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# REFINERY HOUSE



## SUSTAINABILITY REPORT 2023

THIS IS A SNAPSHOT OF WAYS REFINERY HOUSE IS ACTIVELY CHOOSING TO ENGAGE IN EDUCATION, ENVIRONMENT 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 STARTS WITH LEARNING. IT'S CRUCIAL FOR US TO OFFER MORE OPPORTUNITIES FOR OUR TEAM TO EXPAND AND DIVERSIFY THEIR SKILLS. WE'VE MADE SURE OUR STAFF CAN ACCESS 80 HOURS OF STYLING AND GENERAL EDUCATION PER EMPLOYEE EVERY YEAR. ADDITIONALLY, WE PROVIDE BOOKS BY AUTHORS OF COLOR THAT ADDRESS CURRENT SOCIAL ISSUES IN OUR SALON LENDING LIBRARY. WE SCHEDULE TRAUMA-SENSITIVE STYLIST TRAINING ANNUALLY AS WELL AS PROVIDE A TRAUMA-INFORMED INFORMATION DOCUMENT TO NEW STAFF. FURTHERMORE, WE'VE REVAMPED OUR EDUCATION LADDER TO CREATE A STANDARDIZED ADVANCED TRAINING PLAN WITH A SYSTEM TO KEEP TRACK OF HOURS. THIS PLAN WILL BE PUT INTO ACTION AND TESTED IN 2024.

#### 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'S IMPORTANT HOW WE CONTRIBUTE TO CARING FOR OUR PLANET. IN 2023, REFINERY HOUSE PREVENTED 58.0 LBS OF COLOR WASTE AND 368.8 LBS OF FOILS AND HAIR FROM GOING TO THE LANDFILL BY ARRANGING PRIVATE WASTE REMOVAL THROUGH GREEN CIRCLE, WE TRACKED AND CUT DOWN OUR WATER USAGE BY 65% BY INSTALLING ECHOHEAD WATER REDUCTION FAUCETS ON OUR HAIR SINKS AND, WE JOINED THE "PROTECT THIS GIFT" CAMPAIGN WITH TOURISM CHILLIWACK. WITH ALL OF THESE PRACTICES, WE'VE MADE IT OUR MISSION AND COMMITMENT TO INVEST IN BECOMING A GREEN CIRCLE SALON.

#### GOALS:

- COMMUNICATE WASTE/WATER USAGE/CARBON FOOTPRINT NUMBERS TO TEAMS AND CLIENTS
- CHECK THAT WASTE MANAGEMENT STANDARDS AND BEING MET IN ALL THE SPACES THROUGH NEW SEPARATION SYSTEMS
- 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 2023. IN 2023, WE SURPASSED THIS BY **\$0.66+/HOUR!** OUR STYLISTS ARE PAID BY **COMMISSION** AND ON AVERAGE MAKE %19 HIGHER THAN THE TYPICAL STYLIST IN B.C. 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 FREEDOM TO APPLY A DISCOUNT TO THE TICKET THAT SEEMS APPROPRIATE TO THEM. WE DISCOUNTED OVER \$53,477 IN SERVICES IN 2023. EMPLOYEES WHO WORK MORE THAN 30 HRS A WEEK ARE ELIGIBLE FOR **HEALTH BENEFITS**, INCLUDING IMPORTANT THINGS LIKE DENTAL, PRESCRIPTIONS, PARAMEDICAL SERVICES ETC. THE HEALTH OF OUR EMPLOYEES MATTER.

#### GOALS:

- CREATE ACCOUNTABLE DISCOUNTS
- ASSES 5% RESERVE ANNUALLY (WILL ALWAYS GO TO HEALTH BENEFITS (\$13,243.80), THE HEALTH TAX (\$13,942.94) AND THE SICK PAY(\$16,511.68))
- MAKE SPACE TO ENABLE CONNECTION AND INVEST IN TEAM RELATIONSHIPS (SHOPS HAVE BUDGET FOR EVENTS)

### 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. SOME OF THE CHARITIES AND ORGANIZATIONS INCLUDING: HIMALAYAN LIFE, WILMA'S TRANSITION HOUSE, CHILLIWACK COMMUNITY SERVICES, BREAST CANCER AND SALVATION ARMY (AWARENESS CAMPAIGNS) 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 THESE, 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

