



Will

Sustainability Report 2022-2023

Published in July 2023

WILL SOLUTIONS IN 2022

Solar Impulse Label

WILL Solutions' Sustainable Community (SC) project is recognized as an effective solution by the Solar Impulse initiative.



Sustainable Development Goals (SDG's)

Will Solutions (WILL) plays an active role in the green economy by actively **supporting 6** of the 17 United Nations Sustainable Development Goals (SDGs) through its Sustainable Community solution.



Part of the VCS Program



Expert recognized by the Eco Leader Fund



HIGHLIGHT

B Corp Certification Renewal

Among the multitude of environmental attestations and certifications currently available, B Corp certification is one of the most credible and difficult to obtain. Based on an independent international standard, the B Corp assessment is designed to stimulate the private sector's commitment to sustainable development. With the creation of this rich, qualitative performance index aligned with the issues of our time, B Corp is the symbol of a transition towards a regenerative economy. It targets companies that must answer over 230 questions in various fields that overlap with ESG (Environment, Society and Governance) indicators.

It is in this context that WILL has obtained its B Corp re-certification for the next three years, until September 2025. The minimum score for this certification is 80/200. In 2019, Will's score was 83.5. In 2022, it was 143.7, almost 3 times higher than the median score for companies seeking this certification.

In their general comments, the B Corp assessors state that "Will Solutions is a socially responsible company that acts as a catalyst and active participant in a green, local, low-carbon economy. It offers high-quality, high-impact, VCS-certified carbon offsets as part of its Sustainable Community initiative". In their assessments by area or section, the following points were highlighted:

- Community section: founded on a community and social vision, WILL has been recognized particularly for its "giving model" and for its "contribution to local economic development".
- Employees section: thanks to a positive business model for sustainable development, WILL enables its employees to have a career in line with their fundamental values.
- Customers section: WILL designs accessible, high value-added services for the companies of tomorrow, aware that environmental management is not only a responsible and ethical choice, but also an economic one, enabling them to anticipate climate regulations, build a competitive advantage and optimize their value chain.
- Environment section: WILL, carbon neutral since 2007, has also been recognized for democratizing, facilitating, and encouraging climate commitment. In doing so, it creates sustainable communities that bring together eco-responsible players.
- Governance section: WILL has been recognized as a "protected mission" by the B Corp movement, demonstrating the quality and potential of its core mission.

Between 2010 and 2019, thanks to its Sustainable Community project (agglomeration of SME reduction projects in clusters), WILL contributed to the reduction of more than 6.4 million tons of CO₂ equivalent (CO₂e). Between 2020 and 2029, the company aims to reduce a further 34 million tons of CO₂e. In addition to this impact, WILL qualifies projects, quantifies, and verifies greenhouse gas (GHG) reductions to market and reward the reduction efforts of willing and committed participants.

Our Sustainable Community

97 MEMBERS are active participants in the Sustainable Community project on March 31, 2023.



+840 GHG reduction projects.



More than **675 buildings** in 13 regions of Quebec.



Some Sustainable Community projects:



UPA DE LA MAURICIE

The UPA de la Mauricie aims to encourage citizens to bring their autumn leaves and other green residues to agricultural enterprises so that they can be reused as compost.



MRC DE TÉMISCAMINGUE

At the MRC de Témiscamingue ecocenter, biomass is recovered, organic waste is composted, and paper is recycled to ensure better management of residual materials.



SOLAR PANELS IN HAVRE-AUX-MAISONS

Solar panels were installed to replace electricity generated with heavy fuel oil for a residential building on the Magdalen Islands.

SUSTAINABLE DEVELOPMENT AT WILL IN 2022

WILL's commitment to sustainable development is based on a three-year action plan, long-term planning, and annual reporting. Each year, the company submits a Sustainability Report outlining its environmental activities, greenhouse gas (GHG) emissions and actions to combat climate change. The report covers the fiscal 2022-2023 period, from April 1, 2022, to March 31, 2023.

