

May 2017

- Internship begins with research on sustainable infrastructure, zero waste & policy
- Attended the London Environmental Forum

June 2017

- Projects concerning Living Walls, Charging Stations, and Internal Sustainability Committees commence
- Attended the Kitchener Energy & Environment Forum

July 2017

- Sustainability Committees formed at each location
- Review of company Corporate Social Responsibility conducted

August 2017

- Company Sustainability Policy created, mirroring legislative developments
- Sustainability program for learning & Development created

THE CHALLENGES OF SUSTAINABILITY IN RETAIL ENVIRONMENTS

Transparency

- Supply Chain
- Operations management
- Diversion Rates

Energy Consumption

- 'Green' buildings
- Contributions to green infrastructure

Partnerships

- Stakeholder management
- Knowledge-sharing
- Community enhancement
- Policy creation

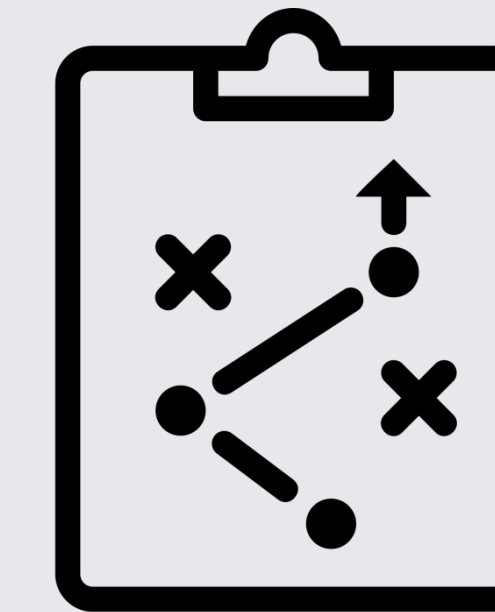
Waste Diversion

- Product end-of-life (EOL)
- Packaging / Shipping
- Contributions to the circular economy
- Special product recycling (i.e. mattresses)

KEY ACCOMPLISHMENTS

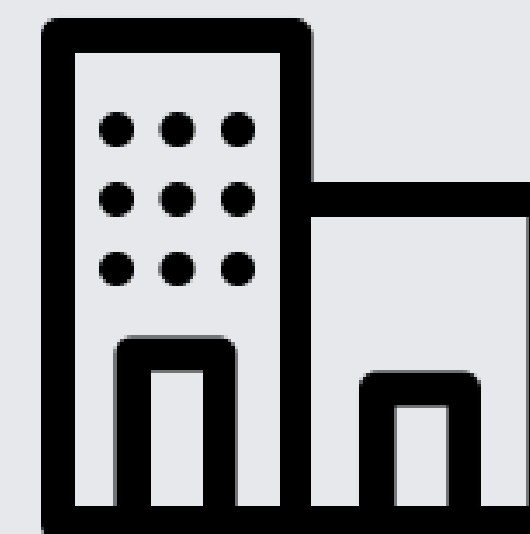
Strategy

- Aligned Tepperman's Sustainability Policy with current Legislation
- Prepared research for a revised Corporate Social Responsibility (CSR) Program



Infrastructure

- Produced research on 'zero waste' initiatives
- Supported the development of:
 - Circular recycling programs
 - Energy reduction programs
- Created grant applications
- Led the development of a Living Wall biofilter



Outreach

- Created Sustainability Committees at each of Tepperman's 5 locations
- Built relationships between each location and their respective community
- Attended and facilitated community-based sustainability events on behalf of Tepperman's



TAKEAWAYS

The human dimension

- Shifting organizational culture requires significant buy-in from all levels
- Buy-in from upper-management is crucial
- People respond to responsibility and tangible results

Strategy should be robust, iterative

- Strategy is not linear
- Materiality is crucial in determining
- Be proactive in aligning with forthcoming legislation

Indicators as guidelines

- Indicators allow you to report, share progress
- KPIs as 'checkpoints'

Encourage creativity, lead innovation

- What does sustainability mean to your team? Management? The local community? The industry?
- Creativity breeds innovation

