
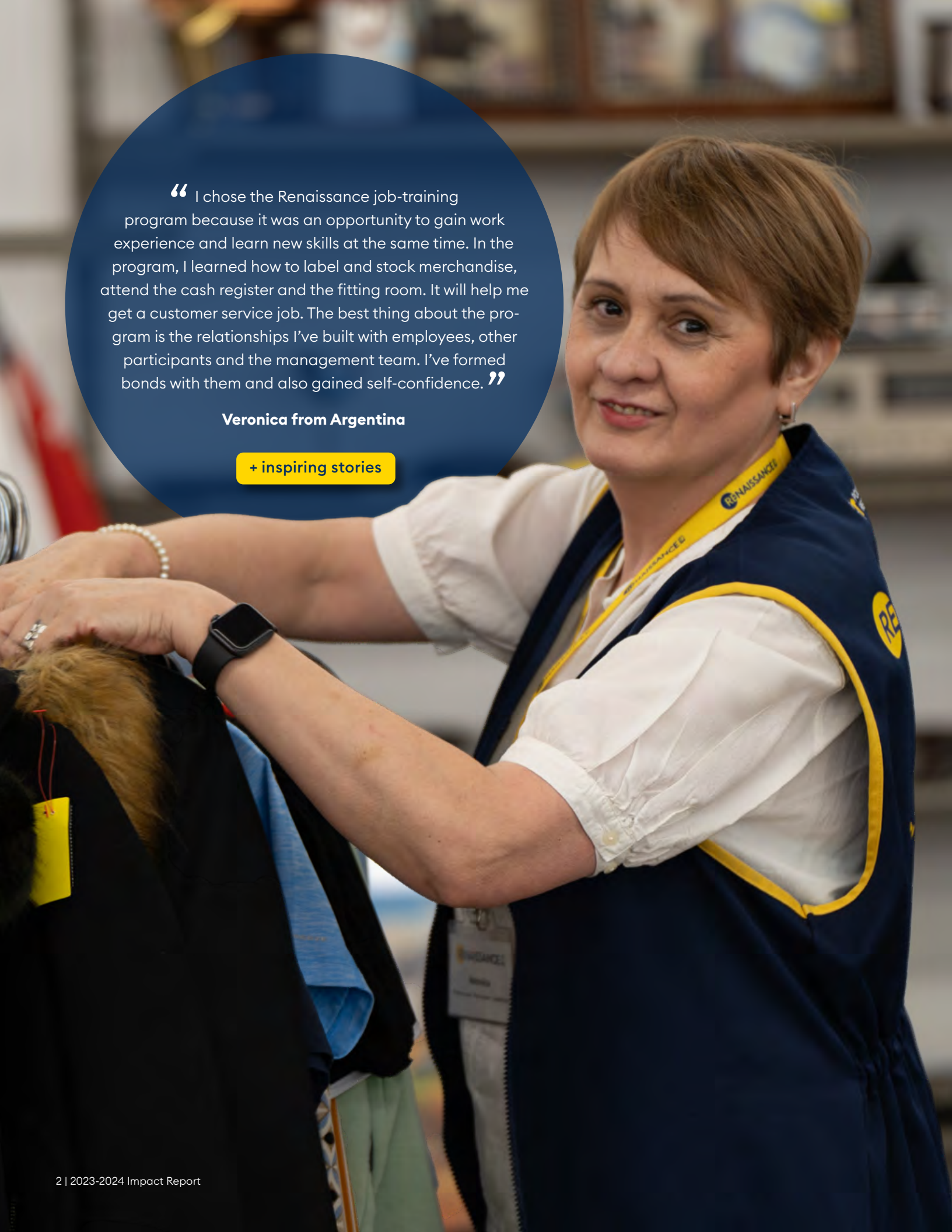




TOGETHER
WE CREATE
WEALTH
FOR QUEBEC
SOCIETY

RENAISSANCE 

2023-2024 IMPACT REPORT



“ I chose the Renaissance job-training program because it was an opportunity to gain work experience and learn new skills at the same time. In the program, I learned how to label and stock merchandise, attend the cash register and the fitting room. It will help me get a customer service job. The best thing about the program is the relationships I've built with employees, other participants and the management team. I've formed bonds with them and also gained self-confidence. ”

Veronica from Argentina

+ inspiring stories

MESSAGE FROM YVON ARSENEAULT AND ÉRIC ST-ARNAUD

Chairman of the Board and Chief Executive Officer



For nearly 30 years, we have been driven by the ever-growing opportunity to make a positive impact on society and promote the socioprofessional integration of people facing barriers to enter job market, while encouraging everyone to take concrete action for the environment. This mission motivates us to innovate and do better every day.

