

2019 Highlights

Sustainability performance

57 households benefited from the **low-income household support program**

Energy efficiency



Tons of GHG reduced:

74,472

vs. 77,123 in 2018

31 Academos mentors helped



609 young people

1 CNESST statement of offence

5%

increase in purchases of goods and services

Customer satisfaction

94.3% vs. 94.6% in 2018

Decrease in the work accident rate

10 events

vs. 22 in 2018



Women

35% of the workforce

20% of non-traditional trades



32.8%

GHG emission reduction in 2018 compared to 1990 levels



Recovery rate

86%



Net income up

18.4%



177 complaints vs. 181 in 2018

Obtaining the **ICI on recycle** certification

Tons of GHG reduced:

8,100

thanks to renewable natural gas