



S U S T A I N A B I L I T Y R E P O R T 2 0 0 9

Committing ourselves to performance



Transcontinental's numbers 2009

Employees	12,215
• Canada	9,667
• US	1,658
• Mexico	890
Employee wages and benefits	\$775,000,000
Benefits plan obligations	\$343,200,000
Revenues	\$2,294,600,000
% Employees represented in formal joint management-worker Health and Safety Committees	100%
% Employees covered by collective bargaining agreements	21.7%
% Employees covered by pension plan	58%
Employee training investment	\$3,004,439
Community donations and sponsorships	\$5,677,755
Lost Workday Case Incident Rate	
• Frequency Rate (number of lost time cases x 200,000 hrs / total hours worked)	1.08
• Severity Rate (number of lost days x 200,000 hrs / total hours worked)	44.58
Buildings owned	4,350,314 ft² (55 properties)
Buildings leased	3,334,109 ft² (131 properties)
Raw Materials	
• Paper purchased	503,000 tonnes
Energy Use	
• Energy from fossil fuels	282,400 MWh
• Energy from electricity purchased	319,800 MWh
• % Renewable energy	28%
• Energy saved through corporate initiatives with Hydro-Quebec	11,000 MWh
Emissions	
• Greenhouse Gases (GHG - Scope 1 and 2)	145,600 tonnes
• Volatile Organic Compounds (VOC)	520 tonnes
Recycling	
• Cash and in-kind contribution to public recycling programs (Ontario and Quebec)	\$487,000
• <i>Métro</i> newspapers recovered in Montreal subway system	720 tonnes
• Recovery of facility waste	520 tonnes
Management System	
• Significant spills	0
• Fines for environmental damage or non-compliance	\$0

Our Commitment to Sustainable Development

Transcontinental actively commits to sustainable development by integrating social, financial and environmental considerations into its day-to-day business operations and long-range planning.



Key themes for success:

- Engagement and ownership: Sustainable development needs to be driven by employees at all levels of the organization, and will necessarily include contributions to the degree that is appropriate from suppliers, customers, facility neighbours and civil society partners.
- Innovation is the key driver, both internally and externally: Supporting and rewarding innovation is a key plank in Transcontinental's talent attraction and retention strategy, as well as being central to its ability to deliver quality, desired products to market.
- Connecting words to actions: Targets, timelines and key performance indicators will be necessary to set tangible, meaningful objectives and measure progress towards them.
- This is a shared journey: Communicating challenges and progress at each step of the way is crucial to maintaining employee ownership of sustainable development initiatives, as well as keeping shareholders and other external stakeholders substantively informed.

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Cautionary Notice:
The information in this report may contain certain forward-looking statements that are inherently uncertain and actual results may differ materially from the assumptions, estimates or expectations reflected or contained in the forward-looking information. Actual future performance will be affected by a number of factors, many of which are beyond the Corporation's control.

Our Business

Transcontinental is a printer, magazine and newspaper publisher, and provider of digital marketing platforms and services. Since its founding in 1976, the company has grown to become the largest printer in Canada and Mexico, and the sixth-largest in North America. Transcontinental is also the second-largest community newspaper publisher in Canada and a leading publisher of consumer magazines and French-language educational resources. From its early days as a 30-employee print shop in Montreal to today's publicly-traded company of 12,215 employees working in Canada, the United States and Mexico, the focus has always been on innovation and anticipating changes in the print and communications industry.

As digital media assumes an ever-greater role in the marketplace and society, the cornerstone of Transcontinental's business remains unchanged: helping clients reach and retain their target audiences. Through global economic uncertainty and rapid technological change in the print and communications industry, Transcontinental is taking a 'both/and' approach to its business by maintaining the company's core competency - print - while continuing to provide innovative digital marketing platforms that respond to market demand. Accordingly, the company has invested heavily in digitizing the production workflow of the books, magazines and marketing materials it prints, as well as providing web-based and mobile platforms for the magazine, newspaper and advertising products it offers. This evolution of the business into the digital realm is perhaps best exemplified by the company's 120 websites that now receive more than six million unique visitors each month.

A focus on sustainable development is consistent with Transcontinental's evolution as a company founded on care, integrity and making a difference to society, to one that places the same emphasis on social and environmental performance as on financial performance. The core values that have allowed the company to endure successfully - creativity and innovation, entrepreneurship, judgment and discipline, leadership, professionalism and integrity, and respect for others - will continue to be guideposts along the path to sustainability.

Transcontinental is headquartered in Montreal, Quebec.



As digital media assumes an ever-greater role in the marketplace and society, the cornerstone of Transcontinental's business remains unchanged: helping clients reach and retain their target audiences.

Governance Structure

Transcontinental's governance structure ensures that the business is properly managed based on the interests of the corporation's three pillars: shareholders, employees and customers. The Executive Chairman of the Board is company founder Rémi Marcoux. Two-thirds of the 13 directors on the company's Board are independent, and also concurrently serve on the Human Resources and Compensation, Corporate Governance, and Audit committees. Transcontinental's day-to-day management is the responsibility of the nine-person Executive Management Committee, led by President and Chief Executive Officer François Olivier, with the support of the three Sector Management Teams.

The Transcontinental *Code of Ethics*, published on the company's website and widely circulated to all employees, establishes rules with respect to integrity, confidentiality, conduct and conflicts of interest for officers, directors and employees alike. The *Code* sets the tone and provides clear guidelines for the highest standard of ethical behaviour at all levels of the company, each and every day. It is the articulation of two of Transcontinental's core values - integrity and respect - that are shared by all and the responsibility of all.

Corporate governance initiatives from 2009 include financial, health and safety and environmental audits; and quarterly meetings of Sector Management Teams to review results.

Transcontinental facilities in Canada, the United States and Mexico are all fully compliant with labour laws in each of the countries, paying special attention to the hiring of minors.

Transcontinental is also subject to a number of laws and voluntary standards pertaining to advertising standards and consumer privacy. These include:

- the CAN-SPAM Act that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to opt-out, and spells out penalties for violations;
- the Personal Information Protection and Electronic Documents Act that governs how private sector organizations collect, use and disclose personal information in the course of commercial business;
- the Canadian Marketing Association's Code of Ethics, specifically its Internet privacy policy;
- the Canadian Code of Advertising Standards that sets out criteria for truthful, fair and accurate advertising; and
- the standards of the Flyer Distribution Standards Association.



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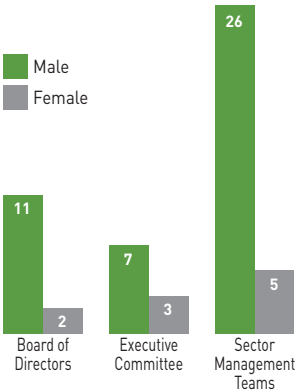
In the past year, there were no recorded incidents of non-compliance with regard to advertising, promotion and sponsorship regulations and voluntary codes, and similarly there were no recorded breaches of customer privacy or loss of customer data.

Transcontinental's 186 facilities in Canada, the United States and Mexico are almost exclusively staffed locally, including management positions. There are currently three expatriates working for Transcontinental in Mexico, two of whom are managers. In the United States, 11 expatriates are working for Transcontinental at the new *San Francisco Chronicle* printing plant in Fremont, California. This facility operates with a flat organizational structure and as such a management-to-worker ratio is not applicable.

