

The image features a red rectangular box in the top right corner containing the Tridel logo. The logo consists of the word "TRIDEL" in a bold, white, sans-serif font, with a registered trademark symbol (®) to its upper right. Below "TRIDEL" is the tagline "BUILT FOR LIFE" in a smaller, white, sans-serif font. The background of the entire page is a photograph of a modern building's exterior. It shows a concrete balcony with a glass railing and a handrail, overlooking a large body of water. In the distance, a line of trees and a small sailboat are visible under a blue sky with light clouds.

**TRIDEL**<sup>®</sup>  
BUILT FOR LIFE

**CORPORATE  
SOCIAL  
RESPONSIBILITY  
REPORT  
2015**



# INDEX

MESSAGE FROM THE PRESIDENT	02
OUR VALUES	03
ABOUT THE REPORT	03
ENVIRONMENT	05
INDUSTRY	21
WORKPLACE	33
SOCIETY	41

# MESSAGE FROM THE PRESIDENT

Although this is Tridel's first 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 \$1.2 Million to date and generating 168 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 homes for many years to come.



A handwritten signature in black ink that reads "Leo DelZotto". The signature is written in a cursive, flowing style.

Leo DelZotto, President of Tridel

# OUR VALUES

QUALITY  
TEAMWORK  
INTEGRITY  
INNOVATION  
FAMILY VALUES  
SAFETY



## ABOUT THE REPORT

We are proud to deliver our first 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, SVP 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



**2005**  
**VERVE**  
Ontario's 1<sup>st</sup>  
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**  
**LEED®**  
Tridel commits all  
new buildings to  
LEED® standards.

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



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

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

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

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



**2003**

**ELEMENT**

Tridel's 1<sup>st</sup> Built Green 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

**2007**

**BILD**

Inaugural Green Builder of the Year award

**2007**

**IIDA**

Smart Environmental Award

**2008**

**BILD**

Green Builder of the Year award



**2010**

**ECO-SUITE**

launch at Réve

**2010**

**TORONTO GREEN STANDARD**

Tridel commits to build Tier 2

**2013**

**AQUALINA**

Registered to target LEED® platinum certification

**2013**

**NETZED**

Net zero energy suite is launched

**2015**

**BILD**

Green Builder of the Year award

# 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 Provident Energy Management.  
\*\* Leadership in Energy and Environmental Design (LEED).  
\*\*\* All LEED® statistics verified by Canada Green Building Council.

## OUR CERTIFICATIONS

**15  
LEED®  
GOLD**

**4,661,684  
SQUARE FEET**

**4,451  
SUITES**

**8  
LEED®  
SILVER**

**2,303,243  
SQUARE FEET**

**1,730  
SUITES**

**5  
LEED® ND**  
1 NEIGHBOURHOOD  
WITH 5 BUILDINGS

**1,802,612  
SQUARE FEET**

**2,159  
SUITES**

**1  
ECOLOGO  
AWARD**

**429,872  
SQUARE FEET**

**399  
SUITES**

**1  
GREEN  
GLOBES**

**333,560  
SQUARE FEET**

**352  
SUITES**

**30**

**BUILT GREEN  
BUILDINGS**

**9.53**

**MILLION  
SQUARE FEET**

**9,091**

**GREEN  
SUITES**



With almost 16,000 green suites in the marketplace, we are the largest developer of green condominiums in Canada. We are proud to be the recipient of 7 out of 10 Green Builder of the Year awards from BILD.



**Aqualina**  
Registered with the intention to target LEED® Platinum certification

## REGISTERED WITH THE INTENTION FOR LEED® CERTIFICATION

**2**  
TARGETING  
PLATINUM

**720,123**  
SQUARE FEET

**672**  
SUITES

**6**  
TARGETING  
GOLD

**2,287,221**  
SQUARE FEET

**2,329**  
SUITES

**2**  
TARGETING  
SILVER

**772,622**  
SQUARE FEET

**898**  
SUITES

**7**  
TARGETING  
CERTIFIED

**2,740,485**  
SQUARE FEET

**2,947**  
SUITES

**17**

TARGETED LEED®  
BUILDINGS

**6.52**

MILLION  
SQUARE FEET

**6,846**

GREEN  
SUITES

# ENVIRONMENTAL IMPACT



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

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, 59% less natural gas and 40% less potable water than a Model Reference Building. It also reduces Greenhouse Gas Emissions (GHG) by 40%, with construction waste diversion of 82%.