WILL is actively committed to climate protection, integrating internal and external initiatives to reduce emissions and contribute, within its capabilities, to global carbon neutrality. The company has implemented innovative actions and is recognized for its efforts, as demonstrated by its outstanding results in renewing its B Corp certification and creating a second [Sustainable Community in Ontario](#). It also won the Innovation Award at the [Gala Grand Richelois 2022](#). Finally, through six of the United Nations' 17 Sustainable Development Goals (SDGs), WILL is actively participating in a green economy.

In addition, WILL is finalizing its 2024-2026 Sustainable Development Plan by early July. The company continues to run membership campaigns and seek new partners to strengthen its environmental commitment. It also organizes annual volunteer activities with a Montreal-based NPO. In addition, WILL absorbs its incompressible emissions through the

purchase of carbon credits to live up to its commitments and values. For the years 2022-2023, 43 VCUs will be purchased.

Employee well-being is a priority for WILL, which implements measures to ensure adequate physical and psychological working conditions. It also adopts an active **Equity, Diversity, and Inclusion** policy.

For the sake of continuous improvement, all the actions mentioned are assessed in the annual sustainable development report, with a view to making any necessary improvements. This report therefore provides the results of actions carried out last year.



Continuous improvement

In 2023, we plan to finalize sustainability initiatives started in 2022 and 2023, including:

- Sustainable Development policy;
- The new SD Action Plan from 2024 to 2026, incorporating new actions associated with the new indicators and targets.

RESULTS OF GOALS AS OF MARCH 3, 2023

GOAL 1

Increase the number of Sustainable Community members, as well as their eligible and verified GHG reductions.

Complete the marketing and sales of the resulting VCUs.

RESULT ACHIEVED

During the period from April 1, 2022 to March 31, 2023, WILL welcomed 5 new members to its Sustainable Community.

The company has also consolidated its commitment to sustainable development by establishing several strategic partnerships. These include collaboration with [Salesforce](#) for the Net Zero Cloud platform, a partnership with [Brainbox AI](#) to optimize energy consumption, another partnership with [DeepMarket Corp.](#) to facilitate access to carbon offsetting through its MintCarbon platform, and the creation of a new Sustainable Community in Ontario. These initiatives reinforce WILL's impact in reducing GHG emissions and promote sustainable practices.

97
MEMBERS



participants in the Sustainable Community project by March 31, 2023.

In comparison with the previous financial year, the number of members increased by **5%**.

GOAL 2.1

Promote our values through WILL’s activities.

GOAL 2.1A

Raising awareness of SD, climate change and the green economy among our members, customers, and the public, through our words and actions.

Actions: Produce original content, highlighting the relevant actions of CD members and specific to our business sector, and share it on our social networks.

Indicator: At least 4 communications (article, video or conference) per month.

RESULT ACHIEVED

This objective has been largely achieved and surpassed, thanks to WILL's efforts to raise public awareness on the various SD issues and promote community initiatives.

+ 600

Posts on our various web and social media platforms.



- Facebook/Instagram: 80 posts
- LinkedIn: 80 posts
- Twitter: 450 tweets
- YouTube: 15 posts
- 9 blog articles on our website.

MAINTAINING MEDIA PRESENCE:

In 2022 and early 2023, WILL maintained a dynamic media presence on various social networks, including Facebook, Instagram, LinkedIn, Twitter, and YouTube. In addition, it systematically fed its blog, various magazines, produced podcasts, and participated in various conferences and webinars. The content of these communications focused mainly on topics such as sustainable development, corporate GHG emissions reduction methods, voluntary carbon markets, GHG emissions, climate change and the socio-ecological transition.



In addition, WILL called on the *Exponentiel* firm to establish and implement an increased presence in the traditional media (radio, TV, newspapers). It has also pursued its climate action initiatives by continuing to roll out its communications plan and adopting a hypergrowth plan. In this context, WILL recently joined the Microsoft for Startups program, benefiting from several key advantages.