Renaissance is much more than a responsible consuming destination. It's a hub of services dedicated to developing human potential and fighting poverty and waste. We are a key player in building a fairer, more inclusive and sustainable society through our three pillars: social, environmental and economic.

In 2023-2024, we facilitated socio-professional integration through access to education and employment for 1,270 people.

An innovative and sustainable business model

Thanks to the support of our 1,718,200 generous donors, 27,335 tonnes of used goods were diverted from landfill. The Retail Council of Quebec awarded us the Recognition Prize in the «Social and Environmental Champion» category at its Hop! Retail Summit in October. The numbers and the award testify to our impact and our role as agent of social and environmental change.

A solution for employers

Renaissance is recognized and accredited by Services Québec and is a member of the Collectif des entreprises d'insertion du Québec (CEIQ). The organization meets the training and support needs of thousands of people every year. Our job-training programs and the free services offered at the Renaissance employment resource centres provide concrete opportunities and personalized support for job-seekers. We are a solution to the labour shortage, providing employers with a skilled workforce ready to meet the demands of today's job market.

Tangible benefits for municipalities

Since its inception, Renaissance has been helping to protect the environment by recovering and reusing used items. Every year, we divert a growing number of used items from landfill, contributing to residual waste management in municipalities and cities.

This report tells you more about the many positive impacts of Renaissance's work in 2023-2024. We hope it inspires you to continue supporting our mission and expansion. We owe our success to the hard work and commitment of our 1,350 permanent employees, our generous donors, customers, volunteers and Board members, as well as the growing network of partners who share our social and environmental values. Together, we create wealth for Quebec society. Thank you!

Yvon Arseneault
Chairman of the Board

Éric St-Arnaud
Chief Executive Officer

RENAISSANCE IN A NUTSHELL

1,350
permanent employees

19
thrift stores

1
distribution centre

136
volunteers
(people living with an intellectual or physical disability)

11
bookstores

1
toy valorization boutique

6
boutiques

8
Renaissance employment resource centres

27
donation centres

1
liquidation centre

A DEDICATED, UNITED NETWORK

Renaissance continued its expansion in the Greater Montreal area and opened stores in the Lower Laurentians in partnership with Grenier Populaire, in the Outaouais with La Relance, and in Chaudière-Appalaches with Recyclage Vanier. These partnerships, based on shared values of solidarity and sustainable development, allow to expand the impact of our missions and meet the needs in the community more effectively.



Opening Galeries Aylmer boutique



Opening Galeries Mille-Îles thrift store

First quarter, April 1 to June 30, 2023

- Opening of a thrift store in Galeries Mille-Îles, Rosemère
- Opening of a toy valorization boutique in Brossard
- Opening of a boutique in Galeries Aylmer, Gatineau
- Conversion of Bélanger bookstore in a Children's boutique

Second quarter, July 1 to September 30, 2023

- Renovation of Mont-Royal distribution and liquidation centre
- Renovation of Galeries des Sources donation centre / thrift store in Dollard-des-Ormeaux

Third quarter, October 1 to December 31, 2023

- Installation of an elevator at Saint-Hubert thrift store in Montreal
- Renovation of Saint-Jacques thrift store in Montreal
- Opening of a thrift store in Saint-Bruno-de-Montarville

Fourth quarter, January 1 to March 31, 2024

- Relocation of Pierrefonds bookstore
- Renovation of Côte-des-Neiges thrift store in Montreal
- Renovation of Dorval donation centre
- Completion of Montreal head office phase 2