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

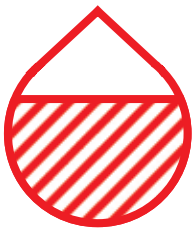
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**33% LESS  
ELECTRICITY**



**59% LESS  
NATURAL GAS**



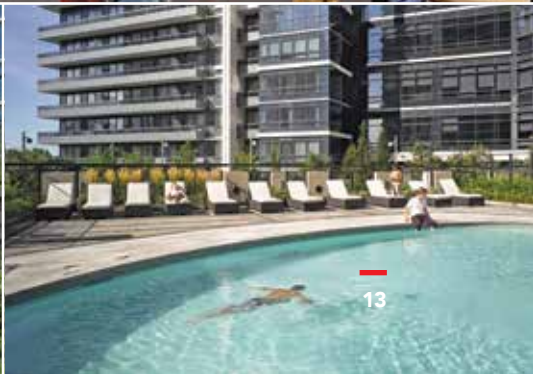
**40% LESS  
POTABLE WATER**



**40% LESS  
GREENHOUSE GAS  
EMISSIONS**



**82% LESS  
CONSTRUCTION  
WASTE**



## IMPACT TO DATE

**1.67**

BILLION MJ OF  
ENERGY SAVED  
(ELECTRIC & GAS)

=



**11.44**

MILLION 60W  
LIGHTBULBS TURNED  
OFF FOR A YEAR

**695**

MILLION L  
OF WATER SAVED

=



**278**

OLYMPIC SIZED  
SWIMMING POOLS

**18,965** =

SQUARE METERS  
OF GREEN ROOF  
INSTALLED



**4.25**

FOOTBALL FIELDS

**43**

MILLION KG  
OF CONSTRUCTION  
WASTE DIVERTED

=



**343**

DUMP TRUCKS

**70.8**

MILLION CO<sub>2</sub>E  
IN GHG SAVINGS

=



**14,903**

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.\*\*\*\*

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# 1.64

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

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\* 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

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 m<sup>3</sup>**



**WATER**  
**10,742 m<sup>3</sup>**



**ELECTRICITY**  
**2,172,423 kWh**



**GHG/YEAR**  
**416 METRIC TONS**

Our energy use intensity of the building is 263 ekWh/m<sup>2</sup>, which is just slightly lower than the 2003 Commercial Building Energy Consumption Survey (CBECS) of 282 ekWh/m<sup>2</sup>.\*

\* Consumption audit and analysis conducted by Provident Energy Management.

# ACCOMPLISHED IN 2015

## 4

**TRIDEL BUILDINGS RECEIVED LEED® CERTIFICATION**

## 4

**NEW TRIDEL BUILDINGS REGISTERED WITH THE INTENTION FOR LEED® CERTIFICATION**

## 1<sup>ST</sup>

**COMPREHENSIVE ENERGY & WATER USAGE AUDIT FOR OUR CORPORATE OFFICE:**

- ASHRAE LEVEL II ENERGY AUDIT
- LIGHTING AUDIT
- BUILDING CONDITION ASSESSMENT AUDIT

**CSR SUSTAINABILITY INITIATIVES LED BY THE 'GREENING OF THE OFFICE' COMMITTEE & THE TRIDEL TAKE ACTION TEAM**

**COMPILATION OF ALL GREEN BUILDING INITIATIVES TO DATE SETTING UP TEMPLATES FOR FURTHER MONITORING & ANALYSIS**



## 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 42,752 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 3 Tridel communities, with 2 more under construction to include solar panels.

## 2016 SUSTAINABILITY TARGETS

- 2 LEED® certifications and launch of 4 LEED® candidate buildings
- Develop a 5-year project plan to reach LEED® EBOM certification level of our corporate head office
- Make necessary changes 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 water bottle usage, and encouraging carpooling and other programs to reduce transportation emissions
- Sustainability evaluation and action plans for our Tridel owned construction and sales offices, along with corporately owned buildings of Delmanor



# OUR NEAR FUTURE

## 2016-2021

### 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 2016, 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)

**1,825**

SUITES IN OUR CONDO  
RENTAL DIVISION (DEL  
CONDOMINIUM RENTALS)

**62,000+**

SUITES, IN 240 CONDOMINIUMS  
MANAGED BY OUR PROPERTY  
MANAGEMENT DIVISION  
(DEL PROPERTY MANAGEMENT)

**375**

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 - 2015

25

BILD

7

TARION

4

J.D. POWER &  
ASSOCIATES

6

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 94%\* 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.

94%

**CUSTOMER  
SATISFACTION  
RATE\***

98%

**WOULD RECOMMEND  
TRIDEL TO A FAMILY  
OR FRIEND\***

Tarion is the organization that protects new homeowners to ensure builders meet warranty obligations. Of the 4,159 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 **44%** of all new home possessions in Ontario. They received year-end forms from only **4.4%** 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 10 years. \*\*\*

\* Tridel's internal customer satisfaction survey at time of Homeowner Orientation for 2014 and 2015

\*\* Tarion 2014 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. In 2015, I was honoured to Chair 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 Customer Care

# 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.



## 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.



SQ  
Spadina and  
Queen West



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 and Aquavista are both 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.

## 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)





**That orange wall is storing CO<sub>2</sub>**

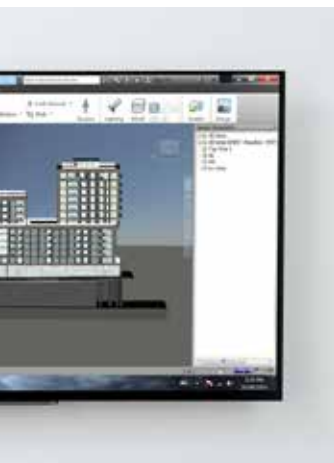
See the orange wall by the exit? It's not your average wall. It's built with CarbonCure concrete blocks.