- 1** Firstly, the company can deploy digital solutions using *Microsoft Azure*, and then integrate the *Microsoft Cloud for Sustainability* platform.
- 2** Secondly, WILL has access to all Microsoft cloud services, such as Azure, Microsoft 365, Power Apps and Dynamics 365, to develop its digital solutions.
- 3** Finally, WILL continues to organize informative webinars on its GHG quantification and eco-responsibility support services, providing an essential platform for exchange and awareness-raising.

GOAL 2.1

Promote our values through WILL activities.

GOAL 2.1B

Give back to the community by helping to finance sustainable development projects.

Actions : Determine an amount at the end of each fiscal year that can be allocated for this purpose the following year.

Indicator : To have donated 10% of net profits to various community sustainable development projects (circular economy).

RESULT PARTIALLY ACHIEVED

During the 2022-2023 year, Solutions Will recorded favorable financial results, enabling it to devote 10% of its net profits to sustainable development projects, in accordance with its corporate documents. Among other things, it financed a \$5,000 sponsorship of the Trois Rivières Durable Foundation.

These funds will be progressively disbursed throughout 2023-2024 to support various sustainable projects.

In the meantime, between the end of May and the beginning of June 2023, for the 7th consecutive time since 2012, WILL handed over 40% of the carbon credit sales it made on local and international markets last year to Quebec SMEs based on a proportional distribution of reduction efforts. These carbon credits come from SMEs that are members and partners of Will's Quebec "Sustainable Community" project, registered under the VCS program, with the aim of accelerating climate action across the Quebec economy. The amount awarded in 2023 is \$2.1 million CDN. These initiatives testify to the company's ongoing commitment to sustainable development and its willingness to support projects and individuals who contribute to reduce the carbon footprint.

GOAL 2.2

Minimize the per capita intensity of our GHG emissions linked to employee and collaborator travel by promoting public and active transportation.

Actions : Encourage employees to use public and/or active transport for work-related journeys.

Organize team meetings or meetings with our partners in locations accessible by public transport and/or active transportation whenever possible.

Indicator : Reduce WILL's GHG intensity per employee and offset all transport-related emissions.

RESULT **ACHIEVED**

Our transport-related carbon emissions in 2022

In 2022, service-related travel resumed at Solutions Will after the period of interruption caused by the pandemic. Due to the expansion of activities and the rise in the number of employees, GHG emissions linked to business travel are more significant in 2022-2023 than those generated by cloud services.

For further details, see page 11



≈ 0% of WILL's carbon footprint in 2022 is linked to the use of cloud services.



In 2022, almost 100% of WILL's carbon footprint is linked to employee travel. The team has grown from 3 to 27 employees!

Our carbon footprint in 2022-2023

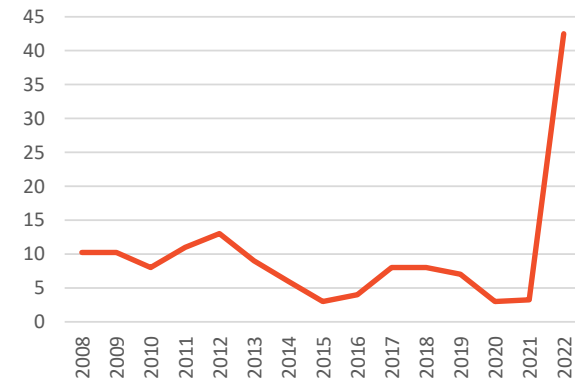
In 2022, at Solutions Will, service-related travel resumed after the pandemic-related halt, following the general corporate trend. However, due to the company's hyper-growth and increased activities, annual calculations of GHG emissions have not been carried out. Despite the absence of precise figures, it is certain that GHG emissions from employee travel for Solutions Will services have increased in 2022 compared to 2021, also exceeding emissions generated by cloud services.

In fact, Will Solutions has seen exponential growth in its carbon credit business partnerships, enabling it to expand its GHG emissions reduction activities. As a result, the number of employees has hyper-grown, leading to an increase in service-related travel. The figures on the right show the trend in Solutions Will's total annual GHG emissions and the average annual GHG emissions per employee over the years. The increase in emissions in 2022-2023 is directly linked to the company's growth in terms of activities and headcount.

