

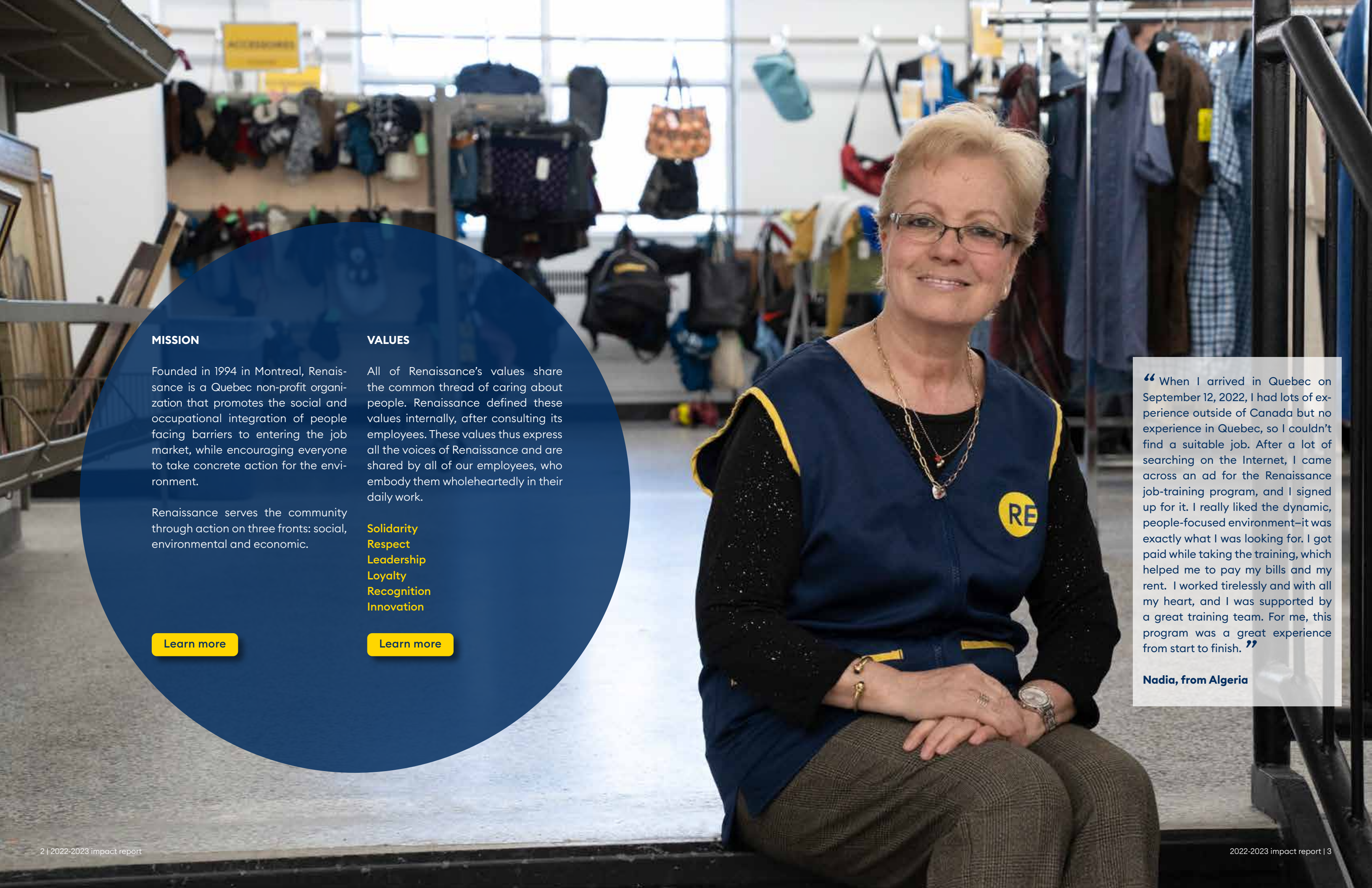


# REGIVING

TO THE COMMUNITY  
TOGETHER

2022-2023  
IMPACT REPORT





### MISSION

Founded in 1994 in Montreal, Renaissance is a Quebec non-profit organization that promotes the social and occupational integration of people facing barriers to entering the job market, while encouraging everyone to take concrete action for the environment.

Renaissance serves the community through action on three fronts: social, environmental and economic.

[Learn more](#)

### VALUES

All of Renaissance's values share the common thread of caring about people. Renaissance defined these values internally, after consulting its employees. These values thus express all the voices of Renaissance and are shared by all of our employees, who embody them wholeheartedly in their daily work.