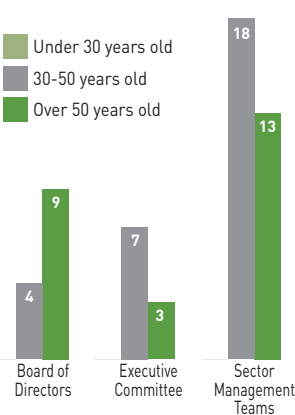
Transcontinental is committed to developing the talent and leadership skills of its employees. One of the many positive outcomes of this is a more balanced gender and age distribution on the senior management teams and Executive Committee over time.



**Corporate governance
Gender Breakdown**



**Corporate governance
Age Breakdown**



Message from the President and Chief Executive Officer

Being good corporate citizens has been central to the culture of Transcontinental since the beginning. We have always viewed our responsibility as extending outside the walls of our facilities into the communities in which we live and work, and the environment we all share. I can say with confidence that this desire to make a positive difference is a key motivator for Transcontinental employees and in fact this is one of the factors that differentiates us in the marketplace.

The release of our inaugural sustainable development report is an important step in the evolution of our company. We are fortunate to be able to build on a solid foundation. We may not have called it sustainable development in the past, but many sustainable development initiatives have already been successfully implemented, including:

- reducing greenhouse gas emissions by 11% this year, compared to 2008;
- significantly greening the procurement of our main raw material —paper;
- eliminating hazardous substances such as solvents and heavy metals from our inks and production processes;
- developing recycling programs;
- improving employee health, safety and wellness programs;
- nurturing the talent of our employees; and,
- a long history of corporate philanthropy in our host communities.

The mainstreaming of sustainable development into our business started for us several years ago with a series of awareness-raising workshops for Executive Committee members and over 300 senior managers across the corporation. With the creation of a Sustainable Development Steering Committee and the release of our first *Sustainability Report*, we are now taking the next steps towards coordinating our various actions in the environmental and social realms in a measured but meaningful way. In addition, the report provides an opportunity to tell the story of all the real work that is already being done to improve the company's performance.

Of course we need to do more than simply report on what we are doing. We need to push ourselves by setting and meeting meaningful objectives. Our first stated objective relates to the Global Energy Management Program developed late last year that aims to cut our greenhouse gas emissions by 15% by 2012 using 2008 as a baseline. The early results are very encouraging, with an 11% drop in greenhouse gas emissions measured at our printing facilities. While we recognize that the changing nature of our business accounts for some of the decrease, we are proud of the measures the the company implemented - including the installation of heat recovery units on web presses and energy saving lighting - that contributed to this performance improvement.



With the creation of a Sustainable Development Steering Committee and the release of our first Sustainability Report, we are now taking the next steps towards coordinating our various actions in the environmental and social realms in a measured but meaningful way.

Over the coming year, Transcontinental's Sustainable Development Steering Committee will be leading our internal process to develop additional sustainability objectives, performance targets and timelines. Once this important work is completed, we will be in a position to provide updates on our progress, something that we realize is a cornerstone of sustainability reporting.

At the end of the day, our sustainable development journey will be driven by employees, not by management. We need fresh ideas and new ways of looking at our business from all levels of the company and we need our employees to feel meaningfully connected to the goal of embedding sustainability into the way we think and act.

The July 2009 opening of the new *San Francisco Chronicle* print facility in Fremont, California, is an example of our continual transformation as a company, in this case driven by the opportunities inherent in newspaper industry outsourcing as well as energy efficient building design. We are proud to be able to say that the building is one of the first printing facilities in North America to receive Silver certification under the Leadership in Energy and Environmental Design (LEED) Green Building Rating System™.

With the global economy's current state of flux, combined with the ongoing emergence of digital media's market share relative to traditional print media, the drivers and opportunities for improved social, environmental and financial performance have never been more pronounced. It is with this dual reality firmly in mind that we are taking steps to become a leader in social and environmental performance in the print and communications industry.

I have spoken previously about how Transcontinental's future will be based on sustainable development or we won't have a future at all. After navigating the difficult stretch of 2008-2009, I am more than ever convinced of the business case for sustainable development based on the efficiencies it creates and the opportunities it allows companies to seize. I invite you to join us on this journey as we continually innovate and evolve our products and services to meet customer demand in a way that acknowledges the needs of the environment and society, as well as improves our financial performance.



François Olivier
President and Chief Executive Officer
Transcontinental Inc.



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Sustainable Development Overview

Care and respect for our employees, customers and the communities in which they live and work are core Transcontinental values. This is reflected in the importance we place on social and environmental performance - we continually work to reduce our energy, waste and emissions, and we actively support the professional development and health, safety and wellness of our employees, as well as the vibrancy of our host communities.

Transcontinental started to look seriously at coordinating its approach to social and environmental performance and developing a comprehensive sustainable development strategy back in 2007 and 2008, through a series of awareness-raising workshops with the company's Executive Committee and all 300 top managers.

Building on that initial momentum, in 2009 Transcontinental established a Sustainable Development Steering Committee made up of employees from all three business sectors - Printing, Media and Marketing Communications - and Corporate Services. The committee was set up to provide senior management with thought leadership and a sounding board for organizing and driving Transcontinental's sustainability strategy and supporting initiatives.

One of the first orders of business on the committee's plate was to articulate Transcontinental's commitment to sustainable development in a clear, definitive and substantive way that could be seamlessly integrated with the company's existing mission and core values. The commitment reflects the importance that the company places on the day-to-day consideration of social, environmental and financial aspects of the business, while also recognizing that the pursuit of sustainable development is not necessarily based on an ultimate goal, but rather the concept of continually improving performance across interlinked and interdependent domains.

Now that Transcontinental's commitment to sustainability has been communicated, the newly-formed Sustainable Development Steering Committee will be turning its attention to defining and prioritizing Transcontinental performance objectives, as well as the setting of associated performance targets that can be tracked year in, year out. This year's success in reducing greenhouse gas emissions is a good example of how setting an ambitious objective can lead to significant progress.



Sustainable Development Highlights - 2009

- Sustainable Development Steering Committee established
- First-ever Sustainability Report published
- LEED Silver-certified construction of new *San Francisco Chronicle* 338,000 square-foot printing facility in Fremont, California
- Triple Chain of Custody certification (FSC/SFI/PEFC) for paper procurement at all 45 Canadian and U.S. operations
- Steady improvement in customer uptake of environmental paper (Gold certified paper purchases climbed from 15% in 2008 to 45% in 2009)

Sustainable Development Reporting Approach

Transcontinental has chosen to create a stand-alone sustainability report, based on Global Reporting Initiative (GRI) guidelines, reflecting 2009 fiscal year data (November 2008 through October 2009) and released alongside the company's annual report. The GRI framework is now the pre-eminent sustainability reporting standard worldwide, adopted to date by thousands of organizations and based on multi-stakeholder collaboration that leverages a global network of some 30,000 reporting practitioners. The framework provides for increasingly detailed reporting levels, from undeclared to 'C' to 'B' to 'A'. GRI has instituted a process to independently review the conformity of organizations' self-declared reporting levels.

