELRENTALS.COM

DEL PROPERTY MANAGEMENT

CONDOMINIUM
PROPERTY MANAGEMENT
DELPROPERTYMANAGEMENT.COM

DMS PROPERTY MANAGEMENT

RESIDENTIAL AND
COMMERCIAL PROPERTY
MANAGEMENT
DMSPROPERTY.COM



DELMANOR[®] *Inspired Retirement Living*

Delmanor provides Inspired Retirement Living and senior accommodations with the goal of enhancing the daily experience of their clients by offering dependable, personalized attention. Their mission is to operate communities chosen by people who love life and expect the best.

FOCUS ON SUPPORTING LOCAL

- Delmanor made the conscious decision to switch to local products grown from Ontario or Canada (eg: most of our meats and poultry are from Ontario or Canada).
- Every year our team of chefs take part in the Healthy Heart's Chef Challenge, a charity fundraiser hosted by the Cardiac Health Foundation of Canada. The proceeds go towards building infrastructure at the Hospital for Sick Children.

BEEES

- A true farm-to-table initiative, in 2017, our Delmanor Etobicoke community launched a beehive program with Alvéole, a company based out of Montreal.
- Our goal is to save the bees! We produce 5-10 litres of Del Honey per season which are packed into small jars, used in cooking and also sold in Del Markets.
- All proceeds are given to charity alveole.buzz/en/.
- In 2018, Delmanor will be looking to include this program in another location with the goal of rolling out company-wide.

LED RETROFITS

This year the Elgin Mills and Glen Abbey communities underwent large renovations. Through this renovation, Delmanor was able to complete LED retrofits on an existing non-LED property. The anticipated savings per fixture is estimated to be between 15-20% with a reduction of capital costs of 40%.



DELSUITES

DelSuites provides quality furnished suites in superb residential communities within the Greater Toronto Area (GTA) for longer term stays (minimum 30 days). 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.

At DelSuites, we learn about what our employees are passionate about and the causes that motivate them. This information drives our CSR initiatives and influences our strategic direction. We commit to supporting our employees and advocate for them through workplace donation drives and fundraisers, ensuring they know they have made a difference in something they are passionate about.

COMMUNITY OF ANGUILLA

In support of hurricane relief efforts, we have donated linens and towels to the island and community of Anguilla. We proudly supported this cause as members of one of our employee's extended family were greatly impacted by this disaster.

LOCAL ANIMAL SHELTERS TORONTO HUMANE SOCIETY

Over past 2 years, DelSuites' employees have been involved with the local Humane Society and have donated gently used towels, blankets and bed sheets for the animals.

SUSTAINABILITY

In 2017, DelSuites and Del Condominium Rentals combined offices and underwent office renovations located at Tridel's Head Office.

The newly renovated office allows for energy efficiencies, sustainability and an increased productivity/employee well-being for all team members.

- Provided ergonomic workstations which will help prevent back, shoulder and neck pain and improve spinal health.
- Disposed of 12 printers at Head Office resulting in only 1 printer supporting our paperless initiative. By removing these printers, it has reduced our amount of paper consumption by 75%.
- Furnishings from our previous office were donated to Toronto Community Housing.
- Implemented Eco Pens that are environmentally responsible made with recycled barrels and recycled plastic for the guests in our suites.
- We purchase only LED light bulbs and have replaced all the bulbs in our suites and site offices. Additionally, we no longer use CFL and incandescent light bulbs. Any of the lightbulbs that have been replaced have been properly recycled and diverted from landfills.

May Pen Primary School

- Clarendon, Jamaica

In 2017, DelSuites supported a staff member, who as a child attended the May Pen Primary School in the parish of Clarendon, Jamaica. The school is one of the largest primary schools in Jamaica and the Caribbean with over 2,100 students from grades 1 to 6. To support the education of the children of May Pen Primary School, our employees donated school supplies which included books, pencils, bags, etc.

In addition, DelSuites supported this initiative by donating gently used linens and towels that were used for their "sick bay" rooms at the school.

Thank you to everyone who contributed to our third CSR Report and to you for your interest in picking up a copy to review. We are excited to have produced something that celebrates and reflects on the progress we've made. We are also inspired by the ambitious goals we have set for the future and know we have more to do.

We often say at Tridel, "if we know better, we can do better" and our commitment to Corporate Social Responsibility (CSR) is a direct reflection of that. Our customers, employees, trades and investors all are responding to the greater movement surrounding CSR. Our employees want a more meaningful job that provides an opportunity to make a difference; customers want to consume from someone they trust and are deeply aware about the impact of their purchases on society and the planet. Our trades and investors are joining us in knowing CSR is a source of new opportunities, innovation and competitive advantage.

Doing good is simply good business. Our privately held, family-owned company which just over 300 employees, share a deep and determined passion to make a positive impact in all that we do.

I hope you enjoyed the report and we welcome any ideas you have for improving it and our shared future.

Danielle



Danielle Feidler,
Senior Vice President,
Brand Experience CSR-P

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tridel.com

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