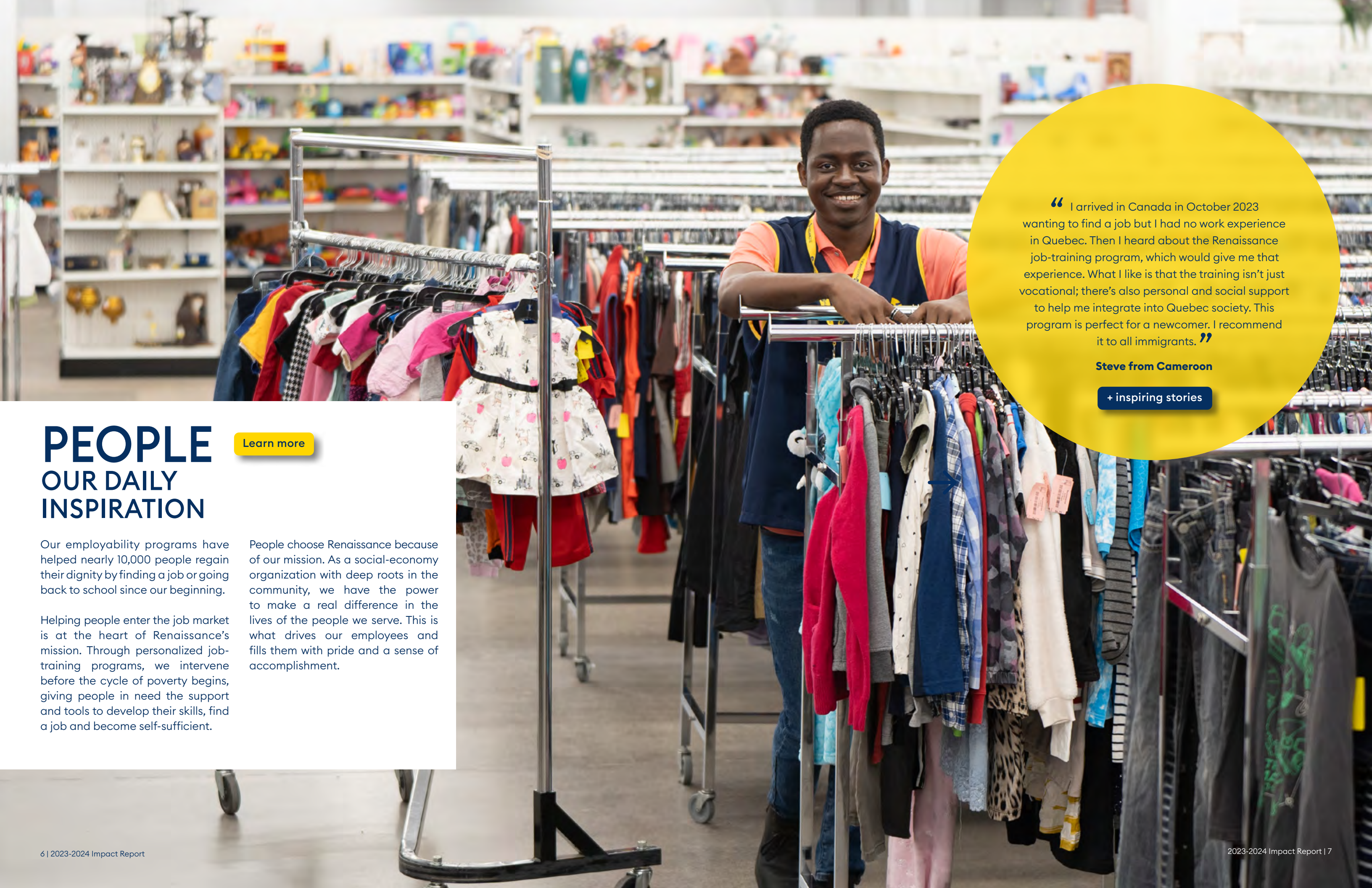
Opening of Saint-Bruno -de-Montarville thrift store



“ During the program, I found working at Renaissance very interesting because you learn something new every day. I learned how to be a cashier and how to sort clothes by colour and size. These are things I didn't know before. It's not easy to break into the Canadian job market; you need experience. The Renaissance job-training program has given me that experience and I'm very happy with the results. I'm proud of myself, I'm not afraid to work and I have gained self-confidence. ”

Nagwa from Egypt

[+ inspiring stories](#)



PEOPLE OUR DAILY INSPIRATION

[Learn more](#)

Our employability programs have helped nearly 10,000 people regain their dignity by finding a job or going back to school since our beginning.

