

2024 ESG REPORT



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1.0 INTRODUCTION, APPROACH & THEME

This report illustrates how BGIS translates our corporate values into meaningful action through our business practices. It outlines our environmental, social, and governance (ESG) efforts, focusing on the areas most relevant to our Partners and Stakeholders. Developed under the leadership of our executive team and ESG committee, the report reflects our commitment to transparency, sustainability, and responsible growth.

Our 2024 report highlights several key themes, demonstrating how our daily actions align with and support these priorities, all guided by a strong governance framework:

- BGIS' commitment to driving our stability and growth in the market through strong ESG programs.
- BGIS' dedication to ensuring our longevity and supporting the stability of our client and supplier partner organizations.
- BGIS operates in a way that enables our commitment and dedication including:
 - Mature programs around ensuring the well-being of our people – we could not do what we do without the strength and resilience of our people.
 - Innovative programs like BGIS Blue Zone Buildings™ supporting our client spaces, their customers and building occupants.
 - Proven programs around governance and compliance covering critical functions like data privacy and evolving programs that continually meet the changing landscape of Artificial Intelligence.
 - Tested Risk Management programs that ensure the continuity of our services and procurement capabilities in the midst of uncertainty.
 - Innovative and ever-evolving programs driving sustainability and supporting the achievement of ours and our clients targets and objectives.

BGIS' approach starts with doing the right thing, investing in our people, infrastructure, and innovations to pave the changing road we travel every day. This makes us an ideal partner for our clients, suppliers, and our communities at large.



1.1 OUR COMMITMENTS

BGIS Commitments

Key Aspects

Environment



BGIS is committed to reducing energy consumption, natural resource use, and greenhouse gas emissions in our clients' portfolios. We are driving significant change as we lead programs and initiatives to reduce energy and GHG emissions, improve waste diversion and reduce waste generation, reduce water consumption, and promote biodiversity. Environmental stewardship is a cornerstone of our operating philosophy. This commitment is highlighted in our integrated management system, based on the ISO 14001 standard.

BGIS recognizes the call to action for companies to demonstrate climate leadership by committing to science-based targets.

- We have committed to the Science Based Targets initiative (SBTi).
- The BGIS commitment aligns with the goals of the Paris Agreement, to limit global warming to 1.5°C.
- BGIS is a participant in Canada's Net Zero Challenge. BGIS is committed to net-zero across our scope 1 and 2 emissions, and for a few categories of scope 3 categories by 2050.

BGIS is committed to transparent climate-related disclosures. We have adopted the recommendations of the Task Force on Climate Related Financial Disclosures (TCFD).

Inclusion & Belonging



BGIS remains committed to the promotion of an equal and inclusive workplace through:

- Ongoing partnership with Canadian Centre for Diversity and Inclusion (CCDI).
- Our internal Women of BGIS group, a safe space that supports and encourages women to attain their career goals.
- BGIS was honoured with Partnership Accreditation in Indigenous Relations (PAIR) Bronze Status from the Canadian Council of Indigenous Business.
- Ongoing work to ensure equal access to jobs, training and education, and long-term benefits.
- Provision of non-traditional and underrepresented suppliers' accessibility to BGIS procurement with an equal opportunity to become a supplier.

Mental Health & Safety



- Increased investment in health and safety training and development as we adapt to living in the pandemic world.
- Expanded use of our well-being app in support of mental health initiatives.
- Delivered targeted mental health leader training with 85% participation and LivingWorks Suicide Prevention training with 78% participation.
- 23 new Mental Health First Aid Responder Program leaders –certified through the Mental Health Commission of Canada to provide immediate mental health support.
- BGIS' Director of Wellness continues to develop, implement and evaluate our evolving organizational framework, policies and programs.

1.2 Reporting Period

The 2024 Environmental, Social, Governance Report is reporting on our activities from January 2024 to December 2024, unless explicitly stated otherwise.



1.3 FORWARD LOOKING STATEMENT

This report contains certain forward-looking statements based on BGIS' current expectations and statements regarding our ESG targets, goals, commitments and programs. Our future results—including the achievement of our targets, goals, or commitments—could differ from our projected results due to changes in circumstances, assumptions not realized, or other risks, uncertainties and factors. The forward-looking statements in our report are made as of the effective date of this report, unless otherwise indicated, and we undertake no obligation to update these forward-looking statements to reflect subsequent events or circumstances. Our forward-looking statements are often accompanied by, but not limited to, words such as “aspire”, “believe”, “plan”, “hope”, and “aim”.

1.4 A MESSAGE FROM GORD HICKS, CEO, BGIS



Gord Hicks

CEO, BGIS

As 2024 draws to a close, I'm struck by the energy and purpose that have defined this year at BGIS. We've pushed boundaries, reimagined possibilities, and accomplished truly special results—together. This isn't about ticking boxes or resting on past wins; it's about forging a path where our spaces, our people, and our values come together to create real impact.

Crafting Spaces That Inspire and Enhance Productivity

This year, we rolled out the BGIS Blue Zone Buildings™ program, turning urban hubs like Naples, London, Toronto, and Sydney into showcases of what's possible when sustainability meets human well-being. These aren't just buildings—they're living, breathing environments designed to feel like the world's healthiest natural places. With 100 already underway and 500 more lined up for 2025, we're proving that innovation can cut energy costs, slash airborne pathogens by up to 95% with tools like the C-Polar air filter and still put people first. These buildings support improved health and wellness and as we expand adoption, we will improve the well-being and productivity of our society contributing to a Nation's economic prosperity.

Building a Team Where Everyone Belongs and Feels Appreciated

At BGIS, our strength isn't just in what we do—it's in who we are. In 2024, we leaned hard into fostering a culture of inclusion and belonging, creating a workplace where every voice matters. We continued to invest in young people with over \$1 million directed into our internship program. We've opened new pathways for growth through mentorships and leadership opportunities. Our work with Indigenous communities hit a new high, channeling over \$80 million into partnerships with Indigenous suppliers in Canada and Australia. Our Ela Hultsi, Indigenous Limited Partnership, between BGIS and the Des Nhede Group, brought an innovative indigenous inspired Carpet product to the market in 2024, with welcome mats being rolled out to well-known retailers in 2025. These products were recognized with a prestigious CoreNet Industry Innovation Award. And with the Mental Health Leaders Program launched in November, we're training over 250 team members to support each other's well-being—not because it's a trend, but because it's the right thing to do. When everyone feels they are cared for and belong, we all thrive!

Putting our People First

This past year BGIS achieved a remarkable milestone with turnover rates dropping to their lowest levels in a decade across every region worldwide, a testament to our company's unwavering commitment to our People. Determined to build on this progress, BGIS is rolling out initiatives that prioritize Team Member well-being as part of our ambitious goal to become the "Healthiest Company in the World."

This vision is brought to life through a series of education, awareness, nutrition, and training programs designed to nurture the physical and mental health of team members. Additionally, BGIS is leveraging its scale and partnerships to offer exclusive benefits, such as the Regions Bank Next Steps program in the U.S., which enhances financial literacy, alongside discounts like the Sherwin Williams “Super Paint” (VOC-absorbing) program and a 25% reduction on AirThings Air Quality sensors, empowering employees to save money and access resources that benefit their families. Furthering this holistic approach, the company launched numerous health-focused initiatives globally, encouraging every team member—regardless of their role—to incorporate stretching and exercise into their daily routines, fostering a culture of vitality and engagement.

Raising the Bar, Inside and Out

We also continue to take a hard look at the cleaning services industry, and we remain committed to driving positive change. In 2024, we continued rewriting the rules—pushing for fair wages, safer practices and products that do not put the cleaning team members and occupants at risk, leveraging innovative natural based solutions that are better for people and our planet. This isn’t just about cleaning better; it’s about giving people a safer work environment and treating people with the respect they deserve while keeping our commitment to sustainability front and centre. It’s a small shift with a big ripple effect, and we’re driving this transformation around the world!

We are partnering with some major retailers to also make non-chemical based, natural cleaning products available in the retail market, leveraging the proven results from our commercial experience.

Making our World a Better Place

In 2024, BGIS demonstrated its deep commitment to social responsibility by supporting a wide range of initiatives that uplifted communities across the globe. With the enthusiastic collaboration of its clients, suppliers, and team members, our company raised over one million dollars through various efforts, including charity events and direct donations. One particularly impactful contribution was a \$1 million pledge to Kids Help Phone-Cam’s Kids Programs, bolstering mental health support for Canadian youth. Meanwhile, in Naples, the annual BGIS Golf Tournament brought in \$100,000 for Operation Healing Forces, aiding U.S. Special Forces Veterans, and over \$50,000 for the JED Foundation in support of youth mental health programs in Public Schools in Florida. Down in Australia, the Bennelong Cup—a lively charity touch football game—raised funds to assist Indigenous students in transitioning from school to meaningful employment. Closer to home, BGIS teamed up with Purolator’s Tackle Hunger campaign, delivering thousands of pounds of food to Canadian food banks. These initiatives reflect just a portion of BGIS’ broader mission to nurture and strengthen communities, a mission we will continue to pursue with growing determination as we build into the future.

Eyes on Tomorrow

Looking to 2025, I see a BGIS that’s bold, connected, and unstoppable. We’re not here to follow—we’re here to lead, creating spaces that heal, inspired teams that innovate, and a future that works for everyone. Our people make this possible, and I’m proud to be part of a team that’s driving change with heart and hustle.

To our clients, partners, and communities: thank you for standing with us. Let’s keep building a world that’s healthier, stronger, and more sustainable —one step at a time.



Gord Hicks

CEO & Proud Member of the BGIS Team

1.5 ABOUT BGIS



Who We Are



11,810+

EMPLOYEES GLOBALLY*



250+

CRITICAL ENVIRONMENTS
MANAGED*



560M+

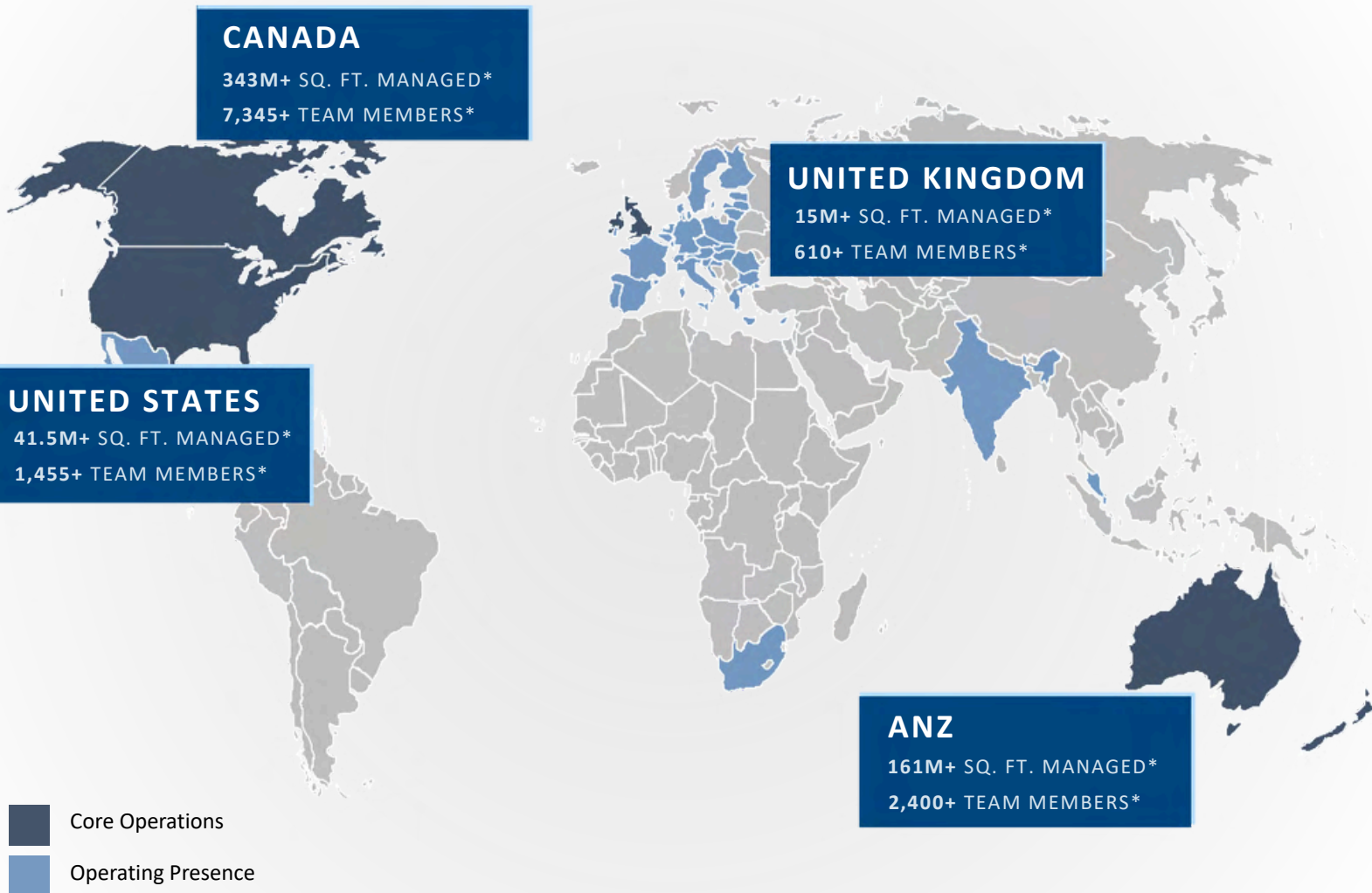
SQ. FT. MANAGED
SPACE GLOBALLY*



51,950

CLIENT LOCATIONS*

Global Reach



CANADA



343M+
SQ. FT. MANAGED*



7,345+
TEAM MEMBERS*

US



41.5M+
SQ. FT. MANAGED*



1,455+
TEAM MEMBERS*

UK



15M+
SQ. FT. MANAGED*



610+
TEAM MEMBERS*

ANZ



161M+
SQ. FT. MANAGED*



2,400+
TEAM MEMBERS*

* Figures reflect data at time of report publication

1.6 OUR VALUES

What we Stand for



Mission

To deliver innovative business solutions for clients with real estate portfolios, continually creating value for their Partners and Stakeholders, while ensuring a sustainable, safe and comfortable environment for all.