- Solidarity
- Respect
- Leadership
- Loyalty
- Recognition
- Innovation

[Learn more](#)

“ When I arrived in Quebec on September 12, 2022, I had lots of experience outside of Canada but no experience in Quebec, so I couldn't find a suitable job. After a lot of searching on the Internet, I came across an ad for the Renaissance job-training program, and I signed up for it. I really liked the dynamic, people-focused environment—it was exactly what I was looking for. I got paid while taking the training, which helped me to pay my bills and my rent. I worked tirelessly and with all my heart, and I was supported by a great training team. For me, this program was a great experience from start to finish. ”

**Nadia, from Algeria**



## MESSAGE FROM THE CHAIRMAN OF THE BOARD AND THE CHIEF EXECUTIVE OFFICER

As in past years, it is with great gratitude and pride that we present this report on our achievements and our progress toward realizing the vision that guides us every day: “To become the leader of the social economy in Quebec, by developing an innovative provincial network of partners generating job-training programs and economic activities inspired by the values of solidarity and sustainable development.” The labour shortage and the economic realities of recent months have forced us to do things differently, to do things better, to innovate and to grow so as to expand the scope of our actions and serve as many people as possible. The results achieved and the progress of our social, environmental and economic missions inspire our enthusiasm and admiration and confirm that together, we are giving back to society.

We are the largest integration organization in Quebec, and thanks to our donors’ generosity, this year we again strengthened our primary mission of helping people re-enter the job market. In 2022-2023, the free job-training programs and employability services that we provide to the public at our Renaissance Employment Resource Centres enabled 959 people to return to work or school. Since our founding, we have touched the lives of nearly 8,000 people.

Every year, Renaissance diverts a growing number of used items from landfill sites, which makes us an important player in the waste-management sector. Our environmental mission was also strengthened this year by an 8% increase in the donations received at the roughly 60 collection centres that we operate. This translated into an increase in sales of more than 21% compared with the preceding year, demonstrating the loyalty of our customers and confirming the value of our offering to a growing number of people who support more responsible consumption.



Yvon Arseneault



Éric St-Arnaud

The donations collected and sold through our network not only enable us to provide community members with clothing and household goods at low prices and tax-free, but also make Renaissance an employer of choice. The development and well-being of our employees—on whom we vitally depend—are a priority. Hence throughout this tumultuous, inflationary year, we made it a goal to provide our employees with positive support.

Our impact in 2022-2023, succinctly stated, was this: thanks to our **1,464,334** generous donors and our **1,260** highly committed employees, we touched the lives of **959** people and diverted **26,148** tons of used items from landfills.

We invite you to read this report to learn about the many positive impacts that Renaissance had in the community in 2022-2023. We hope that it will inspire you and that you will continue to support us. We warmly salute our 1,260 permanent employees for the incredible work that they have done over the past year, as well as for their agility and commitment. Thanks from the bottom of our hearts to the generous donors, volunteers, partners, community members and members of our board of directors for having stood by us. Together, we are giving back to society!

Yvon Arseneault  
Chairman of the Board

Éric St-Arnaud  
Chief Executive Officer

**1,260**  
permanent employees

**138**  
volunteers (people living with an intellectual or physical disability)

**26**  
donation centres

**17**  
thrift stores

**11**  
bookstores

**4**  
boutiques

**1**  
liquidation centre

**1**  
distribution centre

**1**  
toy-restoration centre

**6**  
employment resource centres

### OUR BOARD OF DIRECTORS

It is a great privilege to receive such fine backing from our board members, who are volunteers from the community, have varied, complementary skills, and firmly believe in our mission.

Yvon Arseneault, President  
Janine Desrosiers-Choquette, Vice-President  
Yves Prevost, Secretary  
Daniel Binette, Treasurer  
BFL Canada  
Louis Fortier, Director - i4B inc.  
Mehdi Hizaoui, Director – EXP  
Gabriel Laurin, Director  
Artypac Automation Inc.  
Paul-Andre Lazure, Director

Pierre Legault, Director  
Renaissance  
Sheila Murphy, Director  
Stéphanie Garrow, Director  
Garrow&Evoy  
Robert Potvin, Director  
Brunet Greiss  
Gloria Sanchez-Meza, Director  
Ville de Montréal  
Eric St-Arnaud, Chief Executive Officer, ex-officio member

The board of directors met five times in 2022-2023.



### A STRONG, UNITED NETWORK

Renaissance continues to expand. Over the past year, we opened, renovated and relocated various facilities, all with the goal of providing nearby donation centres for donors and a pleasant experience for shoppers.