Helping people enter the job market is at the heart of Renaissance’s mission. Through personalized job-training programs, we intervene before the cycle of poverty begins, giving people in need the support and tools to develop their skills, find a job and become self-sufficient.

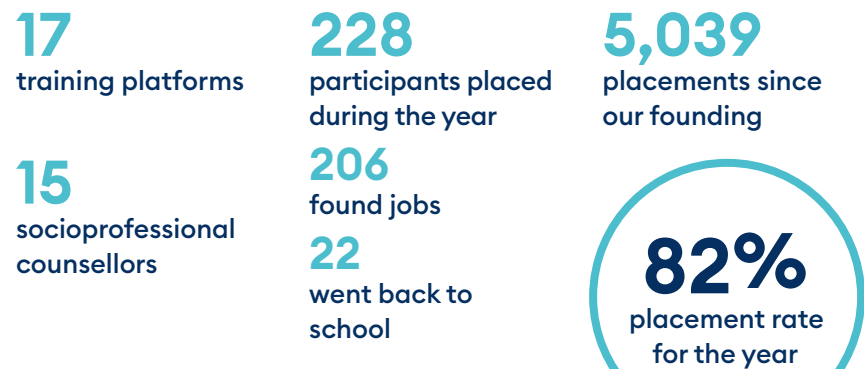
People choose Renaissance because of our mission. As a social-economy organization with deep roots in the community, we have the power to make a real difference in the lives of the people we serve. This is what drives our employees and fills them with pride and a sense of accomplishment.

“ I arrived in Canada in October 2023 wanting to find a job but I had no work experience in Quebec. Then I heard about the Renaissance job-training program, which would give me that experience. What I like is that the training isn’t just vocational; there’s also personal and social support to help me integrate into Quebec society. This program is perfect for a newcomer. I recommend it to all immigrants. ”

Steve from Cameroon

[+ inspiring stories](#)

THE SUCCESS OF OUR EMPLOYABILITY PROGRAMS



Socioprofessional integration

It all starts with our recruitment team, which assesses candidates' eligibility and their integration needs. They then direct candidates to the programs that best fit their profile, or refer them to external resources that can better meet their needs.

Our socioprofessional counsellors assess participants' strengths and obstacles, and suggest customized solutions to help them develop transferable skills. Working with a multidisciplinary team, they promote participants' integration and provide support, follow-up and evaluation. The support team includes employees at the thrift store where the participant is training.

Pilot project for a new integration program

We worked with Les Petites Mains, a non-profit social integration organization, to develop a new program in textile repair and upcycling.