Vision

We are the recognized leader in the provision of Real Estate Management Services in Canada.

We are the role model for sustainable operating practices and portfolio strategy. We are the employer of choice within our industry and a “Best Employer.”



Values



Unwavering Integrity

Behaving in an honest, fair and ethical manner, showing consistency in words and actions; modelling high standards of ethics in order to build commitment and buy-in for decisions made in the best interest of all Partners and Stakeholders.

- Maintained certifications for ISO 9001, ISO 14001, ISO 45001, ISO 22001, ISO 27001
- Formalized policies relating to Modern Slavery, Indigenous Reconciliation, Inclusion and Belonging
- Ranked Best 50 Corporate Citizens since 2018 #27 in 2024



Passion for Innovation

Being resourceful in trying new approaches when solving problems, seeking ideas or suggestions from others and gathering information, in order to improve processes, methods, systems and services; embracing new technologies and being the first to apply new technology in our industry.

- Deployment of BGIS' Integrated Asset Management 2.0 and several other Major Technology enhancements completed
- Monthly Innovation Hour - global showcases for innovations
- BGIS launched BGIS Blue Zone Buildings™ program in over 100 major client facilities



Living Sustainably

Integrating social and environmental responsibility into all of our operations; constantly striving to create positive change in our society and our natural environment.

- 21,000 KGs of plexiglass recycled for one of our Financial Institution clients
- BGIS saved over 15,000 tCO₂e through managed energy and carbon projects such as lighting and HVAC retrofits, and Smart Building Programs as well as 34,000 m³ of water through leak detection, smart irrigation, and other operational measures



Delivering Memorable Customer Experiences

Consistently anticipating customer's needs, and pro-actively identifying and addressing opportunities for improvement; making every customer contact a positive and memorable experience.

- >96% Contract Renewal and 100% Likelihood to Recommend (L2R)
- Consistent achievement of contractual KPIs and guaranteed savings
- 4,288 Memorable Customer Experiences received



Relentlessly Building Team Member Engagement

Sharing wins and successes in terms of the whole team; fostering open dialogue; creating a feeling of belonging within the team in order to help team members feel connected and vested in the company.

- Formally recognized 5,300 Team Members through our High Five program
- Annual engagement survey indicated that 80% of team members are engaged across the dimensions of saying good things about working at BGIS, intending to stay with BGIS and striving to do our best work each day
- 6 national campaigns and 14 distinct Inclusion and Belonging Events across Canada



1.7 OUR PARTNERS, STAKEHOLDERS + INDUSTRY AFFILIATIONS

BGIS Partners and Stakeholders include the communities in which we operate, our clients, our team members, industry associations, suppliers and our board members

Our Partners and Stakeholders benefit in numerous ways—from enhancing client efficiency and lowering environmental impact, to fostering growth for our team and suppliers, and advancing community well-being through sustainable environmental and social initiatives.

Partners & Stakeholders

At BGIS, we actively engage our Partners & Stakeholders through satisfaction surveys for customers, team members, and suppliers, allowing us to assess feedback and integrate their insights into our annual sustainability goals. In addition, we welcome continuous input from our team, clients, and suppliers throughout our daily operations, ensuring all perspectives are considered in our decision-making process.

Engaging our Partners and Stakeholders:



COMMUNITIES

Local Employment: Creating meaningful employment opportunities that strengthen local economies.

Sustainable Practices: Driving sustainable practices to reduce the environmental footprint of both BGIS and our clients.

Community Engagement: Supporting community-based organizations through partnerships and contributions.

Resilience Building: Enhancing disaster preparedness, response, and long-term resilience.

CLIENTS

Innovative Solutions: Continuously design and implement innovative solutions that not only meet client needs but also reduce environmental impact, lower energy consumption, and drive cost savings and operational efficiencies.

Excellence in Asset Management: Deliver exceptional asset management programs and consistently fulfill commitments with precision and accountability.

ESG Partnership: Delivering on the role we play in supporting our clients in achieving their ESG targets.

TEAM MEMBERS

Quality Employment & Benefits: We provide meaningful jobs supported by competitive wages and customized benefit programs that reflect the diverse needs of our workforce.

Growth & Development: We invest in continuous learning, offering training and advancement opportunities to help employees reach their full potential.

Inclusive Culture: We foster a diverse, equitable, and inclusive workplace where everyone feels valued, respected, and empowered to contribute.

Health & Safety: We prioritize the well-being of our employees through robust workplace safety programs and a proactive approach to risk management.

INDUSTRY ENGAGEMENT & ADVOCACY

Contributing Expertise to Policy Development: We actively collaborate with industry associations, offering our knowledge and insights to help shape regulations and advance sustainable policy frameworks.

Promoting Sustainable Practices Across Partners and Stakeholders: By engaging clients, team members, and suppliers, we elevate the role of industry associations in driving sustainability and supporting community well-being.



SUPPLIERS

Enabling Supplier Growth: We create opportunities for suppliers to expand their businesses through long-term, collaborative partnerships.

Transparent Procurement Practices: Our sourcing processes are open, fair, and built on integrity, ensuring accountability and trust across our supply chain.

Championing Supplier Diversity: We actively seek and support diverse suppliers to foster innovation, equity, and inclusive economic development.

Commitment to Sustainable Sourcing: We prioritize suppliers who align with our environmental and social values, helping to reduce our collective impact and promote responsible practices.

BOARD OF DIRECTORS

Driving Sustainable Business Performance: We achieve long-term success through operational excellence, cost efficiency, and a commitment to sustainable growth.

Upholding Ethics and Compliance: Our actions are guided by strong ethical principles and strict adherence to legal and regulatory standards.

Fostering Corporate Transparency: We maintain open and honest communication with Partners and Stakeholders, ensuring accountability and trust across all aspects of our business.

Guided by our core values and the strategic leadership of our Board of Directors, our commitment to sustainable business practices enables us to deliver a wide range of services that positively impact all Partners and Stakeholders and enhance the well-being of our communities.



Partnering with Industry Leaders

Industry Affiliations

BGIS maintains active and strategic involvement with a diverse range of industry associations to both amplify their capabilities and help shape their direction and policy. This broad engagement, illustrated below, reflects our leadership role and commitment to advancing industry standards. Through these partnerships, we are able to act on our values, influence meaningful change, and create shared value across the industry and within the communities we serve. The tangible outcomes of these collaborations are highlighted throughout this report, including our portfolio of industry awards and recognitions for 2024.



1.8 AWARDS

NORTH AMERICA



Risk 360 Award from the Association of Energy Engineers: This award recognizes clients who excel in comprehensive risk reduction, including Health & Safety, ESG, Insurance, and Financial risk management.

P3 Awards: BGIS won the FM and Technology Provider of the Year award at the P3 Awards. This award recognizes BGIS' commitment to innovation in the field of facilities management and technology solutions.

CAMSC: BGIS was a 2024 FINALIST for CAMSC's 20th Annual Achievement Awards for: Corporation of the Year Award, Procurement Business Advocate of the Year, Collaboration Award and the Social Good Award.

REmmy Large Project Award: The "PSPC 25 St. Clair" project also secured the award in the Large Project category, highlighting the BGIS team's expertise in delivering impactful, large-scale initiatives.

UNITED STATES OF AMERICA



Hire Vets: BGIS received the Gold award in 2024. This award recognizes a company or organization's commitment to veteran hiring, retention, and professional development

Military Friendly Award: BGIS has been recognized as a Military Friendly Employer by VIQTORY Media for five consecutive years, receiving a bronze award in the latest 2024 ranking.

Best for Vets Employer: BGIS is ranked on the Military Times Best for Vets 2024 Employers list - ranking second in the real estate industry.

Patriot Award: the US Department of Defense awarded the Patriot Award to BGIS' Scott Haas and Ryan Frueh and Scott Haas received two additional awards from the Employer Support of the Guard and Reserve (ESGR).

UNITED KINGDOM



RoSPA: BGIS was a recipient of the RoSPA Gold Award recognizing outstanding achievements and dedication to workplace safety.

PFM Young Leader of the Year: BGIS' Hanieh Bazargan received the Premises & Facilities Management (PFM) Young Leader of the Year Award for her hard work, passion, and exceptional leadership.

AUSTRALIA & NEW ZEALAND



Avetta: BGIS ANZ was awarded the annual Avetta Operational Excellence Leader by Avetta.

KARI: BGIS was awarded the 2024 Procurement Partner of the Year Award. The Procurement Partner of the Year Award highlights the strong partnership between BGIS and KARI, which is helping to strengthen communities and empower Indigenous groups.

FMA: BGIS was a finalist for Excellence in Facilities Management Practice at the Facility Management Association of Australia (FMA) Industry Awards for Excellence 2024.

Property Council of Australia: BGIS' National Capital Authority (NCA) account team in Canberra was nominated as finalist for Team of the Year at the Property Council of Australia ACT People in Property Awards 2024.

Property Council of Australia-Queensland: People First Award was awarded to BGIS' Rikki Cooper, Indigenous Engagement Program - recognizing her outstanding work to build partnerships and relationships with First Nations people.

Veteran Employer of Choice (ANZ): BGIS was recognized as a Veteran Employer of Choice by the Veteran Employment Program, an Australian Government Department of Veterans' Affairs' initiative.



Top 10 inspiring work places: BGIS ranked third in the top 10 Inspiring Workplaces in Australasia 2024.

Work180: BGIS was recognized as Work180's Most Improved Company for Gender Diversity in 2024. This award acknowledges the company's significant progress in creating a more diverse and inclusive workplace.

Security and Estate Group Base Services Innovation of the Year award: BGIS was recognized for the implementation of Cresstec - REED HVAC-R, a retrofittable, refrigerant management, energy saving technology for commercial HVAC and refrigerant equipment. The technology utilizes artificial intelligence for refrigerant management and was applied to the built environment on our client's estate at RAAF Base Richmond.

"BGIS completed a 15-month trial of REED which achieved an enormous average energy saving of 40.05%. That's an annual reduction of 25 megawatts hours of electricity consumption, and over 20 tonnes of carbon emissions," said Matthew Smith, General Manager, Integrated Services, Defence and Head of Innovation. "We foresee significant national scale benefits including environmental, sustainable, cost savings, and equipment longevity."



2024 KARI Procurement Partner of the Year Award



2024 Avetta Operational Excellence Leader Award



1.9 ESG GOVERNANCE & MATERIALITY

ESG Board Oversight

At BGIS, ESG governance is deeply embedded in our global corporate structure, with leadership starting at the highest level. Our Global CEO, Gord Hicks, has championed the creation of a dedicated Global ESG Board, established to fulfill the responsibilities outlined in the ESG Board Charter.

The ESG Board plays a critical role in supporting the Global Executive Board by providing oversight and strategic guidance on key ESG areas, including:

- Sustainability and climate-related risks
- Environmental stewardship and energy reduction
- Health and safety
- Inclusion & Belonging
- Community engagement
- Governance, ethics, and corporate reputation

The ESG Board monitors progress, reviews emerging risks and opportunities, and ensures alignment with BGIS' core values and Partners and Stakeholders expectations.



Key Responsibilities of the ESG Board Include:

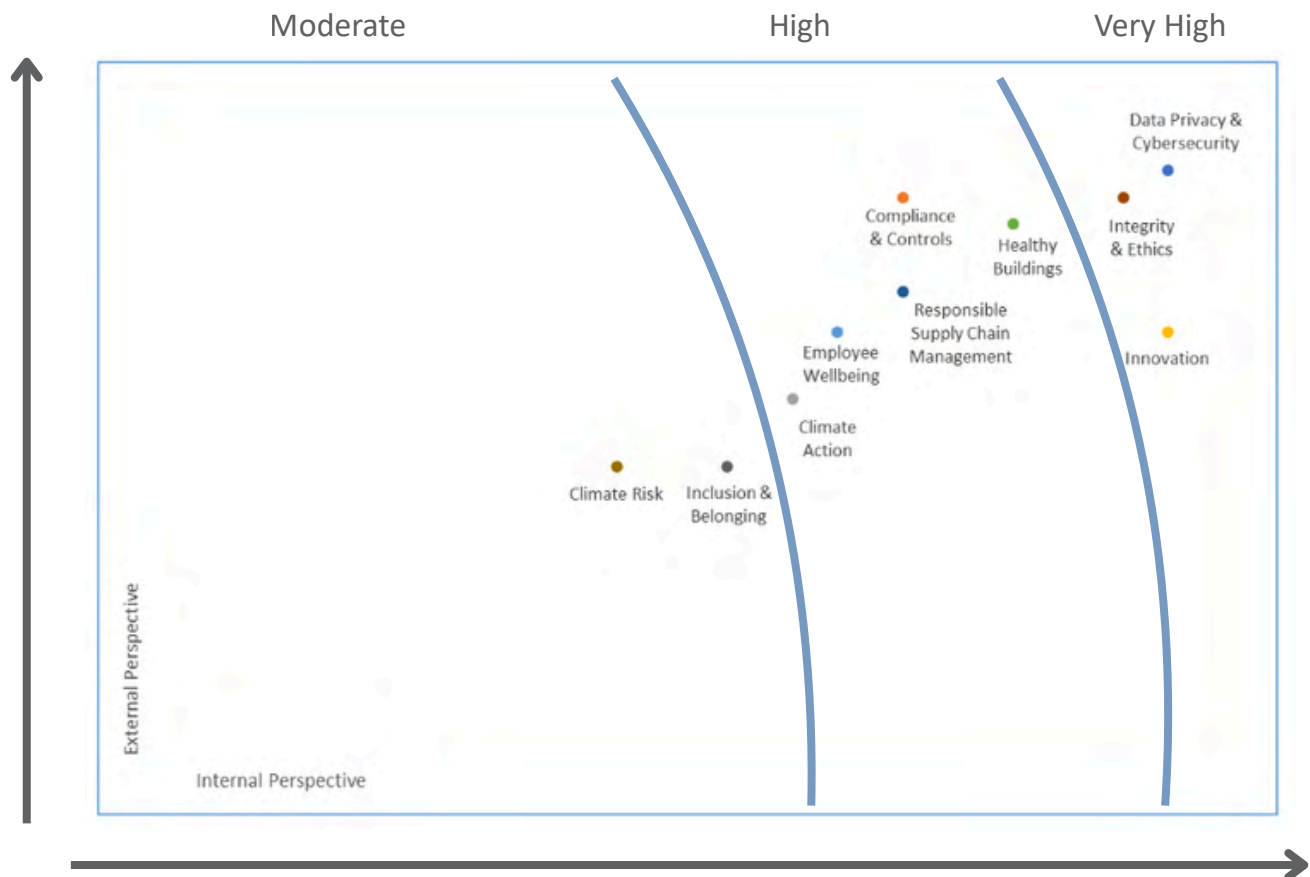
- Recommending BGIS' overarching ESG strategy to the Global Executive Board
- Overseeing ESG-related policies, practices, and performance
- Guiding ESG reporting standards and disclosures
- Setting and tracking progress toward sustainability goals
- Identifying ESG risks and opportunities that may impact our business, operations, or clients

Looking ahead, the ESG Board will continue to evolve its priorities annually, informed by ongoing Partners and Stakeholders engagement and data-driven insights. We are committed to expanding our ESG dialogue across our ecosystem—including clients, communities, suppliers, team members, the Board of Directors, and industry partners—to further strengthen our impact and accountability.