Sustainable development consultants ÉEM inc. were brought in to conduct a sustainability reporting gap assessment. Following discussions with Transcontinental's Sustainable Development Steering Committee, it was agreed that it made sense to use the GRI guidelines to frame the company's inaugural report as they provide an internationally recognized structure. For 2009, Transcontinental's sustainable development report meets GRI level C based on the amount of data provided, as externally confirmed through GRI's 'Application



Level Check' process. The company's initial foray into annual sustainability reporting takes into account the need to drive performance while adopting a measured pace of change that allows for the greatest degree of support and buy-in from employees.

Although Transcontinental does not yet have an external stakeholder committee in place, the company nonetheless is in continual contact with a range of civil society organizations and community groups that take an interest in its activities. The decision to release an annual sustainability report creates an appropriate platform for wider stakeholder engagement that will undoubtedly evolve along with the company's reporting process. For this year's report, two suppliers — Cascades and Kodak — , were asked to review the document to ensure that the information being presented was meaningful and helpful to them as key external stakeholders of the business.

Transcontinental is committed to sustainable development tracking and reporting above and beyond the gains in public or government relations that are its by-product. Performance is the focus, with public documentation being simply one step in the ongoing process of refining performance through the input of the company's Sustainable Development Steering Committee, Senior Management Teams, and Executive Committee.



Sustainable Development Highlights - 2009

- Sustainable development customer awareness-raising through *EnviroTerms and Trends fact sheets*, articles in *Insights* e-newsletters and white papers
- Replacement of regular plastic bags for magazine delivery with biodegradable bags by Transcontinental RBW Graphics in Owen Sound
- Setting of greenhouse gas reduction target of 15% by 2012 (baseline 2008)
- Achieving an 11% reduction in greenhouse gas emissions in 2009
- Energy savings initiatives with Hydro-Quebec - 11 million kilowatt hours saved per year resulting in a CO₂ reduction of 100 tonnes

People

Community is at the heart of Transcontinental's business. The company is part of the daily fabric of families across Canada, and female readers in particular, through its range of newspaper, magazine, and book titles, as well as the Publisac advertising flyers and website. It also provides content and platforms for online communities of common interests through 120 websites. This human dimension is what links the local, regional, national and virtual communities that Transcontinental serves.

The company is active in its host communities across Canada, the United States and Mexico, supporting a wide range of local arts, education and recreation initiatives and organisations. This typically amounts to over \$5 million annually in donations and sponsorships.

Transcontinental regularly conducts phone and web-based surveys to generate both quantitative and qualitative customer satisfaction data. For example, in 2007 and again in 2008, the Printing Sector's Book Group surveyed over 100 of its customers via a web questionnaire developed and analyzed by a professional polling organization. The survey was supported by an internal process to respond to negative comments within 24 hours. Overall, good satisfaction scores were reported. The same customer outreach will be implemented in 2010.

Transcontinental's consumer flyer distribution products – Publisac, Publimag, Publilux, Publicombo and Publiweb - also conduct professional polling to determine customer satisfaction levels and generate demographic data as a regular part of their business operations. Such surveys have documented, as recently as 2008, a high level of customer use of and satisfaction with the Publisac line of products, including:

- 94% of respondents stated that they look at the Publisac contents;
- 92% of respondents stated that they recycle the Publisac after consulting it;
- 84% of respondents that use the Publiweb site stated that they "strongly like" it.

Notwithstanding this positive user feedback, environmental issues are a concern for Publisac readers and non-readers. The use of biodegradable bags and recycled fibre in the flyer paper is a direct response to concerns about Publisac's environmental footprint.



Community Investment

Transcontinental sets a goal of investing an average of 1% of its pre-tax profits on community causes. These contributions support worthwhile initiatives and organizations in the various communities in which Transcontinental operates and where its employees live and work.

2009 TOTAL: \$5,677,755

Nurturing Employee Talent

People are also Transcontinental's key asset. Transcontinental sees the nurturing of talent management as a top business priority, as evidenced by the company's five-year strategic plan - *Evolution 2010* - that puts talent on the same level as sales growth, efficiency and digital platforms as the pillars of future growth and sustained prosperity. This speaks to both the challenges and opportunities of finding and retaining talent in an age of rapid technological change where ever-evolving skillset requirements, demographic shifts, and corporate acquisitions pose significant obstacles to the attraction and retention of knowledge-sector workers.

As a key pillar of corporate sustainability, Transcontinental puts significant efforts and resources into recruiting and retaining a talented workforce, including:

- routine cross-training of employees in new technology areas for roles and positions that become obsolete as the printing industry transitions;
- posting of new positions on the company intranet, prior to being placed on public job search sites or with recruitment agencies;
- an Intranet site *TransFormation* that provides online training through a catalogue of more than 400 courses in a number of subjects including journalism, health and safety, and finance;
- the *Mission: Leadership* program that has provided 1,500 Transcontinental employees with management training;
- the *Phil - The Three Pillars* course on Transcontinental's culture of participation and continuous improvement that has been taken by over 12,000 employees to date;
- an established Performance and Individual Development Management (PID) program that supports the adoption of Transcontinental's core values as the backbone of the company's culture;
- the G.A.R.E. Program, an initiative to pro-actively manage and support emerging talent in the Newspaper division of Transcontinental's Media Sector, that brings performance evaluation and career advancement to the forefront of the company's annual business planning process; and,
- supporting the development of young workers in the communications industry through sponsorship of university scholarships in graphic arts programs, as well as co-op and internship positions for students and recent graduates.



"Talent Management" at a Glance



Employee Health, Safety and Wellness

Ensuring the safety and wellness of employees is a key focus at Transcontinental, equally as important as the focus on productivity and quality. This commitment to employee health, safety and wellness (HSW) is backed up by a range of formalized policies, procedures, standards, regulatory programs and best practices, including a Health, Safety and Wellness Department, Health and Safety Committees at each facility, and an umbrella *Vigilance* program that promotes company-wide prevention and wellness mindsets for each and every employee in their day-to-day activities. The stated goal is to achieve 100% conformity with corporate health, safety and wellness standards as well as legislated requirements.

Although there is always room for improvement with regard to workplace safety and zero accidents will always be the ultimate goal, Transcontinental's accident frequency rate (defined as the number accidents per 200,000 worked hours) was satisfactory in 2009. The rate dropped to 1.08 (down from 1.3 in 2008), in comparison to the acknowledged industry-wide best practice rate of 1.1 for workplace safety performance in this area.

Transcontinental's accident severity rate (defined as the number of lost work days per 200,000 worked hours) remains an area where improvement is needed, with a rate of 44.58 in 2009. The company has set a target rate of 28 days for 2010, based on the acknowledged industry-wide best practice.