- However, it is important to emphasize that Solutions Will is committed to sustainable development and has taken steps to reduce its carbon footprint. In particular, the company has chosen carbon-neutral Internet, communications, and cloud storage service providers, such as Microsoft. These initiatives testify to Will Solutions' ongoing efforts to improve its SD approach and contribute to the fight against climate change. To remain carbon neutral, Will will purchase 43 tonnes of carbon credits.

For the coming years, Will Solutions will maintain its commitment to sustainable development and pursue its continuous improvement efforts to reduce GHG emissions related to employee travel, as observed in previous years. This will make a significant contribution to protecting the environment and fighting climate change.

History of WILL's total annual GHG emissions (tCO₂e)



Historical average annual GHG emissions per employee (tCO₂e)



GOAL 2.3

That all employees and collaborators manage their energy consumption and waste production consciously and responsibly.

Actions : Recycle and compost at WILL Solutions' head office. Encourage employees and collaborators to participate in their local recycling and composting programs.

Indicator : Confirmation by employees and collaborators of their participation in their local recycling and composting program.



RESULT ACHIEVED

SUSTAINABLE DEVELOPMENT, ENERGY AND WASTE

Recycling and composting take place regularly at WILL's head office. On the other hand, the annual survey of the company's employees' knowledge and interest in sustainable development wasn't carried out for the 2022-2023 financial year due to WILL's very strong growth and the associated elements mentioned earlier. However, it is important to emphasize that there is no disengagement on the part of employees about recycling, composting and energy savings. Employees are continually made aware of eco-responsible gestures, which reflects the values shared within the company.

Indeed, when recruiting, WILL's corporate culture and values, including its eco-responsible actions, arouse the interest of applicants. In addition, team meetings keep employees regularly informed of progress and innovations in sustainable development. Furthermore, internal communications and publications on the company's blog and social networks raise awareness of eco-responsibility and sustainable development.

WILL also works to enhance employee learning around sustainable development by updating the employee handbook to include key elements of sustainable development. WILL employees also benefit from dedicated time for self-training, which keeps knowledge up to date and raises awareness of eco-responsible actions and sustainable development among all employees.

GOAL 2.4

Procurement in line with the company's social and environmental values.

Actions : Develop a simple, locally-based responsible purchasing policy.

Indicator : Have adopted a responsible purchasing policy favoring local purchases.



RESULT ACHIEVED

After two years of applying the responsible purchasing policy at WILL, we are pleased to note that this approach has been fully integrated into our business practices. When acquiring new IT equipment in 2022, the company chose DELL as its supplier because of its commitment to sustainable and responsible practices, reflected in its rigorously applied Environmental, Social and Governance (ESG) policy.

DELL is recognized for the concrete steps it takes to reduce its environmental footprint, promote fair working conditions, and ensure strong corporate governance. By choosing DELL, WILL aligns itself with its responsible purchasing values and supports the circular economy by focusing on sustainable product design, material reuse and responsible recycling.

Although we didn't conduct a specific survey this year, we have noticed a growing interest from our employees in our responsible purchasing policy, which is reflected in our choice of supplier for IT equipment. However, we also recognize the need for ongoing staff awareness of this policy. We also seek to improve our internal communication and reinforce their understanding of the principles of responsible purchasing, highlighting the environmental, economic, and social benefits that result from it.

We are convinced that responsible purchasing is essential for our company and for a sustainable future. Our aim is for every member of our company to fully understand and adopt this responsible purchasing policy in their day-to-day purchasing decisions.

GOAL 3

Maintain and promote employee well-being within the company.

GOAL 3.1 – Social component

Actions :

- Gather information on employee needs via a survey
- Implementing measures to improve employee well-being
- Developing a professional commitment between WILL and its employees, while offering opportunities for personal development and flexibility in working hours, all in a friendly and productive atmosphere at work.

Indicator :

- Have completed an annual survey and conduct others as needed.
- Consider employee feedback and results.