ESG Governance Structure



What Matters to Us



Results from BGIS' 2024 Materiality Assessment

BGIS' 2024 Materiality assessment aligns with not only our purpose above but the issues that are at the forefront of our societies today.

PRIMARY RESULTS

- Innovation
- Integrity & Ethics
- Data Privacy & Cybersecurity
- Responsible Supply Chain Management

SECONDARY RESULTS

- Climate Action
- Employee Well-being
- Inclusion & Belonging
- Climate Risk
- Healthy Buildings
- Compliance & Controls



2.0 GOVERNANCE & ETHICS

2.1 INTERNAL GOVERNANCE FRAMEWORK & ACCOUNTABILITY

Board of Directors Structure

In recent years, BGIS has made significant global investments, primarily through strategic acquisitions aimed at enhancing our expertise across various lines of business and expanding our geographic footprint.

Today, the BGIS Group of Companies comprises 70 distinct entities, each governed by its own board of directors. Within a number of these entities, 50% of the directors are women, reflecting our commitment to inclusion and belonging. These boards convene on weekly and monthly bases with fellow directors and executive officers to evaluate risks, identify opportunities, and establish strategic priorities.

BGIS maintains a rigorous governance framework, including regular board evaluations and succession planning to ensure business continuity and effective knowledge transfer. Meeting minutes are systematically recorded, and an independent audit committee oversees compliance and conducts impartial reviews.

The overarching direction of the BGIS Group is guided by our ultimate board of directors, appointed by our shareholders, who are responsible for steering the long-term vision and strategy of the organization.

How we Hold Ourselves Accountable

BGIS upholds a strong culture of accountability to ensure the integrity, credibility, and reliability of our operations. We maintain transparent and responsible practices that foster trust among our team members, clients, partners, Stakeholders, communities, and the broader public.

Accountability Mechanisms and Governance Practices

At the heart of our organizational integrity lies a robust framework of accountability mechanisms and governance practices. These systems are designed to ensure that we operate transparently, ethically, and in alignment with the expectations of our clients, partners, employees, and broader Stakeholder community.

Transparent Reporting and Disclosure

Transparency is a cornerstone of our governance philosophy. We are committed to open and honest communication across all levels of our operations. This includes:



Financial Reporting

We adhere to rigorous financial reporting standards, ensuring that our financial statements are accurate, timely, and reflective of our true performance.



Client Reporting

We maintain clear and consistent communication with our clients, providing regular updates on service delivery, performance metrics, and ESG initiatives.



Supplier Reporting

Our relationships with suppliers are built on mutual trust and transparency. We share relevant information openly to foster collaboration and accountability.



Stakeholder Engagement

We provide transparent updates to all Stakeholders, including employees, board members, and community partners, reinforcing our commitment to shared value creation.

Audit Committee Oversight and Governance Activities

Our Audit Committee, composed of three (3) independent directors from the BGIS Board, plays a critical role in upholding our governance standards. The committee is responsible for overseeing:

1

Financial and Internal Control Audits:

Including compliance with the Sarbanes-Oxley Act (SOX), ensuring the integrity of our financial systems.

2

Enterprise Risk Management (ERM):

An annual assessment identifies the top 10 organizational risks, each accompanied by actionable mitigation strategies.

3

Regular Meetings:

The committee convenes five times annually—quarterly, plus a dedicated session for financial statement approval.

4

Third-Party Audit Reports:

Independent auditors present findings on financial statements and internal controls, reinforcing objectivity and accountability.

5

Quarterly Reporting:

This includes updates on internal control testing (financial and SOC), ethics and compliance training completion, and any ongoing litigation or investigations.

6

Whistleblower Oversight:

Reports submitted through our anonymous hotline are reviewed and escalated to the Audit Committee, ensuring that concerns are addressed promptly and impartially.

7

Charter Review:

The committee annually reviews its charter to ensure continued relevance and compliance, incorporating feedback and regulatory updates.

8

Transparency in Transactions:

All related-party transactions, including those involving executive team businesses, are disclosed and reviewed to prevent conflicts of interest.

9

Delegation of Authority (DOA):

The committee approves changes to transaction approval limits, maintaining control over financial decision-making.



Stakeholder Feedback and Engagement Loops

We believe that accountability is strengthened through continuous dialogue. We actively seek feedback from:

- **Clients:** Daily interactions and structured account reviews help us align services with client expectations.
- **Suppliers:** Regular feedback sessions promote mutual improvement and ESG alignment.
- **Board of Directors and Audit Committee:** Strategic insights from leadership guide our governance and risk management efforts.
- **Employees:** We encourage open communication and feedback from team members to foster a culture of inclusion and continuous improvement.

Incident Reporting and Whistleblowing Mechanisms

To ensure ethical conduct across all operations, we maintain a secure and confidential ethics hotline, hosted by a third-party provider. This platform allows employees and Stakeholders to report concerns anonymously, without fear of retaliation. All reports are reviewed and addressed through our governance framework, ensuring accountability at every level.

2.2 ENHANCING RESILIENCY, REDUCING RISK, AND ENSURING COMPLIANCE WITH EVOLVING STANDARDS

The foundation on which our business approach is built enables reliability, compliance and business continuity for BGIS and our clients, while minimizing the impact on our communities.



Resiliency and Risk Reduction

BGIS Risk Management and Business Continuity Policies in Action

Risk Management is a critical aspect of operations in our own business and on our client accounts. Our clients entrust us to deliver services to them, and our partners and Stakeholders count on us to maintain the credibility and reliability that we are known for.

At BGIS we see a deep connection between our Enterprise Risk Management (ERM) practices and our ESG goals; in fact, several of the business risks that we identified in our most recent analysis consisted of climate-related impacts, economic/social conditions, and similar factors. The following policies support Risk Management at BGIS:

Global Enterprise Risk Management Policy

BGIS is committed to ensuring that current significant and emerging risks are understood; and managed prudently, efficiently and effectively through a robust, leading practice based, Enterprise Risk Management (“ERM”) Framework and Program. This includes a risk governance/oversight structure, policies, procedures and assurance processes that manage risk to an acceptable threshold for the Company.

BGIS’ Global Enterprise Risk Process remained a continued focus in 2024, with key milestones identified and approved by the Board of Directors.

ERM Program Execution: The ERM Department leads the execution of the ERM Framework and Program for the company. This includes establishing, managing and sustaining the company-wide process for ERM and working with the client Account teams to sustain client account risk management requirements.

The mission of the ERM is to foster a risk aware organizational culture that underpins BGIS’ mission, vision and objectives.

Business Continuity Management Global Policy

The BGIS Business Continuity Management (BCM) program is designed to ensure that BGIS can effectively avoid, mitigate, or manage adverse events that have the potential to or do impact BGIS or client operations, personnel, or assets in a timely manner. The purpose of this policy is to provide the overall direction including accountabilities, responsibilities, and requirements for the BGIS BCM Program, globally.

Using Technology to Mitigate Climate Risks, Improve Well-being, and Optimize Efficiency

In 2024, we faced over 100 major adverse events—from forest fires and hurricanes to other significant climate-related disruptions.

Through it all, our Business Continuity Management team stood as a pillar of resilience, issuing over 3,300 alerts and guiding us through each challenge with unwavering dedication.

This period highlighted the resilience and dedication of teams who continued to support clients while managing responsibilities at home. The contributions of loved ones who provided essential support behind the scenes were equally invaluable.

These collective efforts exemplify strength, adaptability, and commitment in the face of adversity.

Response Readiness

A Story of Resilience in Hendersonville, NC

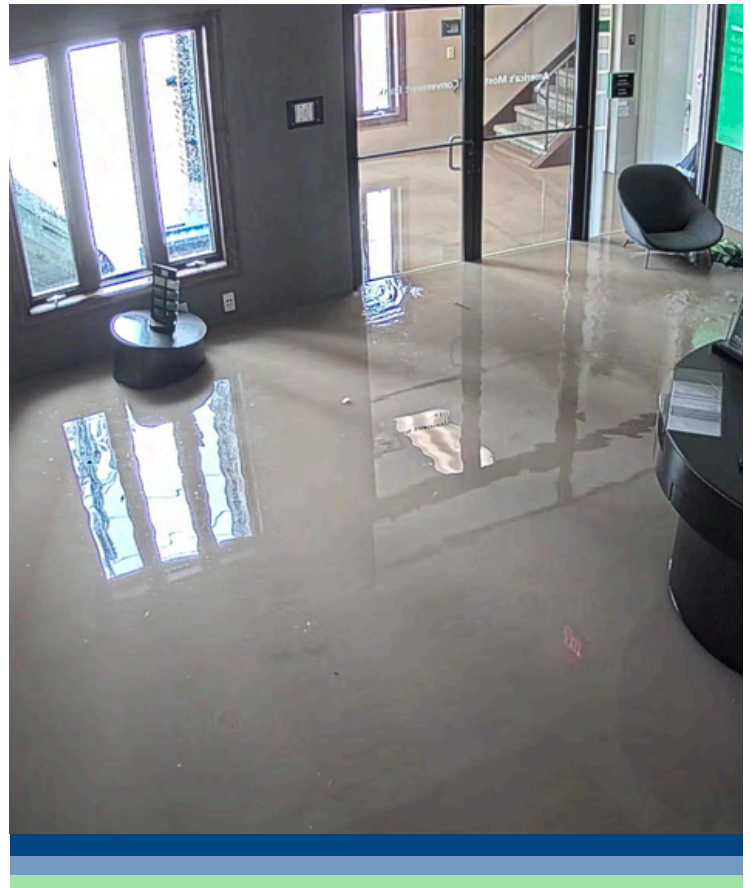
In the days just before and after Hurricane Helene, it is estimated that 40 trillion gallons of rain fell, half of that in North Carolina. This equals the amount of water that flows over Niagara Falls in 619 days, or 60 million Olympic-sized pools, which carved a 500-mile path of destruction. Six (6) of our client's retail locations were located in this area and each required some level of remediation.

In the heart of Western North Carolina, a TD Bank location in Hendersonville faced a devastating flood, waters surged to nearly 15 feet, with four (4) feet inundating the first floor of the building. The damage was extensive. The site had to be completely gutted, and the structure stripped down to the studs. Even the safety deposit boxes required specialized HazMat remediation to ensure safety and compliance.

This wasn't just a cleanup—it was a full-scale recovery operation.

For nearly three months, a dedicated team remained on-site, conducting daily indoor air quality and remediation testing to ensure the environment was safe and stable. The work was meticulous and unrelenting, requiring coordination, expertise, and endurance.

Partnering closely with First Onsite, the team tackled every challenge head-on—from environmental hazards to structural restoration. What emerged from the devastation was not just a building ready for rebuild, but a testament to the power of preparation, partnership, and perseverance.





The entire interior of the branch was gutted and decontaminated to allow access to bank employees. Daily briefings were set up with TD Bank to discuss progress and next steps, and twice daily site reports were sent out. A temporary comfort station was set up for both Bank employees and their customers since interior restrooms were impacted and inaccessible. We identified and remediated 119 safe deposit boxes, including remediation of hundreds of thousands of dollars in cash, fine jewellery and gems, customers' personal and confidential documents, and confidential Bank documents. In order to conduct the remediation efforts, we constructed decontamination enclosures with private viewing rooms for customers as well as a waiting room station separate from the remediation area and viewing rooms.

In addition to the interior remediation, the exterior drive thru ATM was also impacted. Cash was removed, remediated, and returned to the FED, and the ATM was replaced quickly. The drive thru was opened within one week of exterior remediation completion. BGIS directly managed communications with multiple Stakeholders via twice daily calls and email communications.

Client feedback:

"Frank and team – thanks for the dedication, responsiveness and professionalism throughout the process – 1st class -thank you!"

"Appreciate the constant communication and professionalism by all. One Team, One Bank for sure. We are glad everyone was able to complete before the Thanksgiving holiday. Enjoy your time with family and friends and please pass on to the others as well."

Coming Together for our Clients

In early October 2024 a State of Emergency was declared in Dunedin, New Zealand due to heavy rainfall and significant flooding and landslides. Our Dunedin team went above and beyond in an intense sandbagging effort to ensure our customers of social housing provider Kainga Ora, and their properties stayed safe and dry. The team's hard work helped protect properties, potentially saved on future repairs, and made a real difference for our customers in their homes.