Pandemic preparedness

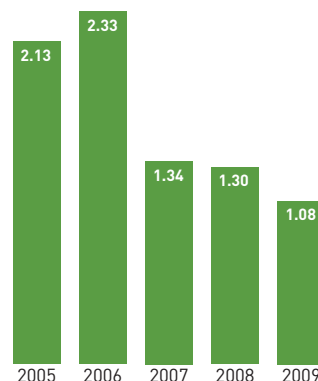
Transcontinental started assessing the risk associated with the H1N1 Flu outbreak in April 2009 and has developed a comprehensive risk management plan that put the company in readiness for a more severe influenza pandemic. The plan addresses three major issues:

- the health and safety of our employees and visitors;
- the continuity of our business; and,
- communications with employees, clients, suppliers and other stakeholders.

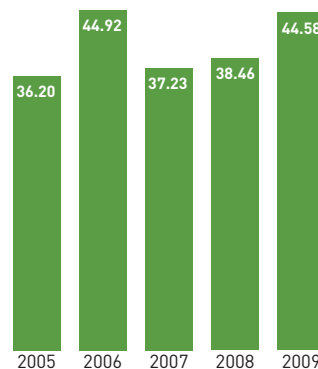
Guidelines on protective measures and links to authoritative medical information were circulated among all employees via Intranet postings and paper-based memos. They included awareness-raising information about preventative hygiene, H1N1 Flu symptoms and a business travel approval protocol.



Lost Time Accident Frequency rate



Lost Time Accident Severity rate



Environment

Transcontinental's commitment to environmental protection has been evident since the publication of its environmental policy in 1993. The Corporation aims to improve its environmental performance both as a printing company, and as a player who can influence the environmental impacts of its products and services further up the supply chain and post-use.

Supply Chain Improvements

One of the most important environmental aspects of Transcontinental's business is actually upstream of the printing operations. The choices made when purchasing paper significantly alter the environmental footprint of Transcontinental's printed product. Many forest product companies have risen to the challenge of managing the supply of paper pulp in a responsible manner, by incorporating recycled content, using by-products from lumber production and investing in the long-term management of their forests in terms of wood supply and biodiversity.

Transcontinental wants to encourage and support these efforts and so, in 2007, the company developed a Paper Purchasing Policy, publicly stating its preferences for recycled fibre and fibre from sustainably managed forests, paying particular attention to high conservation values in those forests.

To this end, Transcontinental defined a hierarchy of environmental papers, described below, and now tracks the types of papers purchased by class:

Class	Criteria	
Gold Plus	Paper from 100% recycled fibre.	
	Paper from recycled fibre mixed with fibre from agricultural residues or other alternative residual fibres (100%).	
Gold	Paper from recycled fibre mixed with virgin fibre from forests that are certified under a recognized system, avoiding fibre from high conservation value forests unless those values are protected. The combination of recycled fibre and certified fibre is <u>100%</u> .	
Silver Plus	Paper from recycled fibre mixed with virgin fibre, avoiding fibre from high conservation value forests unless those values are protected.	The combination of recycled fibre and fibre certified under a recognized SFM is <u>at least 70%</u> .
Silver		The combination of recycled fibre and fibre certified under a recognized SFM is <u>at least 30%</u> .
Bronze	All other papers that are shown not to come from high conservation value forests unless those values are protected.	
Other	All other papers that are shown not to have come from illegal harvest.	

SFM: Sustainable Forest Management

Suppliers have responded positively to the policy, implementing best practices and obtaining certifications that validate their efforts.



Paper Purchasing Policy

With respect to fibre sourcing, Transcontinental promotes the use of papers with maximized post-consumer and de-inked recycled fibre. It also encourages the use of papers made with pre-consumer recovered fibre or alternative fibres in preference to virgin wood fibre.

Where virgin wood fibre is required, preference is given to forest fibre from sustainable forests, certified by a recognized organization, avoiding fibre from high conservation value forests unless those values are protected.

Other papers may also be promoted where it can be shown that there is an overall environmental advantage, in keeping with the principles of sustainable development. This will be addressed more systematically as better information becomes available about the environmental aspects of each paper.

Reaching out

Raising customer awareness about environmental paper options is a priority. The implementation of Transcontinental's Paper Purchasing Policy included the formation of a Paper Team to train the sales force as well as engage customers directly to encourage them to make better purchasing choices.

Results

As a result of suppliers taking up the challenge and customer requests for environmentally preferable papers, Transcontinental's paper purchases have changed significantly over the last three years. Indeed, in just the past year, purchases of Gold and Gold Plus papers have risen from 22% to 49%, with a corresponding drop in less environmentally desirable papers.

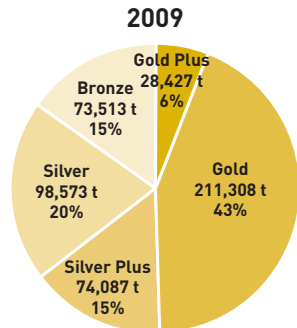
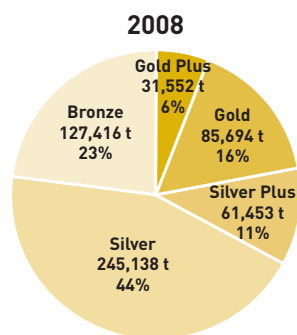
Transcontinental's policy also favours papers bought regionally. Less than 3% of papers are bought outside the continent. For these purchases, Transcontinental requires that the paper be covered by a recognized sustainable forest management system. Of the 3% coming from overseas, 98% comes from Europe where environmental considerations are important. Indeed, certain papers with high post-consumer recycled content for magazines are only available from Europe.

Triple Chain-of-Custody Certification of Operations

It is important to be able to print attestations as to paper origins on the products we produce for our customers. Transcontinental has obtained Chain-of-Custody certifications for its printing facilities and trains employees on the use of the various sustainable forest management logos. In January 2009, Transcontinental



Categories of Paper Purchased (t = metric tonnes)



Michael Glatz, Health, Environment, Safety and Wellness Coordinator

A leader in environmental management at Transcontinental Brampton plant that is implementing a number of local initiatives to reduce the plant energy inputs and waste outputs

The best example of 'walking the sustainable development talk' that I have directly been involved with is our recyclable oil 'pig' (a tubular structure filled with absorbent material that is used to soak up spills) and mop head program.

Since instituting this program in the fourth quarter of 2006, we have been able to divert thousands of kilograms of waste from landfill as well as recycle thousands of litres of liquid waste. We have also developed a type of oil pig that requires less energy during the drying phase of the cleaning cycle. The overall cost reductions to the company have been considerable - over the years of using this program, Transcontinental Brampton has been able to save approximately \$25,000 dollars.

obtained triple certification, meeting the standards of the Forest Stewardship Council (FSC), the Programme for the Endorsement of Forest Certifications (PEFC) and Sustainable Forestry Initiative (SFI) for its Canadian and U.S. printing facilities. The certification coordinator or other trained internal auditor conducts an internal audit of each facility every year. This is reinforced by random audits performed by Smartwood or PricewaterhouseCoopers at some of the sites. Requested corrective action must be implemented to retain the multi-site certification.



Procurement of Recycled Materials

While the largest amount of raw material we purchase is paper, we also purchase significant quantities of aluminum printing plates. Recycling of this metal is well established and the recycled product is as good as newly smelted aluminum. Transcontinental recycles its used plates, resulting in both an environmental and a financial benefit.

