

REFINERY HOUSE



SUSTAINABILITY REPORT

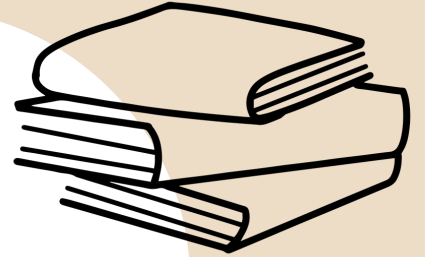
This is a snapshot of ways Refinery House is actively choosing to engage in Education, Environmental Protection, Employee and Community Care. If you are interested in more details on how and where we are investing our resources, please reach out!

EDUCATION

Growth begins with learning. Providing more and more opportunities for our team to increase and diversify their skill sets is important to us.

- 80hrs of styling and general education available per employee annually
- \$20,000 worth of scholarships distributed in 2021
- Books written by authors of color related to current social issues given to teammates
- JEDI and Trauma sensitive stylist training scheduled annually

- Goals:**
- Develop team library available at each location
 - Create introductory videos for JEDI and trauma informed stylists training for onboarding



ENVIRONMENTAL PROTECTION

It matters how we participate in the care of our planet. Refinery House kept the following out of the landfill in 2021 by contracting private waste removal through Green Circle:
488lbs of color1191lbs of foil***1437lbs of hair***
We reduced our water usage by 65% by using ecohead water reduction faucets on our hair sinks

- Goals:**
- Monitor track and report water and hydro usage
 - Encouraging staff to work at location closest to their homes (report on how far our employees travel)
 - Support organizations such as Tourism Chilliwack in their campaigns to protect the environment

EMPLOYEE CARE

One of the greatest ways we can impact our local economy and the lives of people we care very much about: treating our employees well.

We're committed to paying our hourly employees a **living wage**, based on data for our area at \$16.75 in 2021. Our stylists are paid by **commission** and on average make 25% higher than the typical stylists in BC. We **celebrate** each other and work to ensure people's birthdays and work anniversaries are acknowledged. Our employees get **staff discounts** AND we encourage our team to Hear, Listen and Act on behalf of the client in their chair. When they hear their client has suffered a loss, they have the freedom to apply any sort of discount to the ticket that seems appropriate to them: we discounted over \$20,000 worth of services in 2021. Employees who work more than 30hrs a wk are eligible for **health benefits** - including important things like dental, prescriptions, orthotics, paramedical services etc. The health of our employees matters

- Goals:**
- 5% of our revenue is being reserved to distribute to our employees in additional health benefits in 2022.
 - Try to facilitate at least 4 team events per year

COMMUNITY CARE

We are committed to giving back 1% of our overall revenue to local, global and community endeavors. We just keep doing the good thing that is in front of us.

We support local and global charities and organizations that provide equitable access to education, mental health support and the meeting of basic needs with women and children as the priority including Himalayan Life and Wilma's Transition House and a new foundation called Fresh Bread

Sometimes there isn't a charity registered to support the important thing in front of us; floods & fires happen, lives hit unforeseen devastation and people and employees just seriously need help. When we encounter a situation such as this, we use this fund to: JUST ACT. We don't always need a tax deductible receipt to prove we're doing good in this world.

- Goals:**
- Earn more, give more.