Future Proofing our Business and our Client Operations

At BGIS, our Business Continuity Management System (BCMS) is designed to enhance organizational resilience—both for our operations and those of our clients. The primary objective is to ensure that critical business functions can continue or be rapidly restored in the event of a crisis, disruption, or disaster. This includes seamless coordination of recovery efforts and robust support for emergency response activities.

Our BCMS is fully aligned with the ISO 22301:2012 standard (Societal Security – Business Continuity Management Systems), reflecting our commitment to global best practices. We also draw guidance from leading industry bodies such as the Disaster Recovery Institute (DRI), the Business Continuity Institute (BCI), and the Canadian Standards Association (CSA Z1600).

Key features of our program include:

Executive and Cross-Functional Support:

Our BCMS is championed at the highest levels of the organization, with active involvement from executive leadership and cross-departmental teams.

Dedicated Resources:

We allocate specialized personnel and tools to support both corporate and client-specific continuity and emergency response needs.

Integrated Emergency Response:

Our program ensures that emergency response and business continuity are tightly coordinated, enabling a swift and structured approach to crisis management.

This integrated and standards-based approach ensures that BGIS remains a trusted partner in maintaining operational continuity and safeguarding Stakeholders interests during times of uncertainty.

Managing Climate Related Risks

Climate Risk management is a best practice at BGIS. We deploy strategies to reduce risk with climate driven emergencies through analysis, operating procedures and strategic capital planning. BGIS recognizes that operators, designers, builders, and owners need to proactively prepare for inevitable climate events alongside the implementation of decarbonization measures.



BGIS has identified climate related opportunities by working with our clients to further their goals to mitigate their impact on the climate and environment. Our consulting services in the following areas support climate-related risk management:

- Utility Reporting and Analysis
- Energy Management and Energy Efficiency Programs
- Sustainability Programs
- Climate Impact Risk Analysis

We have invested in the development of expertise in the areas of Utility Analysis, Energy Efficiency and Energy Management, Sustainability Consulting, Building Science, Building Systems Design and Construction and Sustainable Procurement to provide services to reduce the impact of our operations and our clients' operation on the environment and to manage and mitigate climate-related risks.

Annually, BGIS' Enterprise Risk Management Group reviews risks with each of the Corporate Services and Account Groups, using Risk Prioritization Criteria to determine which identified risks need action and tracking. A Corporate Risk Register is created with a section for each group/account and these risks are reviewed on a quarterly basis. Review of business opportunities on an annual basis include Climate related opportunities including Professional Services, Account Management, Supply Chain and Enterprise Risk Management.

Our annual Business Continuity Planning process reviews the potential impact of climate-related disasters and builds the impacts into our corporate plans for mitigation and management of their occurrence. As well, each of our Corporate Departments review the potential impact of climate-related risks on our ability to deliver operations to our front-line business groups and clients.

Proactive Climate-Risk Management

BGIS is committed to identifying, assessing, and managing climate-related risks across our operations and service delivery. Our approach integrates climate resilience into strategic planning, operational execution, and client engagement. Key initiatives include:

Climate Scenario Analysis for Service Delivery

We apply climate-related scenario modeling to forecast energy consumption and cost implications across our commercial service contracts. These insights inform risk-adjusted pricing strategies and ensure we meet evolving client sustainability requirements.

Integrated Business Continuity Planning

Our annual Business Continuity Planning (BCP) process incorporates climate-related disaster scenarios to assess potential operational disruptions. Each Corporate Department evaluates climate risks to frontline service delivery, embedding mitigation strategies into operational plans.

Verified GHG Emissions Reporting

BGIS conducts third-party verification of our greenhouse gas (GHG) inventory in accordance with ISO 14064-3 standards. Verified data is published in the CSA CleanStart Registry and reported annually to the Carbon Disclosure Project (CDP), reinforcing our commitment to transparency and accountability.

Enterprise Risk Management Integration

Climate risks are systematically reviewed through our Enterprise Risk Management (ERM) framework. Each year, Corporate Services and Account Groups assess risks using standardized prioritization criteria. Identified risks are tracked in a Corporate Risk Register and reviewed quarterly to ensure timely mitigation.

Climate-Aligned Business Opportunities

Our annual strategic planning process includes the evaluation of climate-related opportunities across Professional Services, Account Management, Supply Chain, and Risk Management. This ensures our business growth aligns with the transition to a low-carbon economy.

Client-Focused Climate Mitigation Solutions

BGIS supports clients in reducing their environmental impact through integrated services spanning Facilities Management, Procurement, Consulting, and Technical Services. Our BGIS Direct program accelerates the deployment of energy-efficient technologies. These efforts are guided by our ISO 14001-based Environmental Management System and industry best practices.

Through these initiatives, BGIS continues to strengthen climate resilience, reduce environmental impact, and support clients in achieving their ESG goals.

Reducing Risk through Supply Chain

At BGIS, Supply Chain Management is recognized as a critical strategic risk category and is overseen by the Senior Vice President, Strategic Sourcing. This risk is formally integrated into our Enterprise Risk Management (ERM) Program, reflecting its importance to our operational resilience and ESG commitments.

We have identified Supply Chain Disruption and Procurement Failure as a key risk area. To proactively manage this, our Strategic Sourcing teams conduct the following activities:

Regular Vendor Market Analysis: We continuously monitor market conditions for all major vendors, identifying trends, disruptions, and emerging risks that could impact service delivery or material availability.

Risk Assessments: We assess the financial health and operational stability of our suppliers, with a focus on identifying early warning signs of potential distress or supply shortages.

Contingency Planning: For high-risk vendors or categories, we develop and maintain contingency plans, including alternative sourcing strategies, inventory buffers, and rapid response protocols.

Sustainability and Ethical Sourcing: Our sourcing practices also incorporate ESG criteria, ensuring that our suppliers align with our values on environmental stewardship, labour rights, and ethical business conduct.

This integrated approach ensures that our supply chain remains resilient, responsible, and responsive, supporting both our clients' needs and our broader sustainability goals.

For Example, BGIS performs a bi-annual Supply chain impact assessment using our own industry experience and credible sources of information like Gartner, AON, KPMG, Government Publications (US Economic Policy Institute, Statistics Canada, US Bureau of Labor etc.), Deloitte, etc. and in 2024, in North America identified the following as our highest areas of risk as it relates to our supply chain:

- [Business Disruption due to extreme weather](#)
- [Business Disruption due to Disease](#)
- [Cyber Risks](#)

BGIS identified moderate risks related to the following:

- [Minimum Wage](#)
- [Inflation](#)
- [Material Disruption](#)

Each topic on BGIS' impact assessment has associated mitigation measures to ensure the continuity of our services to our clients, regardless of global region.

BGIS Policies and Programs Ensuring Proper Ethics & Compliance

Business Controls

BGIS is committed to maintaining the highest standards of integrity and security in our business practices. Our compliance with SOX and SOC reports and ISO certifications underscores our dedication to transparency, accountability, and excellence. These certifications are more than benchmarks – they are integral to our operational framework, ensuring robust internal controls, data security and quality management. By adhering to these stringent standards, we instill confidence in our team members, suppliers, clients, Partners and Stakeholders and the public by demonstrating that we prioritize their trust by ensuring the reliability of our processes. Our unwavering commitment to these certifications reflects our proactive approach to risk management and continuous improvement, reinforcing our position as a trusted leader in the global market.

Organizational Controls & Audits

Audits and Controls

Our organization has upheld our strong commitment to a culture of high standards and continual improvement for over 20 years by maintaining ISO 9001 certification, along with seven (7) other ISO certifications, while identifying and reducing redundancy between certifications through our global cross-account harmonized committee.

BGIS' first ISO 9001 certification for the organization was delivered 21 years ago in 2003 for a specific client site and was further expanded to all client sites in 2006. ISO 9001 requires an annual reassessment and a complete re-certification every three (3) years. BGIS' ISO 9001 registration certificate is provided by a third-party registrar, who is accredited by the American National Standards Institute National Accreditation Board (ANAB). This registration demonstrates BGIS' ability to apply sound management practices and robust and recognized quality principles in delivery of services to our clients.

BGIS is certified as a company under the following ISO Standards:

ISO 9001 – Quality

(Canada, US, ANZ, UK)

ISO 14001 – Environment

(Canada, US, ANZ, UK)

ISO 22301 – Business Continuity

(Canada, US)

ISO/IEC 27001 – It Security

(Canada, US, ANZ, UK)

ISO/IEC 27017 – Cloud Services

(Canada)

ISO 45001 – Health & Safety Management Systems

(Canada, US, ANZ, UK)





Code of Business Conduct and Ethics

The Code of Business Conduct serves as a guide for team members' conduct as members of the BGIS Group of Companies. Preserving our corporate culture is vital to the organization and following this Code helps us do that. All team members receive training and certify their commitment to the Code of Conduct annually.

Code of Ethics

BGIS is committed to a policy of fair dealings and integrity in the conduct of all aspects of our business. Our Ethics Policy reflects our core values, requiring team members to act with integrity, honesty, and mutual respect. Adherence to this policy is a condition of employment at BGIS.

Global Team Member Security Screening Policy

The Global Team Member Security Screening Policy establishes the security screening requirements all operating regions must implement and maintain in relation to the hiring and screening of team members at BGIS globally, and the roles and responsibilities for those administering this policy and the regional Team Member Security Screening Policies.

Inclusion & Belonging Policy

Our objective is to build a workforce that reflects the broad range of perspectives and experiences found in the communities where we operate and recruit talent. By fostering a culture of inclusion and belonging, we are committed to ensuring equitable representation and opportunities for individuals from all backgrounds. This includes proactively identifying and addressing barriers to participation, and creating an environment where everyone feels valued, respected, and empowered to contribute fully.

BGIS Supplier Code of Conduct

Our Supplier Code of Conduct has been developed to establish a minimum set of requirements to current and potential suppliers. These principles speak to the commitments we make to our clients, and our drive to deliver innovative business solutions and relationships built on partnerships, trust, integrity and personal responsibility. These principles establish the ethics and standards required for engaging in business with the BGIS Group of Companies.

Suppliers are expected to uphold the human rights of workers and treat them with dignity and respect. The Supplier Code of Conduct solidifies our expectations and sets the tone that our entire supply chains must, among other things:

- Prohibit the use of forced labour
- Prohibit child labour
- Set work hours to comply with local law and legislated employment standards
- Comply with applicable wage laws, including those relating to minimum wages, overtime hours, and legally mandated benefits.

Suppliers to the BGIS Group of Companies are expected to regularly investigate their labour practices to satisfy themselves that there is no modern slavery, including forced labour or child labour, used anywhere in their business or their supply chains.

At any time, BGIS may request supporting documentation and information from our suppliers, demonstrating that they have monitored, assessed, and addressed risks identified relating to forced labour and child labour and have performed appropriate due diligence to prevent forced labour and child labour.

Suppliers must notify BGIS immediately following any confirmed instances of forced labour or child labour in their businesses or supply chains, and the actions they have taken to remedy any issues.



Anti-Bribery

We value our reputation for conducting business with honesty and integrity. Our Anti-Bribery and Corruption Policy addresses bribery, bidding practices, public officials, third parties, facilitation payments, gifts, and charitable and political donations. We have a zero-tolerance approach towards bribery.

Modern Slavery

The BGIS Group of Companies has taken steps to prevent, reduce, assess, and manage the risk of forced labour and child labour in its business and supply chains, including the following:

- Conducting internal assessment of risks of forced labour and child labour.
- Developing and implementing due diligence policies and processes for identifying, addressing and prohibiting the use of forced labour and child labour.
- Requiring suppliers to have in place policies and procedures for identifying and prohibiting the use of forced labour and child labour.
- Monitoring suppliers.
- Embedding responsible business conduct into policies.
- Identifying and assessing adverse impacts in operations, supply chains and business relationships.
- Ceasing, preventing or mitigating adverse impacts.
- Providing for or cooperating in remediation when appropriate.

Global Quality Policy

BGIS is committed to continually improving our quality management system, which provides the framework for our customer focused service delivery. The Global Quality Policy, ISO 9001 Quality Standards, and other industry best practices including health and safety, environmental management, risk management, sustainability and asset management guide our ability to meet and exceed customer expectations. Our quality objectives are directly linked to achieving our strategic and operational goals through our quality commitments, which are embedded in the services we provide.

BGIS Policies are reviewed, updated as needed, and signed off on annually by our CEO and Regional Leads.



Compliance

At the core of our ESG strategy is a steadfast commitment to compliance across all operational dimensions. In the Integrated Facilities Management (IFM) industry, regulatory adherence is not only a legal obligation but a foundational pillar of sustainable and ethical business conduct. Our compliance framework is structured around three key areas:

1. Compliance with Business Legislation

We maintain rigorous internal controls and governance structures to ensure full compliance with applicable business laws and industry standards. This includes adherence to corporate governance codes, anti-corruption laws, and financial reporting regulations. Our compliance team regularly monitors legislative changes and updates internal policies to reflect evolving legal landscapes, ensuring transparency and accountability in all business dealings.

2. Compliance with Environmental Regulations

Environmental stewardship is integral to our operations. We comply with all local, national, and international environmental regulations, including those related to emissions, waste management, and resource conservation. This includes alignment with emerging standards for energy efficiency, water conservation, and sustainable building practices. Ours and our clients' facilities are increasingly equipped with smart energy management systems, low-flow water fixtures, and renewable energy solutions to meet and exceed regulatory benchmarks.

3. Compliance with Employment and Hiring Legislation

We are committed to fair labour practices and uphold all employment laws and regulations, including those governing equal opportunity, workplace safety, and employee rights. Our hiring practices are designed to promote inclusion and belonging, and we ensure that all employment policies are compliant with the latest labour standards and human rights frameworks. Regular training and audits help reinforce a culture of compliance and respect across our workforce.

By embedding compliance into every layer of our ESG strategy, we not only mitigate risk but also build trust with Stakeholders, enhance operational resilience, and contribute to a more sustainable and equitable future.