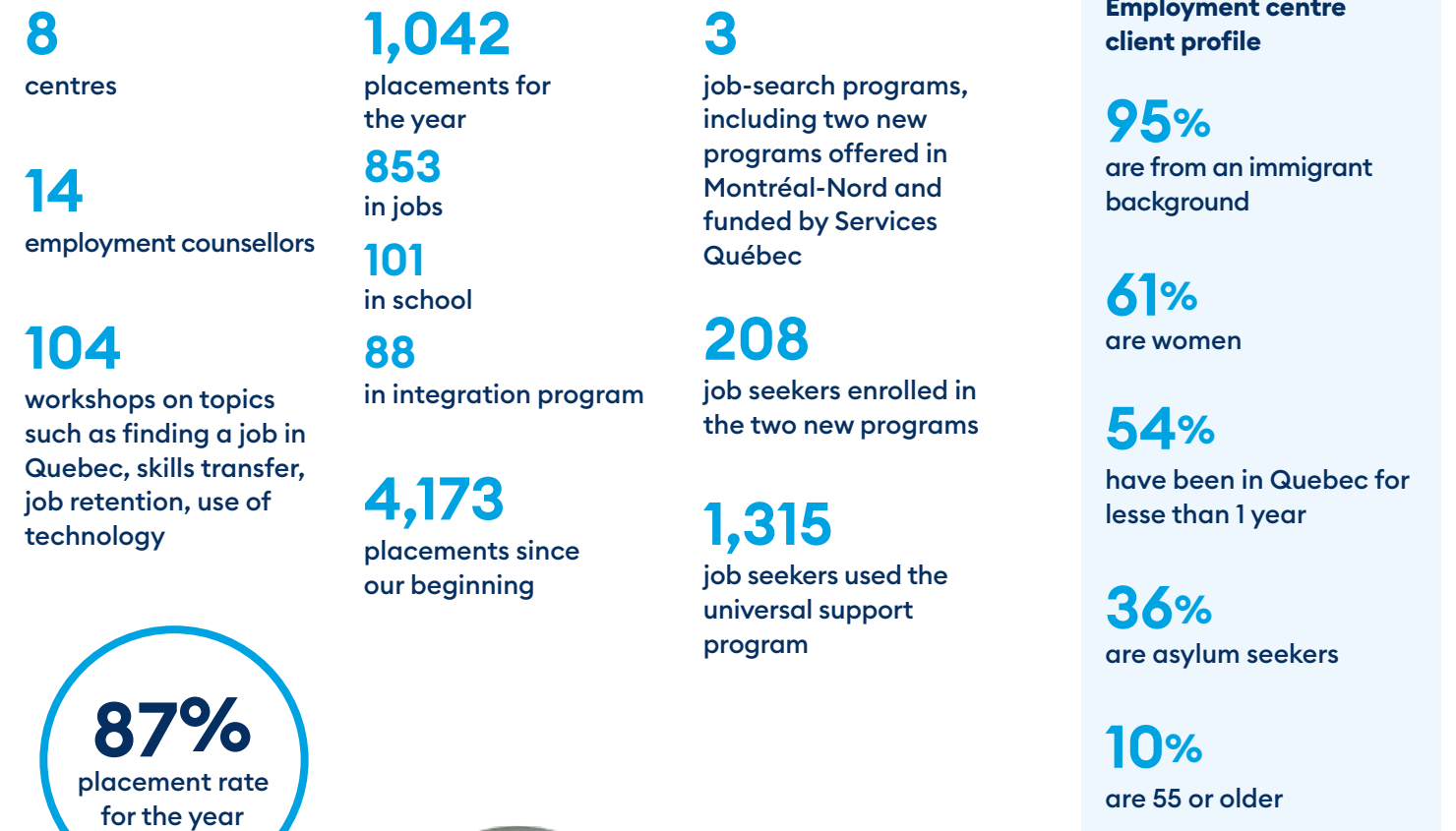
A sewing-repair workshop was set up at the Henri-Bourassa thrift store, drawing on the expertise of our R&D partner Vestechpro. The plan is to offer our customers this service in the future.

Since our inception, we have facilitated socioprofessional integration through access to education and employment for a total of 9,212 people, of which 1,270 in 2023-2024.



Renaissance employment resource centres

At our employment resource centres, employment counsellors provide free advice and personalized services. They help job-seekers define their goals and provide guidance. As employability experts, they draw up action plans, help prepare for interviews and write resumés and cover letters. They form partnerships with local businesses and organizations that benefit both job-seekers and employers.



"The employment counsellors are experienced and generous with their time. With their support, in three weeks I found a job that lets me balance work, education and family." **Georges**

Virtual job fairs

The employment team hosted virtual Renaissance job fairs in April and November during which a total of 279 job-seekers had interviews with participating employers: Renaissance, the CHUM, Amazon, Courchesne Larose, Bédard Ressources, Randstad, Gexel and Go Connexion.

1,718,200
donations
received at our collection centres
=
27,335 tonnes
of used items were given
a second life

THE IMPACT OF DONATIONS

Donations of used items to Renaissance have a tangible impact on the community. Every year, they support socioprofessional integration, access to education and employment for thousands of people. These donations also divert tonnes of waste from landfill, which adds

up to a significant ecological impact. Once received, donations are sorted, labelled and put on sale in Renaissance's network, making a wide variety of gently used items available to the community at affordable prices and tax-free.

TOGETHER WE GIVE BACK TO SOCIETY



[Learn more](#)

We have therefore joined the Canadian Circular Textiles Consortium (CCTC), a new national working group launched by Fashion Takes Action (FTA). A discussion platform and a project incubator in the following areas: regulations and standards, awareness-raising and training, analysis of the textile recycling ecosystem, and the feasibility of applied research pilot projects.