Product Stewardship

Some Transcontinental products stay on the bookshelf for some time, while others lose their value in just a short period and become waste. One of the key ways the company has been addressing the issue of the waste its products generate is by steadily improving its ability to target receptive audiences. The introduction of new marketing platforms and database analytics makes it possible to distribute advertising more efficiently, thereby reducing the materials used and waste generated. New approaches include the targeting of direct mail



Gerard Faucher, Plant Director

Champions energy savings at Transcontinental Quebec City through the plant's energy committee

At Transcontinental Quebec City we are highly conscious of our environmental impacts. Building on the company's paper purchasing chain-of-custody certification and the Ecologo certification currently being sought for our printing processes, we are always looking for new and better ways to practice what we preach when it comes to living our sustainable development values.

We've set up an energy committee at the plant that gets together every month to review practices and discuss new ideas. Some of the early successes include reducing the amount of compressed air loss on our equipment, shutting down the compressors on weekends, reducing the compressor pressure levels, instituting a night-time shut down of computers and office lighting, and installing heat-saving plastic panels on our loading doors. We've also invested in energy efficient lighting for the plant, put in movement-activated lighting in our storage rooms as well as sensors that activate our conveyor belts on demand, and eliminated our plate baking oven.

Together, these initiatives reduce our environmental footprint and save the company thousands of dollars a year.

by neighbourhood and price-zone versioning, permission-based emails, targeted mobile messaging, electronic flyers and banner ads, as well as the consumer portal publisac.ca.

Transcontinental has thought about the end-life of products that are printed and distributed, and taken substantive action:

- For *Métro* newspaper, which is usually read in a defined and compact physical space (the Montreal subway system), a program was set up to recover copies of the paper at the transit system exit points. Over 700 tonnes of paper are recovered per year in this way. *Métro* donates 20% of the revenue from the recycled paper to the Literacy Foundation.
- For the products discarded in people's homes, Transcontinental contributes to various provincial and municipal recycling schemes. Annual contributions exceed \$480,000. The Publisac was created by Transcontinental in 1986. At that time, unbundled flyers were placed in mailboxes or inserted into local newspapers, often ending as street garbage which polluted the visual landscape. Transcontinental's Publisac provided a delivery mechanism so that advertisers could reach consumers in an efficient and organized manner, resulting in fewer stray flyers.
- Thirty years later, Transcontinental has continued to refine Publisac through the introduction of oxo-biodegradable bags. These decompose in a landfill site in 90 to 120 days and go on to fully biodegrade in 12 to 14 months. Before choosing this option, Transcontinental waited for the results of a study



Julia Wojciechowska, Lawyer
Member of Transcontinental's Sustainable Development Steering Committee

In my professional life as a lawyer with Transcontinental I can't say that I'm on the frontlines of the company's social and environmental efforts. But sustainable development is something I have a strong personal belief and interest in, and it's been a really positive experience to be able to contribute to the company's Sustainable Development Steering Committee. I think the work we have done and will continue to do is an important driver for the company setting and meeting ambitious performance objectives.

My commitment to being part of an organization that practices what it preaches in terms of sustainability is something that I know I share with many of my colleagues. We need to move forward on this front because it's the right thing to do, and because it will make us a more resilient and innovative in the long run. I'm proud to be part of that process.

conducted by the Centre de recherche industrielle (CRIQ) on behalf of Recyc-Québec to confirm that the plastic additives responsible for the degradation did not adversely affect the plastic recycling programmes in Quebec.

- Transcontinental has commissioned two other external analyses of Publisac, one in 2009 by the environmental consulting firm Gaia Environmental, and a study currently underway to assess product lifecycle impacts, which is being done by Montreal's Interuniversity Research Centre for the Lifecycle of Products, Processes and Services (CIRAIG). The findings of these research initiatives are being used to refine Publisac so that families and households continue to receive timely, accessible consumer information in a socially and environmentally responsible manner.

Product Safety Certifications

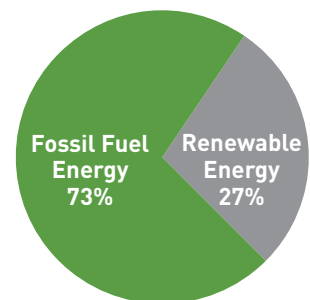
Certain jurisdictions and some customer groups are questioning the safety of products sold in the marketplace, especially in relation to use by children. In response, Transcontinental has had representative products tested and can supply certifications that products are kid-safe. Transcontinental is also working with suppliers to reduce the use of hazardous substances in the printing process.

Energy and Climate Change

Transcontinental recognizes the dual challenge of climate change and energy supply security. The company is moving to maximize operational efficiency and



Origins of Energy Used in 2009 including Electricity Sources



Karyne Bouchard, Paper Supply Coordinator
Member of Transcontinental's Sustainable Development Steering Committee

With an undergraduate degree in Art History, a Master's degree in Museum Studies, experience working as a curator for Chicoutimi's pulp and paper cultural heritage centre (La Pulperie de Chicoutimi), and a nine-month training at a printing school, I can say that the work that I'm doing at Transcontinental really allows me to turn theory into practice.

When I was asked to focus on environmental paper purchasing, I jumped at the challenge. I worked for six months on achieving triple chain of custody certification at all 45 of the company's plants in North America. Now that we've received certification under the FSC, SFI and PEFC schemes, my focus is on managing the implementation of the certifications - making sure the company follows all the required procedures.

I'm also on the frontline of Transcontinental's new Paper Purchasing Policy that is committing significant internal resources to raising customer awareness of environmental paper options so that better, more informed purchasing decisions can be made.

I'm glad to see that the company that I'm working for is taking the path of sustainable development. I know that it will be a long journey, but I'm personally committed to continuing to push for improvements in this key area of company performance.

encourage a transition to low-carbon fuels and renewable energy. The first step on this journey is the accurate tracking of the company's energy use and carbon emissions, a challenge in itself considering the dispersed operations.

The printing process releases volatile organic compounds (VOCs) as ink is dried and during press clean-up. Photochemically reactive VOCs contribute to the formation of smog and are detrimental to employee health. Transcontinental therefore captures VOCs coming from the dryers and incinerates them in powerful afterburners. While this controls air pollution, the incinerators function on natural gas, or in some instances, propane. The burning of these fuels, and of the VOCs themselves, results in carbon dioxide emissions. Fossil fuels are also used for space heating and some forklift trucks, but to a considerably lesser degree.

The company has produced annual inventories of its carbon dioxide emissions, including direct emissions on site (Scope 1) and indirect emissions at generating stations related to the electricity consumed by the company (Scope 2), and has reported those emissions since 2006 to the Carbon Disclosure Project, a voluntary scheme aimed at enhancing the transparency of information related to emissions and motivating reduction efforts.

While tracking has improved since 2006, certain emissions have not been assessed to date because of their complexity. In particular, product distribution poses challenges because of the shared responsibility with clients, third-party transporters and end-users. In addition to the right figures, the company has assessed emissions related to employees' daily commutes and corporate air travel.