#### Opened this year

Toy Restoration Centre  
1155 Boulevard de Rome  
Brossard, Quebec  
August 29, 2022

Saint-Denis Bookstore  
4257 Saint-Denis Street  
Montreal, Quebec  
June 27, 2022

Terrebonne Bookstore  
279 Boulevard des Seigneurs  
Terrebonne, Quebec  
March 3, 2023

#### Relocated this year

Fleury Est Donation Centre  
2440 Fleury Street East  
Montreal, Quebec  
May 23, 2023

#### Renovated and expanded this year

Saint-Laurent Thrift Store  
7250 Saint-Laurent Boulevard  
Montreal, Quebec  
Work begun June 2022

Saint-Jacques Thrift Store  
7205 Saint-Jacques Street West  
Montreal, Quebec  
March 2023

Head Office  
(change in postal address, but still the same building)  
7245 Clark Street, Suite 201  
Montreal, Quebec  
Work begun June 2022





# REINTEGRATING TOGETHER

Helping people to enter the job market is central to the mission and activities of Renaissance. Through personalized job-training programs, we intervene before the poverty cycle gets started, by giving people the tools they need to develop their skills and gain their independence by finding a job.

People choose Renaissance because we are driven by a strong sense of mission and have deep roots in the community. As a social-economy organization, we have the power to make a real difference in the lives of the people whom we serve. This profound conviction motivates our employees and gives them a feeling of pride and achievement.

[Read the testimonials](#)

“ I arrived in Canada on October 12, 2022, and I went shopping at the Henri Bourassa thrift store with my daughter. I heard the announcements in the store, and I also searched on Facebook. I learned that there was a six-month job-training program at Renaissance. I submitted my CV right away, and in less than two weeks, they called me. That’s how I wound up at Renaissance starting my training program. ”

**Odette, from Cameroon**



## SUCCESS OF SOCIO-PROFESSIONAL INTEGRATION

[Learn more](#)

**84%**

placement rate for the year

**228**

participants placed during the year

**4,811**

placements since our founding

**204**

found jobs

**24**

went back to school

## JOB-TRAINING-PROGRAM PARTICIPANTS

The people who participate in our job-training program are supported by the management team for 26 weeks as they learn a new trade. Here are some statistics on the people who participated in this program in 2022-2023.

**30%**

were experiencing cultural challenges

**23%**

experienced French-language barriers at the start of their programs

**90%**

were immigrants

**21%**

had been out of the job market for more than two years

**15%**

were experiencing social and family problems

**21%**

were experiencing problems with work/family balance

**19%**

were age 55 or older

## RENAISSANCE EMPLOYMENT RESOURCE CENTRES

[Learn more](#)

Accessible to all, the Renaissance Employment Resource Centres are located in certain Renaissance thrift stores and provide free advice and service to the public.

**6**

centres

**2,674**

users of our services

**83%**

placement rate

**10**

employment counsellors

**1,168**

people met with an employment counsellor and received personalized support

**3,131**

placements since our founding

**731**

placements  
(652 jobs in companies,  
30 jobs in social-integration  
companies, 49 returns to school)

In April and October 2022, the Renaissance Employment Resource Centres team held Renaissance virtual job fairs at which over 100 people had interviews with the fair's employer partners: Renaissance itself, as well as Shoppers Drug Mart, Les Résidences Soleil, the Montreal Heart Institute, CHUM and Bedard Human Resources.



“ I had heard about Renaissance on social networks, and some people who had taken training there had told me about it. That's why I applied to the program. It let me build my confidence and learn a lot at the same time. It helped me a lot, because I had never worked in my life. Once I'm done with my training program, I'll go out and look for a job. I'll be ready, thanks to my training from Renaissance..”

Scherly, from Haiti



# REUSING TOGETHER

Renaissance, a major actor on the local scene, works to preserve the environment by recovering and reusing used items. The items donated to Renaissance thus receive a second life instead of ending up in the landfill. Our environmental mission helps reduce the pressure on our planet and raises awareness to promote more responsible consumption. We reduce environmental impacts by selling reusable goods donated by the community.

Every year, over a million donors choose to donate to Renaissance, thus taking action both for the community and for the environment.

In 2022-2023, our network of more than 60 donation centres received 1,464,334 donations. Thanks to the generosity of our donors, we achieved a new record for goods diverted from landfill sites. We were able to give a second life to 26,148 tonnes (57,646,472 pounds) of household goods, clothes, books, and other items.

“ I worked in a warehouse for four years, and I had already been making donations to Renaissance. After I quit that job, I saw an ad for the Renaissance job-training program, I applied for it, and I’ve been enrolled in it for the past five months. This is the first time I’ve ever seen this kind of training; I’ve never found anything like it anywhere else. Before I came to Renaissance, I didn’t know anything about customer-service work, which I like a lot. My training program has let me develop a lot and understand Quebec culture, which is different from my country’s.”