CarbonCure collects waste carbon dioxide (CO<sub>2</sub>) from the smokestacks of large factories and converts this greenhouse gas into solid limestone to create a stronger and greener concrete block.

Want to help? Ask for CO<sub>2</sub> in your concrete. Learn more at [carboncure.com](http://carboncure.com)



**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





300 Front Atmosphere Condo  
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. This includes smartphone-controlled door locks, HVAC controllers and thermostats, near real-time suite energy dashboards, and digital portals for two-way communications with concierge and property management. Tridel's first SMART building is currently under construction at 10 York in Downtown Toronto.







## INNOVATION DEMOCRACY



Innovation is the process of making things better in significant and meaningful ways. Our approach to innovation is simple: to listen, to learn and to respond. Our intellectual oxygen comes from the thousands of customers, employees, trades and partners, who help us create revolutionary products, processes and services. We encourage an *innovation democracy* where ideas come from anyone and anywhere, both inside and outside the company.



Tridel is proud to be the recipient of the inaugural 2015 EnerQuality Award for building innovation in mid-high rise building.



**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



**We are Tridel**  
At the 2015 annual  
company update

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)

# PEOPLE & CULTURE STEERING GROUP

In 2015, we were proud to establish 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, we conducted focus groups and individual interviews by a third-party consultant to solicit and consolidate feedback from all departments and business levels. Monthly communication updates and recommended action items have already been implemented, with a commitment to ongoing Pulse Surveys to continuously gauge the needs of the organization.

## 2016 GOALS:

**1. REVIEW OUR TOTAL COMPENSATION PRACTICES TO ENSURE OUR ABILITY TO ATTRACT, RETAIN & REWARD OUR EMPLOYEES.**

**2. STRENGTHEN OUR PERFORMANCE MANAGEMENT PRACTICES TO PROVIDE EMPLOYEES WITH MEANINGFUL FEEDBACK & DIALOGUE.**

**3. INTRODUCE A CAREER BUILDING & TALENT REVIEW PROCESS TO SUPPORT EMPLOYEE PROGRESSION IN THE ORGANIZATION.**



## Meet Cristina Camilli

*“When I applied for the job at Tridel 15 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

In the Spring of 2015, we 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 set a goal 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 will be matching the funds raised to build a second school in Kipsongol, Kenya.

## TRIDEL TAKE ACTION TEAM ACCOMPLISHMENTS 2015

### HEALTH & WELLNESS

**+40%**

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



### SUSTAINABILITY

**1634**

**BATTERIES  
DIVERTED FROM  
LANDFILLS**



**3053**

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





## 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. 135 employees along with their friends and families joined the Tridel Team in 2015.



Habitat for Humanity  
Tridel volunteers at  
Adopt a Build Day

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### CHARITABLE GIVING

**60%**      **\$3,000**

**OF FUNDS RAISED  
FOR FREE THE  
CHILDREN SCHOOL**

**RAISED FOR B.O.L.T.  
EQUIVALENT TO  
1 SCHOLARSHIP**

#### **AND MORE:**

- + CLOTHING DRIVE**
- + 44 VOLUNTEERS THROUGH HABITAT FOR HUMANITY & BOWERY PROJECT**
- + MORE THAN 500 LBS OF FOOD DONATED IN OUR ANNUAL FOOD DRIVE.**

# 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 \$1.2 million to provide 168 scholarships to date.

Learn more at [boltonline.org](http://boltonline.org)

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

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\$1,2

MILLION RAISED  
TO PROVIDE

168

SCHOLARSHIPS  
TO DATE

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433

DAY OF DISCOVERY  
PARTICIPANTS TO DATE

24

MENTORING & JOB SHADOWING  
PARTICIPANTS TO DATE

32

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

13

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



## Meet Kiwayne Jones

*"The B.O.L.T. day of discovery really opened my eyes to a new world of possibilities for a career in construction. Job shadowing allowed me to work with all levels of personnel involved in the project and to try different types of roles on the construction site. Those weeks allowed me to make that decision to go to college with the help of a B.O.L.T. scholarship. I am now a proud graduate currently working as an on-site coordinator as part of our Deltera construction team."*

**- Kiwayne Jones,**  
Site Coordinator  
& recipient of the  
prestigious Duke of  
Edinburgh Award



## **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 400 lbs of organic produce while engaging more than 30 youth and 100 volunteers.

Learn more at [boweryproject.ca](http://boweryproject.ca)

# 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





## 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.



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 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

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 look forward to using all the initial information gathered from this first report as a foundation to set future goals and targets.

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.



A handwritten signature in black ink, appearing to read 'Stacey Fruitman'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Stacey Fruitman, Tridel CSR Lead

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PERMANENT



100% POST-CONSUMER

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