Data Privacy & Cybersecurity

Artificial Intelligence – Policies & Governance

In 2023 BGIS released a policy around the use of artificial intelligence. In 2024 BGIS' leadership continued to assess usage of AI to ensure alignment with our values and responsibilities. While team members are encouraged to leverage and explore the use of generative AI tools, it must be done responsibly without bringing unacceptable risk to BGIS. This policy helps ensure the protection of the company's and clients' interests while promoting innovation and productivity. This policy contains guidelines on how to responsibly leverage generative AI technologies.

BGIS recognizes the significance of information security in safeguarding our valuable data and maintaining the trust of our clients, employees, and partners. As an AI Chatbot language model developed by Open AI, there are numerous AI Chatbots (e.g. ChatGPT, MS Bing AI, Google Bard, Jasper, GitHub, etc.) and related tools that can enhance productivity and communication.

Given these tools' internet connectivity and data processing capabilities, they pose certain cyber and data protection security risks. This standard outlines the guidelines and measures that must be followed when using AI Chatbots for BGIS-related work, or with BGIS-related equipment. This standard helps to ensure the protection of sensitive information and prevent potential cyber threats. It also helps to protect client / BGIS data, enhance client trust, and safeguard shareholder value by managing information security risks.

Information Security Framework

BGIS has a robust Information Security Framework that provides overall direction to the Information Security Program at BGIS. BGIS' Technology Stack is built as a fortress, preventing any unauthorized access. BGIS' program is certified to ISO 27001.

Our information security program includes two streams: one relates to GRC (Governance Risk and Compliance) and the other relates to technical controls. Our information security policies, standards and process documents are consistent with accepted industry information security control practices and apply to every BGIS Account.

Our existing documented information management systems security measures, policies, standards, and plans address both Network IT Security/access and remote access as well as third party access to information and systems, including processes and policies related to physical and logical access and privacy.

To provide greater assurance to our clients, BGIS engages independent external auditors to conduct an annual Assurance Engagement 3416 (SOC 1 Type II) in accordance with the Canadian Standard on Assurance Engagements for Reporting on Controls at a Service Organization. The audit is aimed to provide reasonable assurance on suitability of the design and operating effectiveness of BGIS' internal controls for the areas below.

REPORT	CONTROL AREA TESTED	CONTROLS TESTED
SOC 1 Type 2	General Business Controls	Corporate Governance; Management Oversight
	IT Controls	Change Management; Logical Access; Computer Operations; Backup and Recovery
	Accounting Controls	Treasury; Procurement/Purchasing; Payables/Electronic Funds Transfer (EFT); Financial Accounting/Reporting; Property Management

To better safeguard the integrity of BGIS' and our clients' financial and accounting information, promote accountability, and prevent fraud, BGIS' Internal Controls team conducts interim testing as part of SOX compliance. This testing provides a comprehensive and consistent assessment of financial integrity, security/privacy controls, legal/risk management, business continuity preparedness and contractual compliance. Through this, any audit concerns are identified and addressed immediately with a detailed action plan of how they can be eliminated.

Business Continuity Planning in Information Technology

BGIS' Business Continuity Plan (BCP) for IT includes the following key activities:

System Restoration

Sequencing: A defined order for restoring systems, supported by annual testing of critical recovery environments.

Change Management

Integration: Disaster recovery (DR) requirements are evaluated as part of the broader change management process.

Training and Preparedness:

The IT operations team receives annual training focused on restoration procedures, roles, and responsibilities.

Disaster Recovery (DR) planning is an integral component of the overall IT Business Continuity framework. As a provider of a hosted software solution, significant investments have been made in the supporting infrastructure to ensure resilience and reliability. This infrastructure has successfully passed multiple rigorous third-party audits.

Key elements of the Disaster Recovery strategy include:

Primary and Secondary Data

centres: Geographically separated facilities to ensure redundancy.

Real-Time Data Replication:

Continuous backup of critical systems through database replication.

Interruption Management Protocols:

Established procedures for handling various levels of system or facility disruptions.

Failover Procedures:

Documented processes for transitioning operations to a backup environment in the event of a primary site outage.

Escalation and

Communication Framework:

Clearly defined responsibilities, contact information, and escalation paths.

Ongoing training is provided to the IT infrastructure team to maintain readiness, and annual testing is conducted at the recovery site to validate the effectiveness of the DR plan. Additionally, the production environment is designed with high availability in mind, utilizing multiple web servers and clustered database configurations to ensure fault tolerance and continuous service delivery.



3.0 ENVIRONMENT & CLIMATE

3.1 CLIMATE ACTION

BGIS Value: Living Sustainability

Integrating social and environmental responsibility into all of our operations; constantly striving to create positive change in our society and our natural environment.

Environmental stewardship is a cornerstone of our operating philosophy. This commitment is highlighted in our integrated management system, based on the ISO 14001 standard and best practices, encompassed by the leading services we provide, including: real estate services, facilities management, project delivery, professional services, and workplace solutions.

By taking action to reduce greenhouse gases and build resiliency in our buildings and infrastructure, we can mitigate the impacts of climate change while protecting our planet and improving human well-being. Living Sustainably is a BGIS core value and we act as advocates to protect and preserve the environment, both in our services to clients and in our own operations.



3.2 SUSTAINABLE BUILDINGS & INFRASTRUCTURE

BGIS is leading the net zero transition by driving the reduction of energy consumption, natural resource use, and greenhouse gas emissions in our clients' portfolios.

Our Professional Services Centre of Expertise is at the forefront of innovation at BGIS, developing and implementing new energy and sustainability programs regularly. As environmental stewards, we strongly promote conservation and sustainable business practices within our own offices, our clients' portfolios, and with our vendors and subcontractors and team members. We are leading our clients on their net zero carbon journeys by operationalizing the vision of a net zero future. BGIS is committed to reducing energy consumption, natural resource use, and greenhouse gas emissions in our clients' portfolios.

Our team works with clients to develop sustainable solutions. Services include utility data management, energy management, energy procurement, sustainability certifications including LEED, WELL, BOMA BEST, Energy Star, Green Globes, and NABERS, environmental reporting, sustainability consulting, net zero carbon analysis and strategic roadmaps, EV Charger programs, low carbon energy systems, waste management services and waste audits, and environmental compliance monitoring.

Our team of industry professionals uses an outcome-based approach to provide the following services to over 157 million square feet of space across 21.4+ thousand locations:

- **Energy & Sustainability Services** to control, manage, and optimize the energy and sustainability performance of a building.
- **Engineering Design Services:** multidisciplinary engineering consulting specializing in mechanical and electrical (M&E) design services for a wide range of building systems.
- **Facility Assessment, Risk, & Indoor Environments Services** to improve, protect, and mitigate the risks associated with physical assets.
- **Engineered Smart Buildings Services** to create next generation building performance, with a view to creating infrastructure that is net positive.

Energy and Sustainability Impacts

In 2024, the performance of BGIS' key sustainability initiatives with our clients includes results related to Energy and Carbon, Water, Waste Management, Biodiversity, and Climate Resiliency.



Managed Energy and Carbon Projects

45,000MWh of energy savings, 6,300 tCO₂e saved through implementation of various projects, including operational HVAC adjustments, LED lighting retrofits and Hybrid Heat Pump equipment replacements.



Waste Projects

109 kg of waste diverted from a filter recycling pilot. Addition of diversion services at several client locations (including recycling, organics, electronics, pallet diversion). Ongoing waste audits conducted across many client sites.



Smart Building Programs

56,000MWh of energy savings, 9,700 tCO₂e savings from building performance and smart building program initiatives that are part of client Smart Building Programs.



Biodiversity

100 jars of honey harvested from urban beehives. 6 pollinator gardens installed in Ontario. 1 pilot site participated in No Mow May to promote biodiversity.



Water Projects

Saved 34,000 m³ of water from various water projects, including water leak detection, smart irrigation, and operational measures.



Solar PV Studies

Surveyed existing solar sites and assessed condition. Output of survey will be used to drive maintenance and repair activities for client's aging solar footprint.



Supporting industry through continued leadership of BEIC to foster innovation and acceleration of adoption of new technologies.

The BEIC is an industry-driven not-for-profit organization founded by BGIS in 2016. It is also chaired by BGIS CEO, Gord Hicks. BEIC was established to accelerate the collaboration, innovation, and adoption of clean building technologies including energy efficiency and renewable power solutions that will transform the built environment, while developing world class clean tech companies, creating jobs and enabling economic prosperity in a future low carbon era. With over 65 members, the BEIC provides input to federal and provincial governments related to the types of incentive programs and policies required to increase adoption of new energy efficient building technologies and renewable energy solutions.

Protection of our Clients' Assets – Customer Protection & Product Responsibility

Our planet is experiencing unprecedented changes in its climate, the consequences of which are being felt worldwide with more frequent and severe weather events. By taking action to reduce greenhouse gas emissions, we can mitigate the worst effects of climate change and protect the environment, improve human health and well-being, and promote sustainable economic growth. BGIS recognizes that immediate and impactful carbon reduction is necessary to curb the worst effects of climate change. Maintaining 1.5°C change in global temperature will reduce impact on sea levels, species loss and extinction, marine and land ecosystems, as well as the impact on human health, livelihood, food security, and economic growth. We have built a strategy to assess climate risks on our portfolio and our client's portfolios, which includes a climate impact risk assessment, assessing vulnerabilities and potential risks, and developing mitigation strategies.

BGIS is in a unique position to demonstrate leadership and implement impactful initiatives to reduce carbon emissions in our clients' facilities. As environmental stewards, we strongly promote conservation and sustainable business practices within our own offices, our clients' portfolios, our suppliers and team members. Mitigating the climate impact of clients' operations touches all areas of our business from Facilities Management Operations to Procurement Services, Consulting Services and Technical Services, including our BGIS Direct program that provides installation of energy efficient technologies and sustainable decommissioning of furniture and equipment. As an example, we are leading the EV Charging solution by providing full turn-key solutions including design, install, on-going maintenance, and monitoring. We expect these types of services to grow and our offerings to expand as we transition to a net zero economy. We have invested in the development of expertise in the areas of Utility Analysis, Energy Efficiency and Energy Management, Sustainability Consulting, Building Science, Building Systems Design and Construction and Sustainable Procurement to provide services to reduce the impact of our operations and our clients' operation on the environment and to manage and mitigate climate-related risks.



Climate Risk management and resiliency

At BGIS, we have a commitment to innovation and believe that sustainable operating practices are vital to providing our clients with solutions to enable the sustainable and cost-effective operation of their portfolios. As the awareness of the risk of impacts from climate events increases and the frequency and magnitude of these impacts also increase, the assessment of these risks is an important step in mitigating their impact on client properties and operations.

Climate Risk management is a best practice at BGIS. We deploy strategies to reduce risk with climate driven emergencies through analysis, operating procedures and strategic capital planning. BGIS recognizes that operators, designers, builders, and owners need to proactively prepare for inevitable climate events alongside the implementation of decarbonization measures.

BGIS offers a variety of climate risk management services to our clients, including Phase 1, Phase 2 and Phase 3 climate risk assessments utilizing methodology outlined in ISO 31000. ISO 31000 is a risk management standard that provides guidelines and principles for effective risk management in organizations. It is designed to be applicable to any type of organization, regardless of its size or industry. The standard defines risk as the effect of uncertainty on objectives, and it provides a framework for identifying, assessing, treating, and monitoring risks.

Phase 1 climate risk impact assessments include identification of climate risks and time horizons and can be completed at both a building level and portfolio level. Phase 2 assessments take this a step further, overlaying building condition data to identify specific mitigation measures aligned with capital planning projects. Phase 3 takes the analysis a step further by providing focused mitigation planning and cost analysis.

BGIS has also developed a climate resiliency building condition assessment checklist to layer in climate resiliency analyses as building assessments are being conducted. This allows building owners to have insight into climate risk mitigation strategies at the onset of asset renewal projects.

3.3 AWARDS



REmmy Leadership in Climate Action: Public Services and Procurement Canada | Services publics et Approvisionnement Canada (PSPC) – Built Project & Workplace Excellence Award.

2024 CREST Award Winner: 91 King William Street, managed by BGIS and owned by Bank of Montreal won the 2024 CREST Award in the Emission Reduction, Tenant category.

IFMA Award of Excellence: BGIS and CBC jointly won the IFMA Award of Excellence: Sheila Sheridan Award for sustainable facility operation and management. The award was received for outstanding Sustainable Facility Operations and Management of the Toronto Broadcast Centre.

2024 Best in Building Health: BGIS awarded for Greatest Number of Registered Projects by Fitwel.

BGIS was named Best in Building Health (BiBH) for Greatest Number of Registered Projects at Fitwel's 6th annual awards. This recognition highlights BGIS' commitment to promoting health and well being through the built environment using the Fitwel Standard.

Best in Building Health is an annual list honouring the top global real estate companies and individuals leading the healthy building movement by example, leveraging the trusted Fitwel Standard to define excellence in building health for all.

A rigorous third-party healthy building certification system, Fitwel sets the industry standard for evidence-based strategies that promote health and well-being through the built environment.



2024 CREST Award Winner



REmmy Leadership in Climate Action: Built Project & Workplace Excellence Award.



BGIS received a Highly Commended for the **Environmental Impact Award** in the RICS Australia Awards 2024.

International Green Apple Award: awarded to BGIS for Energy Optimisation Through Supervised Machine Learning.

William West – “Wrench of the Year” AEEGTA: Acknowledges and celebrates the individuals that best exemplify the spirit of hard work, hands-on responsibility, and determination that results in the successful implementation of an energy efficiency project.

Corporate Knights – Top 50 Corporate Citizens: BGIS is once again ranked on Corporate Knight’ Best 50 for 2024, highlighting our dedication to sustainability, innovation, and corporate responsibility. At BGIS, we believe in the power of collective effort to create a brighter, more sustainable future. Our ranking in the Corporate Knights Best 50 is a testament to our ongoing efforts to integrate sustainable practices into every facet of our operations. From reducing our carbon footprint to promoting green building initiatives, we are committed to making a positive impact on the environment and the communities we serve.

