

ON SIDE RESTORATION®

Performance demonstrated.
Every day.



Policy Statement

At On Side, we're driven to be a leader in corporate social responsibility (CSR) in all aspects of our operations and activities. This policy serves as a guide to employees in all our branches across Canada and incorporates the following key elements:

Ethical Business Conduct

On Side Restoration expects the highest levels of personal conduct by all its employees, whatever their position. It is acknowledged that all effective business relationships, inside as well as outside the company, depend on honesty, integrity and fairness.

Workplace Health and Safety

We are committed to being a leader in Workplace Health and Safety. We will consistently provide workers with appropriate training, equipment, benefits and processes to safely carry out their respective tasks.

Fair Employment Practices

We will recruit, hire, coach, counsel, promote and compensate in a fair and equitable manner which is free of discrimination.

Continuous Improvement & Learning

We believe in creating an environment of continuous improvement. We endorse, provide and support employee learning and continuously look to improve our business in every way.

Environmental Impact

We will continuously look at finding, developing and implementing processes that improve our environmental impact.

Community Involvement

We will be actively involved in the communities that we serve, supporting charitable, community and industry associations with financial assistance, gifts in kind, skilled labour, and by encouraging employees to volunteer.

Legislative Requirements

We will meet all legislative requirements and will work in conjunction with legislative bodies to develop new practices that promote improved levels of Corporate Social Responsibility.

Sustainability Practices

Effects on our environment are one of our top priorities. We actively implement processes and procedures that contribute to overall sustainability, ranging from chemical products used in the restoration process, proper disposal of unsalvageable items and overall site management. Reducing our carbon footprint for a better tomorrow is extremely important to us. Every effort is made to educate our branch offices and staff on how to implement processes that encourage sustainability. To see the full list of what we're doing, see our practices.

Field Related Practices:

- Chemical products selected for use are environmentally friendly and/or biodegradable
- Materials marked for refuse are sorted on the job site and taken away only when necessary, reducing costs monetarily and environmentally
- Materials brought back to branch offices are sorted and consolidated into specific bins and taken away only when full to reduce costs both monetarily and environmentally
- Recyclable construction materials/goods are taken to Reuse-it Stores supporting local charities such as Habitat For Humanity
- We zone, where possible within a geographical area, reducing the need for employees to travel extensive distances; reducing our carbon footprint
- Crews carpool to job sites; reducing our carbon footprint
- Vehicles selected for use in the fleet that were once V8's are now V6's. If they were V6's, they are now 4 cylinders
- ESPORTA contents wash system allows items that could previously not be restored to be properly cleaned reducing the refuse in our landfills
- Plastic bins are used for contents coming back to the plants (dirty) to reduce the need for cardboard boxes on pack-ups
- Temperatures are reduced in the warehouses and spot gas heat is used
- Plastic curtains are used on large bay doors to 'naturally' manage and regulate warehouse temperatures

Field Related Practices:

- Doc-link: Paperless offices; a software system allowing previous paper processes to operate paperless through the management of workloads via computers
- High energy efficient flat screen monitors are replacing older monitors used at workstations
- Each work station has a recycle bin for paper
- Cubicles have glass on the upper portions, increasing daylight coming through the offices
- Each office has a bottle recycling program and money raised is donated to a local charity
- Auto light switches are used where possible
- High efficiency bulbs are used where possible
- Where possible, offices are located near bus routes or commuter train lines