**Adair, from Brazil**

**26,148 tonnes**  
(or 57,646,472 pounds) of household goods, clothes, books, and other items were given a second life



# REGIVING TO THE COMMUNITY TOGETHER

## THE EMPLOYEE EXPERIENCE

We know that our employees’ development and well-being are essential, which is why we make them a priority in our organizational culture. This year, we continued the employer-branding mobilization project that we launched last year, which gives a voice to all of our employees and thus lets them help to make Renaissance an employer of choice. We recently began holding employee breakfasts with our CEO, which provide an opportunity for discussion and collaboration between employees and management.

Our employees’ health is also a key concern for us. We recently improved our insurance program, offering three choices of coverage suited to their individual needs.

At Renaissance, we value and encourage promotions from the inside. We firmly believe in our employees’ potential and want to offer them career-growth opportunities within the organization. In fact, 70% of the management positions that open up at Renaissance are filled through internal promotions.

## INTEGRATION THROUGH FRANCIZATION

Each of our employees and participants has their own background, skills and personal qualities. To help the non-francophones among them integrate into Quebec society and to provide the best possible customer service, Renaissance offers them francization courses in the workplace. This year, 37 employees took this three-hour weekly program.

## RESPONSIBLE CONSUMPTION

Renaissance plays a role in raising awareness about responsible consumption and also makes a point of reviewing its own processes to reduce its environmental impact.

In October 2022, as part of Waste Reduction Week in Canada, we launched a new section of our website, dedicated to our [pilot project for reducing textile waste](#). This section reports on the project’s

progress and provides tips on ways that all of us can consume textiles more responsibly by knowing what’s in our closets, prolonging the use of our clothes, and buying better.

Transportation easily ranks as the second most polluting industry. Renaissance has therefore worked to optimize its trucks’ routes by means of a computerized management system that makes driving practices more environmentally friendly, reduces the number of kilometres driven and consequently reduces the associated greenhouse-gas emissions.

**Reduction in kilometres driven:**  
**14%**

**Reduction in fuel consumption:**  
**16%**

**Reduction in travel time:**  
**4%**



# RECOGNITION

## PARTNERSHIP APPROACH

Renaissance could not continue to grow and to expand the scope of its missions without the relationships that we cultivate with our partners and benefactors and the support that we receive from them. We maintain these valuable relationships to enhance the impact of our missions, to help thousands of people every year and to promote responsible consumption.

### Ellio

Together with Ellio, a sustainable-development consultancy, Renaissance has undertaken a comprehensive sustainable-development initiative that will lead to a roadmap and to the implementation of concrete steps to achieve specific objectives related to our three missions: social, economic and environmental.

### Moisson Montréal

The Moisson Montréal food bank provided 708 kilos (1,560 pounds) of food for our participants, valued at \$4,922.

## CIUSSS de l'Ouest-de-l'Île-de-Montréal and Renaissance Galeries des Sources Thrift Store

In March 2022, Renaissance launched an internship project for people who have been diagnosed with a physical or intellectual disability or autism-spectrum disorder. During this six-month internship, the participants receive support from educators and a clinical team, as well as from the CIUSSS and the Galeries des Sources thrift store team.

Interns who achieve the production objectives that Renaissance requires for permanent employees may be offered paid, subsidized work. This project has now been deployed in several other organizations.

## Goodwill International network

The impact of the Renaissance environmental mission extends well beyond the local level. Through our affiliation with the Goodwill International network, we are participating actively in the following three sustainable-development projects aimed at accelerating the circular economy of post-consumer textile waste:

- a pilot project to characterize textile waste with infrared technology so as to determine the best avenues for valorizing and recycling the various fibres according to their composition;
- a pilot project to optimize reporting of the average weight of donations received from each donor, so that

we can better understand textile consumption in the Renaissance service area;

- an analysis of the feasibility of implementing a pilot industrial line for mechanically recycling end-of-life textiles so as to optimize their diversion from landfills and their use in industrial applications.

## Kindness Walls and the Old Brewery Mission

In November 2022, Renaissance launched the first two kindness walls in Montreal—places where people could leave winter coats hanging to provide a bit of warmth to people in need. The coats that Montrealers generously donated and hung on these two kindness walls were handed over to the Old Brewery Mission. Mutual assistance and collaboration between non-profit organizations are essential in order to have the greatest impact on the community.



Éric St-Arnaud, Chief Executive Officer, at the official opening of the Wall of Kindness