This recognition motivates us to continue our journey towards sustainability with even greater vigor. We are excited to build on this achievement and explore new ways to innovate and lead in sustainable practices. Together, we are paving the way for a future that prioritizes environmental stewardship and corporate responsibility.





3.4 BGIS BLUE ZONE BUILDINGS™ LAUNCH

BGIS launched the BGIS Blue Zone Buildings™ initiative in 2024. In a rapidly changing world, our indoor environments have become silent adversaries to our health, productivity, and longevity. The Blue Revolution transforms indoor workspaces into environments inspired by the world's healthiest places, promoting optimal health, longevity, collaboration, innovation, productivity, and economic growth.

BGIS Blue Zone Buildings™ is a call to action; a framework that turns everyday spaces into catalysts for positive change. We're not just rethinking indoor environments—we're revolutionizing them. Our mission is urgent: to transform every building into a beacon of health, innovation, and human potential. This vision is bold and ambitious, but it's one we must achieve together.

By reframing how we view our buildings through the lens of these four essential pillars—Consume, Connect, Caring, and Condition—we unlock the potential to transform them from passive structures into active participants in our health, community, and well-being.

BGIS Blue Zone Buildings™ are the future of healthy spaces, boasting the following features:

- No-cost recognition
- Integrated strategic framework
- Powered by engineering excellence
- Real impact on real lives
- Practical implementation
- Informed by decades of research

Sustainable Cleaning – VOC free cleaning

BGIS is committed to a culture of Health and Safety. We are committed to the goal of being the global leader in safety and environment in the real estate industry. We continually improve our safety and environmental risk reduction programs, with the aim of Zero Workplace injuries. We are also committed to developing and implementing initiatives to optimize the health, wellness, and overall well-being of our workforce. BGIS recognizes the environmental impact that the use of chemical-based cleaning products and their packaging has in the Corporate Real Estate (CRE) industry.

VOC (Volatile Organic Compound) levels indoors can be 2 to 10 times higher than outdoors, with some products emitting VOCs for days or weeks, significantly contributing to indoor air pollution (SciTech Daily). This is why we endeavour to use only products that are Non-VOC and antibacterial that meet the EcoLogo 2792 standard, to clean facilities.

BGIS' health and safety standards avoid products that create health impacts for our janitorial team members. We use only products that contribute to our environmental health and safety goals. Non-VOC products offer superior performance while protecting our health against increased risks associated with high usage, such as asthma, chronic obstructive pulmonary disease (COPD), complications during pregnancy and early childhood respiratory conditions. These products are enzyme-based with no harmful VOCs of chemicals like ammonia, chlorine, or phosphates. It is both environmental and health conscious, with reduced eye and respiratory irritation from users and building occupants. BGIS' sustainable cleaning solution is versatile and multi surface, as well as biodegradable.





Air filtration

C-POLAR™ is a revolutionary antimicrobial technology that captures, inactivates and eradicates bacteria and viruses. In traditional filters, microbials can accumulate and some even grow at trapping sites over time. This may result in the structural deterioration of the filter and the dissemination of viruses, microorganisms, and pollens in the air.

This filter technology has the highest level of protection against all forms of bioaerosols, by inactivating and eradicating up to 99.9% of viruses, bacteria, molds, fungi, and pollens, and particulates as small as 0.045µm.

BGIS has adopted the use of filters which include non-toxic, metallic polymers which are approved by the FDA, WHO and UN Food and Agricultural Organizations. When applied to filters, these antimicrobial polymers are designed to offer particulate reduction plus an additional layer of protection against bioaerosols. Inactivating and eradicating viruses, bacteria, molds, fungi, and pollens with the highest level of efficacy possible means creating an infection resilient environment. This technology enables us to deliver on our promise to create healthier, more sustainable buildings, while providing upstream solutions for maintaining occupant health.



Leveraging technology for proactive IAQ management. Innovation that puts people first.

Leak Detection

Water infiltration leads to a variety of health risks, including allergies, asthma and weakened immune systems from toxic mold. AIRTHINGS offers leak detection kits which measure the same critical parameters outlined in IAQ testing.

Protecting a building's foundation from water infiltration, wood rot, decay and other structural damage not only protects human health but also ensures the value of the property remains intact. The AIRTHINGS View Plus is suitable for monitoring Radon and leaks combined, or the View Mini alone is suitable for small space leak detection monitoring.

Indoor environmental quality monitoring

Indoor air quality can be 2-5 times worse than outdoor air quality, leading to allergies and chronic respiratory and cardiac illnesses. To prevent this, measuring the following five requirements annually is critical for optimal indoor health: CO₂, PM2.5, Humidity, CO, and TVOCs.

Our Remote Command Centre (RCC) monitors indoor air quality, allowing adjustments to optimize for the health of the occupant, or changes in FM routines. Optimized indoor air quality can lead to better cognitive functioning, higher productivity levels and reduce instances of chronic illness caused by chemicals and particulate matter.



3.5 RESPONSIBLE SUPPLY CHAIN MANAGEMENT

BGIS environmental sustainability considers the prevention of pollution, sustainable resource use, climate change mitigation and adaptation, protection of the environment, biodiversity, and restoration of natural habitats. BGIS defines environmentally and socially preferable products, materials, and services as those which have a lesser or reduced negative impact on climate change, water and air, native habitats, natural resources, and human health when compared with competing products, materials, and services dedicated to the same purpose. Desired environmental and social attributes related to purchased products, materials, and services may include, but are not limited to energy efficiency, greenhouse gas (GHG) emissions reduction, water conservation and toxicity prevention, toxic use reduction, conservation of natural resources, green logistics and route optimization, waste minimization, product take-back systems, and recycling. Procurements include a 20% weighting for sustainability capabilities.

BGIS' Sustainable and Ethical Procurement Policy applies to all employees and contractors acting on behalf of BGIS. It promotes limiting plastic use, encouraging post-consumer recycled products, and packaging, among other sustainability criteria.

Service contracts we engage in with our contractors and suppliers mandate:

- Use of environmentally friendly products where available;
- Implementation and use of an effective diversion program, and encouragement to reuse materials when possible;
- Restriction of environmentally damaging treatments, paints, refrigerants and other building material and landscaping activities;
- BGIS is taking steps to go beyond traditional Green cleaning products by recommending janitorial subcontractors to use:
 - Natural based cleaning solutions such as ozonized water, Eco logo UL2792/CCD 110 (Biologically based cleaning and degreasing compounds) or other similar products; and
 - Paper products with minimum of 70 per cent recyclable content and 20 per cent post-consumer recycled content

Sustainable Procurement 2024 Accomplishments:

- Annual BGIS Supplier Innovation Awards held at BGIS North American Client Forum event
- Strategic partnership with a janitorial paper supplies provider that utilizes 100% recycled fiber and 60% of post-consumer fiber
- BGIS Strategic Sourcing director selected as panel member for Procure4Circular – a program launched by Circular Innovation Council
- Issued our first Modern Slavery Action Report
- Implemented KPIs for 2792 EcoLogo audits
- BGIS' ESG program was selected as a Finalist for the Sourcing Industry Group (SIG) Future of Sourcing Awards for Innovation in ESG Award

Supplier Innovation Awards

BGIS annually recognizes our suppliers for their innovative service delivery solutions. This year we received 59 submissions from North American companies. An evaluation committee comprised of sustainability and supply chain experts evaluated each submission based on their innovative and sustainable contribution as well as the impact on operational efficiency and operating cost savings. Congratulations once more to our 2024 winners!



MORGAN SOLAR ENERGY BLINDS

Solar energy producing window blinds that generate electricity, while offering a greater efficiency improvement to a building compared to conventional blinds.

Using smart materials, control software and sensors, they admit more ambient sunlight, are more effective at blocking glare and can dynamically change a window's R-value, leading to overall more comfortable, efficient workspaces.



LOGIXX SECURITY iLOQ

A revolutionary access control solution that eliminates the need for batteries and keys, offering a hassle-free experience for users in high security environments.

By replacing the lock's mechanical key cylinder, iLOQ turns the user's smartphone into a powerful key, wirelessly transmitting energy to the lock for seamless access validation.

HONOURABLE MENTIONS

We would also like to extend our congratulations to the Honourable Mentions who receive special recognition for Innovative Solutions and Circular Economy:



TRANE US INC

Trane Thermal Battery™ System - chiller plants enhanced with thermal energy storage. The chiller plant operates like a battery: It charges when excess or inexpensive energy is available or when you can depend on renewables. It discharges when demand spikes, price is high or when the utility or grid operator asks for help meeting capacity.



TENERA

TeneraPro App and AI assistant is a custom web-based software capable of working offline to collect issues, organize them into an inspection, and producing spec documents / proposals that can be used as part of tender packages. As a result, no unnecessary demolition is needed and no extra expenses, while producing lasting results.



DIVERSIFIED MAINTENANCE

Physical Key tag and IoT Solution for Asset Tracking. Rechargeable devices with global affordable real-time location system (RTLS) for easily managing our most valuable assets, like equipment, tools, people and keys.



MOHAWK GROUP

EcoFlex ONE by Mohawk Group is a state-of-the-art backing system for commercial modular carpet products that improves every aspect of comfort and acoustics while eliminating moisture testing—all with a lighter environmental footprint that is Beyond Carbon Neutral.

3.6 RESPONSIBLE FOR OUR ENVIRONMENTAL IMPACT

BGIS Environmental Impact & Our GHG Emissions & Targets

BGIS has a commitment to reduce our business impacts on the environment through a number of initiatives, including tracking of energy and water consumption, waste generation, and Greenhouse Gas (GHG) Emissions. The data gathered is used to identify opportunities for continued improvement towards a sustainable future. Keeping these key areas at the forefront allows BGIS to meaningfully contribute to the UN Sustainable Development Goals of Affordable and Clean Energy (SDG 7), Industry Innovation and Infrastructure (SDG 9), and Responsible Consumption and Production (SDG 12).

Our sustainability commitment is supported and driven by our ISO 14001:2015 certified environmental management system and Global Environmental Policy. Our ISO 14001 certification is renewed and externally audited on an annual basis.

The following corporate policies guide our daily practice:

- [CORP-SUS-10674 Sustainability Policy](#)
- [CORP-PSV-10591 Energy Management Policy](#)
- [CORP-SSM-10648 Sustainable and Ethical Procurement Policy](#)
- [CORP-ENV-10454 Environmental Policy](#)

Quantifying these goals will allow BGIS to continue making strides to limit global warming to 1.5°C through our own operations, as well as through our clients' portfolios, suppliers, and team members. BGIS is also committed to the Canada Net Zero Challenge, requiring organizations to achieve net zero by 2050. Setting and making meaningful progress towards these targets allows BGIS to align with the UN Sustainable Development Goal of Climate Action (SDG 13), as we continue to take urgent action to combat climate change and its impacts.



Living Sustainability is one of the core drivers of what we do. We strive to protect and preserve the environment by being leaders in sustainable business practices, environmental stewardship, and sustainable conservation. We help guide our clients to embody these same values, allowing them to achieve their own sustainability goals in a manner that lessens their footprint on the planet.

BGIS is in a unique position to demonstrate leadership and implement impactful initiatives to reduce carbon emissions in our clients' facilities. As environmental stewards, we strongly promote conservation and sustainable business practices within our own offices, our clients' portfolios, our suppliers and team members. Mitigating the climate impact of clients' operations touches all areas of our business from Facilities Management Operations to Procurement Services, Consulting Services and Technical Services, including our BGIS Direct program that provides installation of energy efficient technologies and sustainable decommissioning of furniture and equipment. Our environmental stewardship is guided by our integrated management system that is based on the ISO 14001 standard and industry best practices. We strive to create and implement energy and sustainability solutions for our clients that enhance their ESG and reduce their operating costs.

Our commitment to contributing to a sustainable future also aligns with the UN Sustainable Development Goal SDG13, to act against climate change and its impact. We believe our vision and leadership will inspire our clients, shareholders, suppliers, competitors, and other industries to follow our lead, and contribute to a more prosperous and sustainable future for all.



Our Commitment

BGIS has signed the Science-Based Targets initiative (SBTi) commitment letter and is working towards verification. This commitment aligns with climate science and reflects BGIS' contribution towards limiting global warming to 1.5°C. BGIS is a participant in Canada's Net Zero Challenge. BGIS is committed to net-zero across our scope 1 and scope 2 emissions, and for a few categories of scope 3 by 2050.

Our Environmental Impact

Our greenhouse gas (GHG) emissions are calculated following the ISO 14064-1 standard using the Operational Control approach, accounting for all GHG emissions based on the control of operations. Our 2024 GHG inventory includes direct and indirect emissions from our corporate facilities in Canada, ANZ, the UK, and the US, our vehicle fleet of 2,299 vehicles, and business travel. This includes emissions from electricity and steam consumption, and fugitive refrigerant emissions. We are committed to reducing emissions in line with the Science Based Targets Initiative even as our business continues to grow.

Direct GHG Emissions (Scope 1):

Direct emissions within the organizational boundary are released from fuel combustion, refrigerant emissions, generation of electricity, steam, or heat in equipment, vehicle travel in company owned and leased vehicles and personal vehicles used for business purposes (UK only).

Indirect GHG Emissions from Imported Energy (Scope 2):

Indirect GHG emissions are released by the production of electricity, steam, hot water and/or chilled water purchased by the facility.

Indirect GHG Emissions from Transportation (Scope 3):

These emissions include business air travel.