RESULT ACHIEVED

During the 2022-2023 financial year, WILL undertook several actions to improve the well-being of its employees. The effect of these actions was reflected in a survey completed by 60% of employees. Over 60% of them answered that they were happy at work, with a proportion of over 80% on a happiness scale of 100%.

Conscious of its primary mission and being a B Corp, WILL was able to develop 100% telecommuting long before the pandemic. This way of working allows employees to manage their schedules according to their needs, and to enjoy the right to disconnect while at home. On a monthly basis, face-to-face team meetings can be held to solidify relationships between colleagues at work and move projects forward. Solutions Will reiterates its confidence in all its employees by enabling them to achieve their objectives while taking control of their time to reconcile aspects of their work and personal lives.

To this end, measures have been taken to reconcile work and family life, such as obtaining the Conciliation Famille Travail (CFT) seal of approval from Concilivi. This approach is shared with employees as soon as they arrive. It is always also accessible in our Espace Willer (a dedicated area for all employees).

In this context, WILL reimburses sports memberships, physical activity classes and courses such as relaxation, yoga and meditation at 50% of the cost, up to a maximum of \$500 per year. The company has also decided to designate Fridays as "meeting-free days", with Team meetings taking place between 9:00 and 16:00, to enable employees to manage their schedules more effectively.

Three "flex days" per year are also part of the working conditions. These allow employees to take unjustified time off for personal reasons.

Finally, WILL strives to structure and organize the company in line with its growth, integrating best practices for both the company and its employees.



GOAL 3

Maintain and promote employee well-being within the company.

GOAL 3.2 – Employees benefit component

Actions :

- Adopt the benefits desired by employees in the survey,
- Improve existing benefits or adopt new ones.
- Development and implementation of various benefits programs by WILL to attract and retain our talent in an inspiring environment, while listening to employee needs through questioning and surveys.
- With our organizational growth, enhance existing benefits programs and propose new ones as we grow and according to identified needs. A plan was presented to make WILL attractive and comfortable for employees, despite the size of the organization, to compete with larger companies with greater resources.

Indicator :

- Conduct organizational surveys to poll employees on their needs;
- Conduct a structured exit interview and validate reasons for leaving with a questionnaire, understand and assess what aspects had an impact on the departure. Also use data provided by leavers to enhance our programs.

RESULT ACHIEVED

The annual vacation policy has been revised to make it more attractive for new hires. The policy recognizes the employee's previous years of work experience. In addition, adjustments of additional weeks have been made for existing employees to reflect the new vacation week acquisition policy. Also, any employee who wishes to have more vacation weeks can apply to their manager to extend their vacation (unpaid leave). Although there is no maximum, additional weeks are at the employee's expense. Vacation weeks can be split according to the employee's needs.

Additional benefits have also been introduced, such as three days' personal annual leave and five days' sick leave. An additional holiday was added in 2023, bringing the total to eleven holidays per year. A group Registered Retirement Savings Plan (RRSP) - DPSP was introduced in April 2023, with an employer contribution of up to 5% of annual salary if the employee contributes to his RRSP.

GOAL 3

Maintain and promote employee well-being within the company.

GOAL 3.3 – Diversity, equity, and inclusion component

Actions :

- Gather information on diversity, equity and inclusion through a survey,
- Use survey results to plan staff activities (training, off-site meetings, etc.).

Indicator :

- Nombre d'actions prises pour améliorer les expériences des employés (nombre de formations réalisées par année, nombre de réunions tenues par année, etc.).

RESULT ACHIEVED

During the 2022-2023 financial year, WILL took several steps to promote diversity, equity, and inclusion within the company.

A survey on diversity, equity and inclusion was carried out, revealing that most staff expressed complete satisfaction with the way these aspects are dealt with in the company. No responses indicating dissatisfaction in this respect were recorded.

Employees made suggestions such as the organization of workshops or short training courses on diversity, equity and inclusion, the launch of informal exchanges and sporting or cultural challenges to strengthen ties between employees, and the importance of facilitating further exchanges despite the distance. A call was also made for a multi-generational team. Overall, employees expressed a sense of respect and inclusion in the survey, whatever their differences (origin, age, etc.).