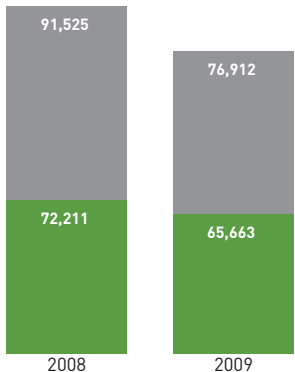
Transcontinental has recognized the importance of investing in energy efficiency, hiring an expert on staff in 2007 and communicating its new Energy Policy in 2008. The company is now embarked on a program to track and improve energy use throughout the organization. A Global Energy Management Program has been developed to achieve energy savings and reduce greenhouse gas emissions by 15% by 2012 (based on 2008). A reduction of 11% in the first year can be jointly attributed to this program (approximately 4%), as well as to facility restructuring and the changing nature of Transcontinental's business (approximately 7%). The decrease is noticed in both absolute emissions as well as emission intensity.

Examples of initiatives already underway include the installation of heat recovery units on web presses and energy saving lighting, as well as the design and construction of a LEED-certified printing facility in California.



Greenhouse Gas Emissions from Printing Operations
(tonnes of CO₂e)

■ Scope 2 — Related to Electricity Used
■ Scope 1 — From Fossil Fuel and VOC



Transcontinental is also a founding member of a new collaboration between the Quebec Association for Energy Advancement and four other leading Quebec companies. Together, the partners have set ambitious targets to reduce energy consumption over five years, sharing their expertise and knowledge. Transcontinental's target is a 15% reduction across its Quebec operations.

Releases of Volatile Organic Compounds

Most VOCs are destroyed in the incinerators, but some fugitive emissions from the printing operations escape from the press areas to the outside, especially during press cleaning. We track these using mass balance calculations and report them to National Pollutant Release Inventory for Canadian operations. In 2009, Transcontinental operations released approximately 520 tonnes of VOCs.

These mass balance calculations present an overall picture, but they do not take into consideration the level of photochemical reactivity of the VOCs released. In 2005, Transcontinental switched to using a press cleaning solvent with a far lower degree of reactivity, making the largest proportion of the released VOCs more benign. Further, best practices at the facilities improve performance but are not captured by the industry standard factors used in the calculations.

Environmental Management Systems at Printing Facilities

Transcontinental maintains control of the environmental aspects of its printing facility through its Environmental Management System (EMS) based on ISO 14001. A number of facilities have opted to certify their operations to ISO 14001 through third-party registration, while others operate within the EMS



Donald Simard, P. Eng., Team Leader - Energy Efficiency, Environment and Procurement
Member of Transcontinental's Sustainable Development Steering Committee

I started my engineering career in 1990 working on hydroelectric facility design. I am currently the team leader for energy efficiency in Transcontinental's Energy and Real Estate branch. My day-to-day work involves the calculation of building energy footprints among other analyses, and I also sit on a number of energy efficiency committees as well as the company's Sustainable Development Steering Committee.

My belief in sustainable development extends beyond work to my son and daughter's primary school (École L'aquarelle de Laval) where I was one of the founders of an eco-citizenship program.

Since I am on the frontlines of Transcontinental's commitment to becoming more sustainable, I can attest to the resources the company is devoting to running cleaner, more efficient operations. It starts at the top and extends right down to the shop floor. This is how true sustainable development is achieved—by becoming a regular part of every employee's day-to-day work.

framework, but rely on corporate audits to track their implementation progress. The EMS, based on a continuous improvement cycle, allows the environmental impacts of the operations to be identified, assessed and controlled. Where appropriate, programs are initiated to improve specific aspects, such as waste reductions or energy efficiency initiatives. Critical functions, such as incinerator operation or waste ink disposal are identified for special attention. Audits are conducted to verify compliance with legal requirements and corporate best practices. Measures are set up to track performance and provide the information to feed the continuous improvement cycle.

Incinerator Maintenance Program

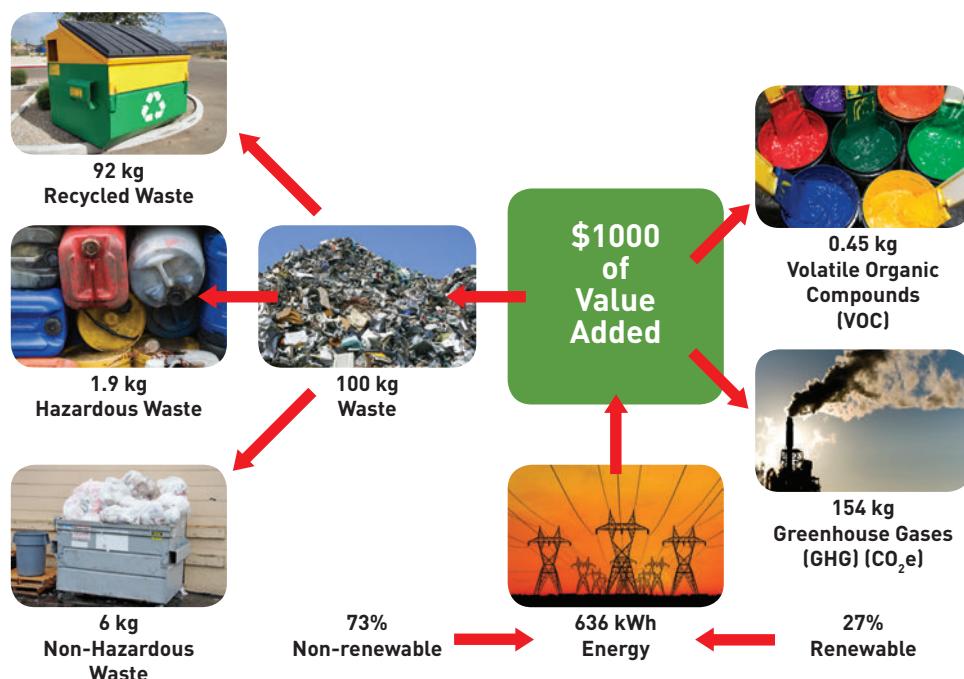
Transcontinental operates and maintains over 40 incinerators in its 20 heat-set facilities to destroy VOCs from the drying ink and other press solutions. Preventative maintenance is performed monthly, in addition to a complete yearly review of the equipment. The maintenance program ensures optimal incinerator efficiency and minimizes combustion by-products. Equipment that works properly also uses less energy.



Environmental Footprint

Through tracking of its environmental performance, Transcontinental is able to present quantitative data to illustrate the environmental impacts of its products. This environmental footprint states the amount raw materials, energy, waste and emissions that are involved in creating \$1,000 of product or providing \$1,000 of value at Transcontinental's facilities. Transcontinental will be working to increase the detail of this footprint as improvements are made to performance tracking. The figures are based on 2008 production.

Environmental Footprint Diagram



Economics

Transcontinental continually evaluates the short, medium and long-term implications of its actions in order to position the company to capitalize on societal, regulatory, technological, and market changes. This means taking the sometimes difficult but necessary steps to ensure that the company continues to thrive.

The balancing act of business sustainability was fully apparent during the past year. The company's 2009 fiscal year started in November 2008, just as the credit repercussions from the financial crisis in the United States were beginning to be felt. The global recession that followed on the heels of the sub-prime mortgage industry collapse posed significant challenges to Transcontinental as clients reduced their advertising budgets, mainly in the United States. At the same time, in its main markets in Canada and Mexico, the print and communications industry itself was adapting to the rise of new digital platforms that continued to transform the face of newspapers, magazines, books and marketing products.