OUR FOOTPRINT			
Category	2022	2023	2024
Global Scope 1 Emissions (tCO ₂ e)	16,986	17,835	20,372
Global Scope 2 Emissions (tCO ₂ e)	521	628	787
Global Scope 3 Emissions (tCO ₂ e)	1,875	2,031	1,974
Total Water Consumption (m ³)	4,003	5,002	5,120
Total Waste Generation Head Office (MT)	19.0	19.0	18.8

2024 Total Energy	317,666 GJ
Buildings - Electricity	13,094 GJ
Buildings - Steam	796 GJ
Buildings - Chilled Water	373 GJ
Buildings - Natural Gas & Propane	10,488 GJ
Vehicle Fleet - Fuel	292,914 GJ

*Our base year is 2022. Our waste data accounts only for our head office in Markham, Ontario, Canada.



4.0 PEOPLE (SOCIAL)

4.1 WELL-BEING

Well-being of Our People – Striving to be the Healthiest Company in the World

At BGIS, fostering a safe, healthy, and supportive work environment is central to who we are. Through our BGIS Blue Zone Buildings™ Mental Health Program, we've made mental well-being a core focus, implementing thoughtful, inclusive initiatives designed to support the holistic health of our team members across all levels of the organization.

Our commitment to well-being starts with a fundamental belief in supporting the whole person, their abilities and state of mind. This was emphasized in the revitalization of our Golden Rules, which now reflect a more comprehensive view of safety, health, well-being, and environmental responsibility. A key addition was the launch of the "Work Ready" rule—recognizing that safe and effective performance of our team members depends not only on physical readiness but also on their physiological and psychological state. It reinforces that a team member must be physically capable, mentally alert, emotionally stable, and free from substance influence to be truly work ready.

Supporting Mental Well-being

To support mental health and work-life balance, we updated our Flex/Floater Day policy to offer more autonomy and inclusivity. These days are no longer restricted to designated holidays—they can now be used on any workday for wellness, family responsibilities, or personal emergencies, including mental health needs. By making the use of floater days more flexible, we aim to foster a supportive and inclusive work environment that prioritizes the holistic well-being of our team members. It is essential to us that our team members feel empowered to maintain a healthy balance between work and personal life, in a way that aligns with their individual needs.

Recognizing the importance of community and emotional connection, we launched Connection Conversations—informal, confidential discussions that bring together team members in similar life stages to share experiences, learn, and support each other. This safe space to talk builds social support and strengthens emotional resilience within our organization.

Additionally, in 2024, 23 team members and leaders were certified in Mental Health First Aid through the Mental Health Commission of Canada. Not only are these individuals a safe space, but they are also trained to guide individuals to supportive resources and professional help as well as intervene in crises situations. Team members are also encouraged to attend annual Mental Health Awareness Training to stay informed and engaged.

In 2024, we introduced mandatory mental health awareness training for people leaders, focusing initially on high-risk areas with elevated mental health-related disability claims. Leaders are crucial in setting the tone for a safe and supportive workplace, and this training equips them with the skills to recognize and address mental health concerns with empathy and efficiency.

We've also rolled out LivingWorks Start, an interactive suicide prevention training program, to key members of our People & Culture and Health, Safety & Environment teams, as well as all of our BGIS Balance Committee and Mental Health First Aid Responders. This training empowers individuals to recognize warning signs, engage meaningfully, and connect those in crisis with the support they need.



We actively participate in national and internal mental health awareness campaigns, including Bell Let's Talk Day, CMHA Mental Health Week, and our own Global Mental Health Week. These events create safe, visible platforms for open dialogue and reduce the stigma surrounding mental health.

One of the most impactful parts of these campaigns has been the involvement of executive and senior leaders, who have shared their own mental health journeys through storytelling. Their willingness to be vulnerable not only fosters trust but inspires others to seek help and support, knowing they are not alone. Storytelling humanizes mental health, builds emotional connection, and helps normalize asking for support.

Our commitment extends beyond the workplace. During CMHA Mental Health Week, we proudly supported Kids Help Phone, raising funds and awareness for youth mental health. This outward focus connects our internal mission to the broader community and reinforces our values of care and compassion.

In ANZ we saw more than 1,350 team members participate in well-being programs, including new mental health guides for managers. 36 teams of 253 walkers from Australia and New Zealand participated in a virtual walk along the historic Rabbit Proof Fence during Move it in May, and additional activities included regular webinars on mental health and well-being topics, the Mental Health First Aiders program, RUOK Day events, Men's Health Week, training sessions and other employee engagement programs.

BGIS is committed to our team members' access to healthcare and supportive resources.

Benefits Paid in 2024:

CANADA

\$7.7M

US

\$8.4M

UK

€1.17M

Internally, we introduced Mental Health and Well-Being Champion recognition—a peer-nominated initiative celebrating individuals who prioritize mental health both professionally and personally. These champions are acknowledged through company-wide communications and recognized during our Canadian Town Hall, helping to build a culture that values and celebrates mental wellness.

To keep mental health top of mind, we've integrated mental health-focused toolbox talks for our technical teams. These sessions reinforce awareness and promote regular conversations about mental well-being at every level of the organization.



Supporting Physical Well-being

Mental and physical health are deeply interconnected—when we care for our bodies, we also support our minds. Recognizing this important link, we offer a variety of wellness initiatives to promote overall well-being. These include a Fitness Reimbursement Program, access to a corporate GoodLife Membership, and Virtual Yoga classes, all designed to help our team members stay active, reduce stress, and maintain a healthy balance. By supporting physical activity, we're also investing in the mental resilience and long-term health of our people.

Through these initiatives, the BGIS Blue Zone Buildings™ Mental Health Program continues to evolve as a comprehensive, people-first approach to workplace wellness. By combining policy flexibility, proactive training, community connection, and a culture of open conversation, we are fostering a resilient, compassionate, and psychologically safe work environment for all.

Our people are at the heart of everything we do—and their well-being will always be our priority.

Well-being at BGIS

In 2024, we increased fitness reimbursements in Canada by 5%, leading to a rise in the percentage of eligible team members utilizing the benefit—from 11% in 2023 to 16% in 2024. This increase suggests that more team members are taking advantage of opportunities to improve their physical health, contributing to better overall well-being. It also shows that the increased reimbursement rate has motivated team members to prioritize physical health and wellness, which complements our mental health initiatives.

In 2024, we delivered over 100 well-being toolbox talks to our technical team, with more than 30 of these talks focused specifically on mental health. These talks provided an opportunity to engage team members directly and openly about mental health, creating spaces for discussion and fostering a culture of care.

The feedback from our team members is a critical measure of success. Throughout the year, we consistently received positive feedback regarding our well-being initiatives. Team members expressed gratitude for the resources, training, and the open environment we've created. This feedback reinforces the notion that our well-being program is helping to create a supportive and caring workplace where team members feel valued and understood.

BGIS' well-being program is clearly having a positive impact on our team members and the wider community. From increased comfort in discussing mental health to higher usage of mental health practitioners, our data shows measurable progress toward our goal of creating a healthier workplace. Additionally, the success of our initiatives—such as leader mental health training, reduced short-term disability claims, and positive community engagement—demonstrates that our program is achieving tangible results. We will continue to refine and evolve our approach, using these indicators to guide our ongoing efforts and ensure that we are making a lasting, positive impact on our team members and the broader community.

32

Well-Being Sessions implemented with

2,613

team members participating

85

Virtual Yoga classes with an average of

26

participants per class

Speaking engagements

Participated as a panelist at the HRD Well-Being Summit in Toronto on Minimizing burnout across your organization with ~200 leaders

Participated virtually on the CHRO Series panel discussion "Workforce Mental Health in 2024: How to Empower Your Workforce with Strategies that Promote Employee Well-being & Resilience" with ~1,000 HR leaders



Safety

BGIS is committed to providing safe and healthy working conditions for the prevention of work-related injury and ill-health to our team members, Partners, clients, Subcontractors, visitors, and any other party that may be affected by our business activities. Health and safety are a priority for BGIS as a leading global provider of Integrated Facility Management.

Global Safety Statistics

Metric	Canada	US	UK	AU	NZ	Global
LTIR	0.45	0.20	0.21	0.26	1.89	0.41
TRIR	1.67	1.62	0.21	1.24	3.34	1.54

Global Safety Day

BGIS' Global Annual Safety Day – BGIS celebrated our second annual Global Safety Day, a global event which features a diverse range of virtual and in-person activities and esteemed guest speakers from various organizations addressing critical topics such as fire prevention, metabolic health, ergonomics, the latest advancements in safety technologies, and more. We established our Annual Safety Day to unite all BGIS regions globally to come together on BGIS' core value of safety. In 2023 we kicked off with a personal theme of "What's my reason to be safe?" which gave team members the opportunity to reflect on why we each choose to work safely. In 2024 we followed up with "Safety Innovation at Work", helping our team members gain valuable insights to enhance our safety practices and contribute to the overall well-being of our teams.

Under this theme BGIS' partners and vendors joined us to celebrate and share amazing and inspiring initiatives in safety and wellness, at our locations in Markham, Vancouver, Ottawa, Gatineau and Montreal. In the US, we showcased these in Hudson, Florida, Salt Lake City, Utah and Los Lunas, New Mexico. We were joined by representatives from our clients in the telecommunications, utilities, and global technology sectors.

We also hosted a Global Safety Hackathon, where teams from around the world collaborated to develop innovative safety solutions.

A special shoutout to Kelly Wambold, this year's Brad Kerrivan Safety Leader award recipient, recognized for his unwavering commitment to prioritizing safety.



Well-being of our clients and Communities

At BGIS, we operate with a deep commitment to the well-being of both the occupants of our clients' facilities and the broader communities we serve. Every service we provide—from maintenance and cleaning to energy management and security—is delivered with a people-first mindset. We prioritize creating safe, healthy, and welcoming environments that enhance the daily experiences of building users. Beyond the walls of our clients' properties, we actively engage with local communities, supporting initiatives that uplift families and foster sustainable development. Our approach is rooted in empathy, responsibility, and a genuine desire to make a positive impact wherever we operate.



BGIS Blue Zone Buildings™ Program

At BGIS, we have prioritized the health and safety of our team members since our inception almost 30 years ago, exemplifying our culture of caring. In an industry where fair wages and healthy working conditions are often compromised due to the products in use, we are committed to elevating industry standards. Our BGIS Blue Zone Buildings™ Program ensures that our team members and our clients' building occupants are not exposed to harmful chemicals by using all-natural, chemical-free, and sustainable products that do not harm the environment or pose human health risks associated with high usage, such as asthma, chronic obstructive pulmonary disease (COPD), complications during pregnancy and early childhood respiratory conditions.

The BGIS Blue Zone Buildings™ Program aims to inspire a movement that revolutionizes our industry, highlighting our dedication to human health and productivity. The program recognizes buildings which maintain our elevated set of operating standards. Our goal is to enable our clients to make healthier building management decisions. We start with our Core 8 elements which integrate healthy decisions into operational practices, asset investments, and capital planning.

Our Blue products are embedded in our services – this is the BGIS way.



In 2024, BGIS launched BGIS Blue Zone Buildings™ in over 100 major client facilities.



Ian Chisholm Award for the Best Individual WHS Achievement

Awards

Holistic Employee Health Award from Occupational Health and Safety Canada

BGIS' Scott Tomas was the winner of the **Ian Chisholm Award for the Best Individual WHS Achievement** 31st National Safety Awards of Excellence

Tanya Pelja, Executive Director, HSEQ, was as finalist for the **Icon Award at the Champions of Safety Awards** during the 2024 Workplace Health & Safety Show in Sydney.

Kelly Bishop – **"Top Women in Safety 2024"** by Canada's Safest employers



Holistic Employee Health Award Winner

4.2 INCLUSION & BELONGING

We recognize that each employee's unique experiences, perspectives, and viewpoints add value to our ability to create and deliver the best service for our clients.

Our Inclusion and Belonging program is core to our Culture of Caring, where we foster an inclusive and kind workplace, where everyone feels valued and respected, where differences are welcomed and celebrated – a place where every team member can be authentic so they can reach their potential. Creating deeper trust and commitment throughout our organization allows BGIS to outperform competitors and achieve our collective business goals.

BGIS' Four Pillars

Inclusive Connections

We believe that to allow representation at all of levels of the organization, we need to expand our reach with partnerships and networks

Develop Our Future

We recognize that offering formal mentorship support, providing access to resources and knowledge programs are critical elements to increase representation at all levels of BGIS

Be Deliberate

We are committed to broadening our recruitment strategies and holding our leaders accountable to attract, develop, and retain diverse talent across the organization

Be Visible

Recognizing the benefit of service and responsibility, BGIS will be Visible, engaged in our communities – giving back, at professional forums, through multiple channels, promoting our commitment



Inclusion & Belonging Committees at BGIS

Group	Mission
Corporate Inclusion & Belonging Committee	The Inclusion & Belonging Committee leads the way in demonstrating that inclusion improves the well-being of our people and improves innovation, collaboration, and global business results. This is a cross-section of Team Members from diverse backgrounds committed to the development and maintenance of the plan and the promotion of key programs focused on strengthening inclusion & belonging throughout the organization.
Abilities Committee	The Committee is a team member led initiative that represents both team members with and without disabilities and works to increase awareness, provides educational opportunities on disability topics, and creates an inclusive culture for team members whose lives have been impacted by disability. The committee plays an active role in community outreach and involvement and is also focused on providing a safe space to share experiences, network, and be supported by peers and allies.
Women of BGIS Committee	The Committee is a team member led initiative that helps women find connections and support. We are committed to increasing the representation, inclusion and development of Women in leadership and non-traditional roles by providing a safe space to share experiences, network, and be supported by peers and allies.

The Prosperity Project™ & The Rosie Mentoring Program

BGIS is proud to be a founding partner of The Prosperity Project™. The Project is pan-Canadian in scope and fills an important need to explicitly link women and prosperity, underscoring the economic importance of gender equality. The Project has many programs that they are offering to partner organizations, one of which is the Rosie Mentoring Program.

The Rosie Mentoring Program is a free six-month program that carefully matches women seeking career advancement with mentors uniquely capable of helping them reach their goals. The program focuses on growing confidence, providing skill development opportunities and facilitating connections and networking.

The Rosie Mentoring Program accepts Mentors of all genders with 10+ years of career experience, and Protégée women with 5+ years of professional experience who are searching for career opportunities and advancement.