Responsible consumption

With Montrealers throwing away or giving away an estimated 7 kg of clothing and other textile products per year (source: 2022 Vestechpro study), Renaissance continued its efforts to divert as much textile waste as possible from landfill and published a guide to responsible consumption. It encourages people to rethink their consumption habits, to consume less and better. By adopting more responsible practices, we can all contribute to reducing our environmental footprint.

End-of-life products and the circular economy

Our goal is to extend the life cycle of garments for as long as possible, keeping them in use and out of landfill. We are constantly on the lookout for solutions for end-of-life products. We are launching a new two-pronged R&D project with our partner Vestechpro as part of the Défis innovation Québec program. Together, we will conduct a study on setting up a semi-automated sorting, packaging and mechanical processing line. And we will test processes and prospects for recycled textile products.

Integration through francization

To help non-Francophones integrate into Quebec society, Renaissance offers French classes in the workplace. During the year, 39 employees took the classes, bringing the total number to 150 since 2019. In recognition of our commitment to promoting French in the workplace, we received the Persévérance d'Or award in the Employee Francization category at the Francofête, held in March during the Semaine de la langue française.



RECOGNITION



The partnership model

Renaissance could not continue to grow and to expand the scope of its mission without its partners and the support they provide.

Ressourcerie Lévis joins Renaissance

To maintain the continuity of services and jobs in Lévis, Ressourcerie Lévis announced on February 13, 2024 that it was joining the Renaissance family. The marriage of our two organizations, born of love and reason, will be carried out in collaboration with local stakeholders in Lévis to ensure a smooth and beneficial transition for the community.

Moisson Montréal

The Moisson Montréal food bank provided 1,053 kilos of food for our participants, valued at \$8,172. Thank you Moisson Montréal!

Accueil Bonneau, Itinérance Zéro and the Walls of kindness

Building on the success of the first edition of the Wall of kindness, we doubled the resources dedicated to the campaign for the second edition to collect more winter coats for people in need. The campaign was conducted in two markets, Montreal and Gatineau. Thanks to the generosity of Quebecers, 3,218 coats and \$16,910 in Renaissance gift cards were collected and donated to the two organizations.

[Learn more](#)

A strong culture

It is important to celebrate our achievements and recognize our collective impact with our employees. Throughout the year, events are hosted to thank them for their commitment and loyalty including:

- Quarterly events
- Monthly birthday celebrations
- Monthly breakfasts with the CEO

These motivational get-togethers foster a positive, rewarding work environment and reinforce our culture of recognition.

OUR BOARD OF DIRECTORS

Renaissance is fortunate to have a dedicated Board of Directors with a wide range of complementary skills. These experts bring to the table their knowledge of finance, governance, law, environment, real estate, communications, public relations and strategic planning, among other areas. Together, they set our organization's strategic orientations and see to the pursuit of our mission, which they wholeheartedly embrace. They also mobilize their networks in several regions of Quebec, including Greater Montreal, Laval, the Eastern Townships, Montérégie and the Laurentians.

Chairman

Yvon Arseneault,
Board member since 1995

Vice-Chair

Janine Desrosiers-Choquette,
Board member since 1995

Treasurer

Daniel Binette, Executive Vice President, BFL Canada, Board member since 2010

Secretary

Yves Prévost,
Board member since 1998

Ex-officio member

Éric St-Arnaud, Chief Executive Officer, Renaissance

Directors

Louis Fortier, President, i4B inc., Board member since 2018

Stéphanie Garrow, Strategic Clarity Consultant, Garrow&Evoy, Board member since 2022

Mehdi Hizaoui, Director, Transit Business Unit, EXP, Board member since 2021

Gabriel Laurin, President, Artypac Automation Inc., Board member since 2021

Paul-André Lazure, Board member since 2015

Pierre Legault, Founder of Renaissance, Board member since 2018

Sheila Murphy, Board member since 2012

Robert Potvin, Counsel, Brunet Greiss, Board member since 2014

Gloria Sanchez-Meza, Attorney, City of Montreal, Board member since 2020