Transcontinental took difficult decisions in 2009 to react to the sudden market downturn in late 2008, which meant reducing labour costs and production levels. These actions allowed the company to deal with the recession in a way that respected obligations to lending partners as well as shareholders. The equivalent of 1,750 positions were cut, five print titles ceased publication and two magazines were sold, while four printing plants were merged or consolidated and two were sold. In addition, a number of other organizational rationalization measures were put in place, including a hiring freeze, shorter workweeks, and unpaid leave for senior executives. The savings from these restructuring initiatives represent close to \$110 million in operational costs on an annual basis.

At the same time as these cost saving measures were implemented, Transcontinental was also working to successfully secure \$888 million in financing agreements, including \$100 million in a preferred shares offering. Together these will provide the company with the capital and operational flexibility it needs to leverage market opportunities for its employees, customers, and shareholders.

With regard to workforce reductions in 2009, it is worth noting that Transcontinental has put significant effort over the past several years into cross-training initiatives to increase employee marketplace value. While necessary steps were taken to ensure financial sustainability and meet obligations to lending partners and shareholders, this was achieved with a high regard to the company's obligations to its employees.



While necessary steps were taken to ensure financial sustainability and meet obligations to lending partners and shareholders, this was achieved with a high regard to the company's obligations to its employees.

Tell us what you think

As members of Transcontinental's Sustainable Development Steering Committee, we are helping to drive the company's commitment to improving social, environmental and financial performance. We are employees from across Transcontinental's business sectors, representing a wide range of professional perspectives and organizational seniority. The committee functions as a sounding board and ideas laboratory for sustainability strategy and priorities. We see ourselves as the link between senior management and the shop floor, and understand that any company's efforts to pursue sustainable development must have broad-based employee ownership.

As Transcontinental's Vice-President of Procurement and Technology, member of the Executive Management Committee, and Chair of the Sustainable Development Steering Committee, I am leading a journey that is by definition a team effort. Thinking, planning and implementing in the context of social, environmental, and financial considerations is something that we are continually striving to make 'business as usual' in the company's culture and performance. Our employees are of course the key drivers in this ongoing process, followed by our customers and the communities across Canada, the United States and Mexico in which we live and work.

On behalf of the Transcontinental family, I invite you to join our company's commitment to sustainable development by letting us know where you think we could be doing better in our social and environmental performance and reporting. We need our external stakeholders—host communities, shareholders, suppliers, clients, and civil society organisations—to be part of our sustainable development efforts. This means first and foremost getting feedback on our inaugural sustainable development report. Understanding what is expected of us in terms of social, environmental and financial performance will allow us to report back in subsequent years and, where necessary, build supporting objectives and targets into our business planning.

Sincerely,



Jean Denault, VP Procurement and Technology
email: SDcomments@Transcontinental.ca



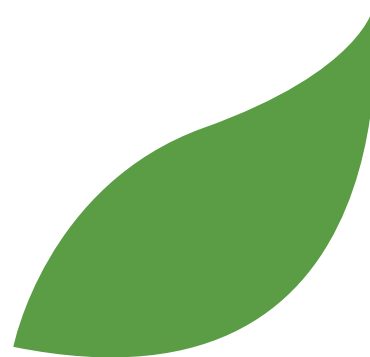
Members of the Sustainable Development Steering Committee:

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Charles L'Écuyer
Brigitte Lépine
Pierre Marcoux
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Julia Wojciechowska

and from ÉEM consultants:
Stephanie Hamilton
Stuart Lister

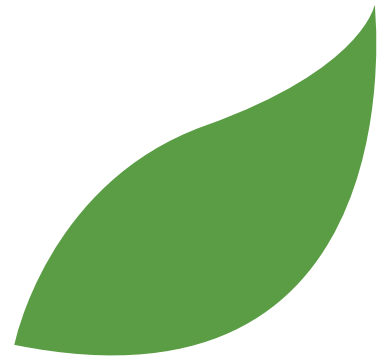
Awards

- Transcontinental receives 2009 Publishers Association of the West (PubWest) Book Design Award for Environmental Printing
- *Vancouver Magazine* wins 10 Western Magazine Awards
- Transcontinental wins recognition at the Mexican Graphic Arts Competition - Premio nacional de Artes Graficas
- Mike Hughes, Transcontinental Media Sector's National Marketing Director, is named Marketer of the Year at 2009 Canadian Newsstand Awards/Grand prix d'excellence en kiosque
- *The Hockey News* wins 'Best Newsstand Issue, Large Magazine' at the 2009 Canadian Newsstand Awards/Grand prix d'excellence en kiosque
- thehockeynews.com wins 'Best Website' at the Canadian Society of Magazine Editors' Choice Awards
- Transcontinental PLM, Transcontinental RBW Graphics, and Transcontinental Brampton are recognized at the Ontario Printing and Imaging Association (OPIA) Excellence in Print Awards
- Redwood Custom Communications wins in 25 Categories at the Missouri School of Journalism and Contentwise's 2009 Magnum Opus Awards
- Transcontinental is named one of the 50 Best Corporate Citizens in *Corporate Knights* magazine annual corporate citizenship ranking
- Transcontinental's Annual Report earns top rankings at the League of American Communications Professionals Vision Awards
- Jean Denault, Transcontinental VP Procurement and Technology, receives the "Order of the Forest" from Canopy (formerly Markets Initiative) for his environmental leadership
- Transcontinental Magazines wins 40 awards at the National Magazine Awards
- Transcontinental community newspapers win awards in 17 categories at Quebec Community Newspaper Association's 'Better Newspaper Awards'. Rick Shaver, Publisher of *Cornwall's Seaway News*, is recognized for his contribution to the Community Newspaper industry by the Canadian and Ontario Community Newspaper Associations
- Transcontinental Graphic Design wins 47 awards at the 2009 Gutenberg Awards



Awards

- Michael Harris of *Vancouver Magazine* wins the Emily Carr Media Award for Arts Coverage
- ThinData's Chris Carder receives the 'Excellence in Innovation' Award from the Toronto Business Development Centre and Paul Mulvihill receives the National Advertising Benevolent Society (NABS) Humanitarian Award
- Chenelière Éducation receives the Quebec Ministry of Education, Leisure and Sport Award, the Quebec Association of Psychiatrists 2009 Camille-Laurin Award, and the Université de technologie de Compiègne's Prix Roberval
- Transcontinental magazines *Commerce* and *Elle Québec* are recognized at the Quebec Magazine Association Awards
- Transcontinental wins in seven categories at Custom Publishing Council's 5th Annual Pearl Awards
- Transcontinental Metropolitan wins the Web Offset Association's Innovation Award
- Transcontinental Media recognized at Prix Media Awards in 'New Interactive Approaches' Category
- Rémi Marcoux, Transcontinental founder and Executive Chairman of the Board, is named Great Montrealer by the Board of Trade of Metropolitan Montreal (BTMM)
- Natalie Larivière, President of Transcontinental Media, is named 2008 MBA of the Year by the Quebec Association of MBAs
- Transcontinental is inducted into the Quebec Business Hall of Fame at the 100th anniversary celebrations of the Fédération des chambres de commerce (FCCQ)
- Transcontinental Boucherville plant receives first prize in Energy Management - Industrial Process or Manufacturing category at AQME's 2009 Energia gala (Quebec Association for Energy Advancement)



