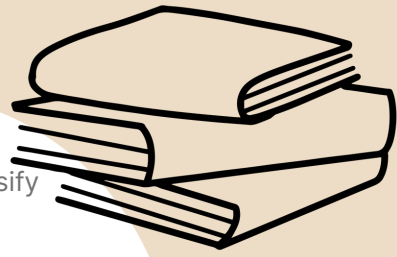


# REFINERY HOUSE



## SUSTAINABILITY REPORT 2022

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 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

Books written by authors of color related to current social issues available in our salon lending library

JEDI and Trauma sensitive stylist training scheduled annually

#### Goals:

*Create introductory videos for JEDI and trauma informed stylists training for onboarding*

*Add education accountability to Level lists annually, specifically around learning that exposes staff to different perspectives*

*Document staff education hours that have been completed*

*Reissue scholarships*

### ENVIRONMENTAL PROTECTION

It matters how we participate in the care of our planet. Refinery House kept **\*93 lbs of color and 1171 lbs of foil and hair\*** out of the landfill in 2022 by contracting private waste removal through Green Circle:

We tracked and reduced our water usage by 65% by using ecohead water reduction faucets on our hair sinks

#### Goals:

*Communicate waste/water usage/carbon footprint numbers to teams and clients*

*Check that waste management standards are being met in all the spaces*

*Support local initiatives in their campaigns to protect the environment*

*Consider adding new waste management processes such as recycling depot and composting*

### EMPLOYEE CARE

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

We're committed to paying our hourly employees a **living wage**, which, based on data for our area, is \$18.98 in 2022. In 2022, we surpassed this by \$2+/hour! 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 life milestones 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 a discount to the ticket that seems appropriate to them. We discounted over \$33,000 worth of services in 2022. Employees who work more than 30hrs a wk are eligible for **health benefits**, including important things like dental, prescriptions, paramedical services etc. The health of our employees matters.

#### Goals:

*Create accountable discounts*

*Assess 5% reserve annually (will always go to health benefits, the tax and the sick pay)*

*Make space to enable connection and invest in team relationships (shops have budget for events)*

*Launch Bonus structure trial*

### 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, Wilma's Transition House, Chilliwack Community Services 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 are hit with 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 do good in this world.

#### Goals:

*Clearly communicate & report on what we are doing*

*Reevaluate our volunteer program and invite team input on how they want to contribute to their communities*

*Intentional partnership/connection with specific local initiatives*