GRI Cross Referencing Table

GRI Section	Description	Transcontinental context	Information found in...
1.1	Statement of relevance of sustainability and relevance to organization		SD Report – Message from the President and Chief Executive Officer (p. 4)
1.2	Description of key impacts, risks and opportunities		SD Report – Our Business (p. 1) Message from the President and Chief Executive Officer (p. 4) Overview (p. 6) People (p. 8) Environment (p. 11) Economics (p. 19)
2.1	Name of the organization		SD Report – Our Business (p. 1)
2.2	Primary brands, products and/or services		SD Report – Our Business (p. 1)
2.3	Operational structure of the organization (including main divisions, operating companies, subsidiaries and joint ventures) Number of countries where the organization operates		SD Report – Our Business (p. 2)
2.4	Location of headquarters		SD Report – Our Business (p. 2)
2.5	Number of countries where the organization operates		SD Report – Our Business (p. 2)
2.6	Nature of ownership and legal form		SD Report – Governance Structure (p. 2)
2.7	Markets served (including geographic breakdown, sectors served, and types of customers)		SD Report – Our Business (p. 2)
2.8	Scale of the reporting organization (number of employees, net sales, total capitalization, quantity of products or services provided)		SD Report – Transcontinental Numbers (p. i) Annual Report www.transcontinental.com
2.9	Significant changes during the reporting period		SD Report – Message from the President and Chief Executive Officer (p. 4)
2.10	Awards received during the reporting period		SD Report – Awards (p. 21-22)
3.1	Reporting period		SD Report – Reporting Approach (p. 7)
3.2	Date of most recent report		This is Transcontinental's first Sustainability Report and therefore this disclosure item is not applicable
3.3	Reporting cycle		SD Report – Reporting Approach (p. 7)
3.4	Contact point for questions regarding the report or its contents		SD Report – Tell us what you think (p. 20)
3.5	Process for defining report content		SD Report – Reporting Approach (p. 7)
3.6	Boundary of the report		SD Report – Reporting Approach (p. 7) Annual Report www.transcontinental.com

GRI Cross Referencing Table

GRI Section	Description	Transcontinental context	Information found in...
3.7	Limitations on the scope or boundary of the report		SD Report – Transcontinental Numbers (p. i) Annual Report www.transcontinental.com
3.8	Basis for reporting on joint ventures, subsidiaries, etc		Annual Report www.transcontinental.com
3.10	Explanation of the effect of any re-statements of information provided in earlier reports		This is Transcontinental's first Sustainability Report and therefore this disclosure item is not applicable
3.11	Significant changes from previous reporting		This is Transcontinental's first Sustainability Report and therefore this disclosure item is not applicable
3.12	Table identifying the location of the standard disclosures in the report		SD Report – GRI Cross-Referencing Table (p. 23-26)
4.1	Governance structure of the organization		SD Report – Governance Structure (p. 2)
4.2	Indicate if the Chair of the highest governance body is also an executive officer		SD Report – Governance Structure (p. 2)
4.3	Number of members of the highest governance body that are independent or non-executive members		SD Report – Governance Structure (p. 2)
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body		SD Report – Governance Structure (p. 2)
4.14	List of stakeholder groups engaged by the organization		SD Report – Reporting Approach (p. 7)
4.15	Basis for identification and selection of stakeholders with whom to engage		SD Report – Reporting Approach (p. 7)
EC1	Direct economic value generated and distributed (including revenues, costs, employee compensation, donations, community investments, retained earnings, payments to capital providers and governments)		SD Report – Transcontinental's Numbers (p. i) People (p. 8)
EC3	Coverage of the organization's defined benefit plan obligations		SD Report – Transcontinental's numbers (p. i)
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation		SD Report – Governance Structure (p. 2)
EN1	Materials used by weight or volume	Paper Purchases	SD Report – Environment (p. 12)
EN2	Percentage of materials used that are recycled input materials	Paper Purchases by class	SD Report – Environment (p. 12)
EN3	Direct energy consumption by primary energy source	Energy Consumption per \$1,000 of Value Added	SD Report – Environment (p. 18)
EN4	Indirect energy consumption by primary source		SD Report – Environment (p. 18)
EN5	Energy saved due to conservation and efficiency improvements		SD Report – Transcontinental Numbers (p. i) Environment (p. 18)

GRI Cross Referencing Table

GRI Section	Description	Transcontinental context	Information found in...
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives	Product Stewardship	SD Report – Environment (p. 13)
EN7	Initiatives to reduce indirect energy consumption and reductions achieved		SD Report – Transcontinental Numbers Environment (p. i) (p. 17)
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Protection of high conservation value forests in Paper Purchasing Policy	SD Report – Environment (p. 17)
EN16	Total direct and indirect greenhouse gas emissions by weight		SD Report – Environment GHG Emissions (p. 16) (p. 16)
EN17	Other relevant indirect greenhouse gas emissions by weight	Employee commuting and corporate air travel	SD Report – Environment (p. 16)
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	Global Energy Management Program	SD Report – Environment (p. 16)
EN20	NO _x , SO _x and other significant air emissions by type and weight	NO _x , SO _x and other significant air emissions by type and weight While small quantities of NO _x and SO _x are emitted principally from the combustion of natural gas, the significant emissions from the printing industry are VOCs. The report therefore focuses on these.	SD Report – Environment (p. 17)
EN23	Total number and volume of significant spills		SD Report – Transcontinental's numbers (p. i)
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Product Stewardship	SD Report – Environment (p. 13)
		Environmental Management Systems at Printing Facilities	SD Report – Environment (p. 17)
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations		SD Report – Transcontinental's numbers (p. i)
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations		SD Report – Transcontinental's numbers (p. i)
LA4	Percentage of employees covered by collective bargaining agreements		SD Report – Transcontinental's numbers (p. i)

GRI Cross Referencing Table

GRI Section	Description	Transcontinental context	Information found in...
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs		SD Report – Transcontinental’s numbers (p. i)
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region		SD Report – Transcontinental Numbers People (p. i) (p. 10)
LA9	Health and safety topics covered in formal agreements with trade unions		SD Report – People (p. 10)
LA12	Percentage of employees receiving regular performance and career development reviews		SD Report – People (p. 9)
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity		SD Report – Governance Structure (p. 2)
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor		SD Report – Governance Structure (p. 2)
S02	Percentage and total number of business units analyzed for risks related to corruption		SD Report – Governance Structure (p. 2)
S03	Percentage of employees trained in organization’s anti-corruption policies and procedures		SD Report – Governance Structure (p. 2)
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country	N/A	Transcontinental Code of Ethics www.transcontinental.com/politiques/code_ethics.pdf
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction		SD Report – People and Environment (p. 8)
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship		SD Report – Governance Structure (p. 2)
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications including advertising, promotion and sponsorship by type of outcomes		SD Report – Governance Structure (p. 2)
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data		SD Report – Governance Structure (p. 2)



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