Celebrating Inclusion & Belonging

In Canada BGIS held numerous events geared towards celebrating different cultures in our offices, including:

- BGIS' Taste of the World event, where our team comes together to explore foods from different cultures made by our team members and learn more about their unique heritages.
- In March BGIS celebrated International Women's Day with the theme of Inspire Inclusion. We had conversations surrounding how we can come together to imagine a gender equal world, a world free of bias, stereotypes, and discrimination. We discussed how we can create a diverse, equitable, inclusive world where difference is valued and celebrated. BGIS and industry leaders took time to discuss the actions they take daily to Inspire Inclusion in the workplace and how we can collectively make change.

BGIS



International Women's Day
#IWD2024 #InspireInclusion



- In October BGIS recognized Disability Employment Awareness sharing resources, tools and hosting learning sessions for all team members across Canada.
- In the UK BGIS also held various events in celebration of team member diversity, such as workplace celebrations for Ramadan, Easter, Black History Month, Cultural Potluck Day, Eid-Al-Adha, and International Women's Day, to name a few. Events like these aren't just about the food or the activity; they're about fostering understanding, building connections, and embracing inclusivity. They remind us that our differences are what make us stronger, more vibrant, and more resilient as a team. Every day is an opportunity to create a workplace where everyone feels valued and respected.
- Team members in Australia and New Zealand delivered impactful guest speaking engagements with CEDA, participating in Virgin's NRW panel discussions, Inspiring Future Leaders through the Property Council of Australia's Girls in Property program, and mentoring at the Reconciliation Australia Conference.



REmmy Award Leadership in Accessibility Winners

REmmy Award: Leadership in Accessibility: Bell Real Estate – Accessibility in Workplace Transformation. This award recognizes Bell's Real Estate Accessibility in Workplace Transformation initiative as the best example of leadership, innovation and outstanding commitment to accessibility in the workplace. By implementing universal design principles in offices, this project is helping to create inclusive and barrier-free environments.

We donated over 120kg of graduation gowns and suits and 150kg of books to remote Indigenous communities.

From rolling out vending machines supplied by Indigenous businesses to leading diversity initiatives like our involvement with the Property Council of Australia Diversity Committee and Tauondi College Careers Day, our impact has been widespread.

On Friday September 13th, Bennelong Energy Services and BGIS hosted the seventh annual Bennelong Cup. Indigenous students joined NRL stars including Cliff Lyons, Greg Inglis and Steve Menzies, in a touch football competition followed by an Indigenous student careers fair and luncheon at the South Juniors Club. Over the years the Bennelong Cup has placed close to 70 Indigenous students in corporate and contractor roles.



Path to Indigenous Reconciliation

Canada

In 2024 BGIS was honoured with Partnership Accreditation in Indigenous Relations (PAIR) Bronze Status from the Canadian Council of Indigenous Business. Most companies are awarded Bronze Status after several years at a Committed Status. The hard work and commitment that the entire BGIS team demonstrated in our assessment enabled BGIS to immediately move to Bronze. BGIS is now working towards gaining Gold PAIR Status.

Ela Hultsi, our indigenous limited partnership made great strides in indigenous community arts investment with its indigenous carpet line – Four Sacred Medicines.

Ela Hultsi was honoured with a Corenet Remmy Industry Award this year for Leadership in Diversity, Equity, and Inclusion: Ela Hultsi for Cultural Threads: The Four Sacred Medicines Carpet Initiative.



Partnership Accreditation in Indigenous Relations (PAIR) Bronze Status



Women in Defence Award 2024

ANZ

As part of our Reconciliation Action Plan initiatives we submitted the Defence Indigenous Participation Program, formed part of CEDA's Indigenous Advisory Committee, released our Global Reconciliation Policy, and supported numerous programs and events such as the Bennelong Cup, National Reconciliation Week, NAIDOC Week, and the Clontarf engagement forum.

In 2024 BGIS ANZ significantly increased our Indigenous employee representation, proudly raising our total representation from 1.4% to 3%.

Our National Indigenous Engagement Manager, Rikki Cooper, was one of over 800 people in attendance at the National RAP Conference 2024 hosted by Reconciliation Australia in Meanjin (Brisbane). Recognized as a reconciliation champion, Rikki mentored a roundtable group by sharing her reconciliation leadership story, and imparting wisdom to organizations on lower-level RAPs. The conference facilitates valuable collaboration and sharing of ideas to assist organizations on their reconciliation journeys. BGIS is entering our third year of our Stretch RAP, and we are very keen to build on the experiences and achievements from others. "There was an abundance of networking opportunities, that led to the sharing of wonderful initiatives being discussed throughout the conference", Rikki Cooper said. "I am now planning what BGIS can leverage into our program".

ANZ Indigenous Category at the Australian Defence Magazine (ADM) Women in Defence Awards 2024: Rikki Cooper, our National Indigenous Engagement Manager ANZ won the Indigenous Category awarded to the Defence community's most outstanding Indigenous female working in the field.

Awards

Celebrating women in our industry:

P3 Award: Leading Woman in Infrastructure - BGIS' Crystal Shi Finalist

Finalist in the Australian Defence Magazine's 30 under 30 Awards:

Dana Comben, HR Business Partner

PFM Award: BGIS' Hanieh Bazargan won the PFM Young Leader of the Year award

IFMA: FM of the Year awarded to BGIS' Gabriela Navarro

Australian Defence Magazine: BGIS' Rikki Cooper awarded Women in Defence Awards 2024, Indigenous

HDR Australia: BGIS' Sarah Novelli named on the Hot List 2024.



PFM Young Leader of the Year Award



4.3 HIRING PRACTICES

At BGIS Global Integrated Solutions (BGIS) we are committed to providing equal employment opportunities. We will not discriminate, and we are equally committed to the maximum utilization of our team member potential within employment opportunities at BGIS.

Our goal is that the BGIS workforce reflects the diversity that exists in the community from which we recruit and employ BGIS team members. By implementing and managing Employment Equity at BGIS, we will be proactive in ensuring that all people are equitably represented within our Company.

Career opportunities that arise at BGIS are available on an equal opportunity basis to all internal applicants. All internal applicants and external applicants are objectively evaluated on the basis of job qualifications, experience and performance, as opposed to identifiers that are not work-related.

As compensation forms a critical component of attracting, retaining, and motivating team members, BGIS takes numerous steps to ensure that our team members are fairly and equitably compensated, ensuring internal and external equity and compliance with all applicable legislation in the global regions in which we operate.

People & Culture Statistics

2024 Team Members

Metric	Canada	US	UK	ANZ
Total New Hires	1,479	308	251	1,173
New Hires (Male)	964	259	200	762
New Hires (Female)	515	49	51	409
Boomerangs	113	21	7	69
Voluntary Turnover Rate	9.3%	15%	13.8%	15.5%

CANADA

	Full Time	Part Time	Total	Directors
Female	2221	97	2385	161
Male	3862	68	4031	278

UNITED STATES

	Full Time	Part Time	Total	Directors
Female	191	9	200	16
Male	762	6	768	50

UNITED KINGDOM

	Full Time	Part Time	Total	Directors
Female	93	5	99	1
Male	488	7	505	10

AUSTRALIA/NEW ZEALAND

	Full Time	Part Time	Total	Directors
Female	749	68	817	9
Male	1539	44	1583	16



BGIS Referral Program

BGIS recognizes that one of the key drivers to becoming a top employer is the ability to attract and retain quality people. Through the BGIS Team Member Referral Program, our team member recommendations of excellent candidates are an important source of recruiting talent. It enables BGIS to tap into our people’s networks of potential candidates and rewards them for recommending those who possess the necessary skills and align with our culture and values. This program and our team member participation is central to the continued success and growth of BGIS.



Canada Referral Bonuses
Paid in 2024:
\$428,711 CAD



US Referral Bonuses
Paid in 2024:
\$85,000 USD



UK Referral Bonuses
Paid in 2024:
£28,560 GBP



ANZ Referral Bonuses
Paid in 2024:
\$26,800 AUD & \$19,500 NZD

Supporting our Team Members’ Growth

At BGIS, we’re proud to offer a tuition reimbursement program designed to support our employees’ growth and long-term career development. This initiative allows team members to pursue approved educational courses or degree programs, with the company covering a portion—or in some cases, all—of the tuition costs. We believe that investing in our people is one of the best ways to drive innovation and excellence. Not only does this program help employees expand their skills and advance their careers, but it also strengthens our organization by fostering a more knowledgeable, motivated, and loyal workforce.



Canada Tuition
Reimbursement in 2024:
\$329,874 CAD



US Tuition
Reimbursement in 2024:
\$11,997 USD



UK Tuition
Reimbursement in 2024:
£138,579 GBP

Internships & Apprenticeships

Apprenticeship/Intern Programs in Canada

BGIS has a robust Internship Program in Canada, whereby we engage new graduates or students about to graduate in our successful internship program across various lines of business. In 2024, BGIS hired 93 interns in Canada, 31 of which have held multiple internships with the organization.

Apprenticeship in the UK

Apprenticeships are a vital pathway for developing future talent, equipping individuals with the skills, knowledge, and hands-on experience needed to build successful careers.

We shared special congratulations to Sam Broni, our BGIS Apprentice of the Year 2024, whose outstanding commitment and performance have truly set an example!

We also recognized apprentice Brooklyn White for his dedication, hard work and eagerness to learn, making him a fantastic example of the value apprentices bring to the workplace.

A huge thank you to Stephen Hanson for his unwavering commitment to our apprentices and apprenticeship program and everyone involved in making this event a success, to our apprentices for their enthusiasm and dedication, and our Landsec team for hosting us. Investing in young talent is key to the future of our industry, and we are proud to support their growth through our ESG initiatives.

Apprenticeship in ANZ

BGIS has a strong apprenticeship program in ANZ. In 2024, BGIS hired 71 apprentices across all trades.

Lines of Business

Corporate Function	8
Facilities Management	27
Finance	8
Health & Safety	2
IT/Analytics	5
Marketing	2
Professional Services	7
Project Delivery	4
Technician	24
Workplace Solutions	6

Geographic Breakdown Canada

Alberta	12
British Columbia	7
Nova Scotia	2
Ontario	60
Quebec	12

Geographic Breakdown ANZ

Australian Capital Territory	1
New South Wales	32
Queensland	4
South Australia	1
Victoria	13
Western Australia	2
New Zealand	18

Fair Wages and Advancement

Fair Wages and Advancement in the UK

The engineering industry remains a traditionally male-dominated sector, with fewer women pursuing careers in this field compared to men. While progress has been made, the gender imbalance persists, often influenced by societal perceptions and a historical lack of female representation. As an industry, organizations are taking proactive steps to break these barriers by encouraging more women to consider engineering as a viable and rewarding career path. Initiatives such as STEM education programs continue to promote science, technology, engineering, and mathematics among young students, helping to widen the talent pipeline for the future.

The majority of our workforce comprises of engineers, and as such women remain underrepresented in technical roles, often occupying administrative positions. To address this, BGIS UK & Europe actively works to create pathways for women into skilled and higher-paid roles.

We remain committed to tackling this imbalance through:

Increasing awareness of engineering careers among women.

Strengthening recruitment strategies to attract female talent into technical roles.

Supporting career progression through mentorship and development opportunities.

Celebration of the International Women's Day and the elevation of the status of the women of BGIS.

BGIS has taken several steps to help improve the diversity of our workforce and attract more women into skilled roles, including the following key initiatives.



Upskilling and Career Development

BGIS UK & Europe is a levy-funded organization, investing in professional qualifications such as ILM, CIMA, ACCA, and CIPD. By supporting our employees in their career development, we aim to provide women with opportunities to advance into leadership and technical roles, helping to reduce the gender pay gap over time.

Fair Wages – Fighting the Gender Pay Gap

The gender pay gap data published in 2024 consisted of statistics for 344 men and 66 women. The majority of female employees were employed in sedentary/administrative roles, and by contrast the majority of our male employees were employed in engineering roles.

In comparing our 2023 and 2024 pay gap reports, the mean gender pay gap has improved from 12% to 11%. The median gender pay gap has also decreased from 12% to 11%, and the overall trend indicates a slight but positive movement toward pay parity.

Proportion of Employees Receiving Bonuses

Specific roles within our company attract a discretionary bonus element. These roles are such that the position requires individuals to achieve outcomes linked to operational and strategic targets.

Key Insights: The proportion of men receiving bonuses increased from 14% to 19%, when compared to last report in 2023. The proportion of women receiving bonuses increased from 11% to 17%, when compared to last report. The increase in bonus distribution is a positive trend, benefiting both genders.

Mean and Median Bonus Pay Gap

Key Insights: The mean bonus pay gap has improved from 49% to 44%, indicating progress when compared to the last report in 2023. The median bonus pay gap has significantly improved from 31% to 21%, marking a notable reduction in disparity.

While progress has been made, we recognise that there is still work to do in reducing the gender pay gap within BGIS UK & Europe. Through continued investment in people, policies, and career development, we remain committed to fostering a workplace where all employees—regardless of gender—can thrive. We will continue to monitor our progress and explore new ways to drive meaningful change in the years ahead.

4.4 RESPONSIBLE SUPPLY CHAIN

BGIS has a strong commitment to Supplier Diversity and Inclusion (SDI), including procurement from majority-Indigenous-owned suppliers. SDI has become part of the fabric of how BGIS conducts business and is a strategic initiative that ensures BGIS is inclusive in our strategic procurement practices. Guided by our Sustainable & Ethical Procurement Policy.

As part of our Indigenous Engagement and Supplier Diversity & Inclusion program, BGIS is continuously working to expand our pool of approved Indigenous and diverse suppliers to ensure there is equal access to opportunities with BGIS. Our Canadian Diverse Supplier spend in 2024 was \$118.5 million (23.0% increase from 2023). Of that, our spend with Indigenous suppliers was \$35.0 million (30% of the total Canadian Diverse spend), a 34% increase from 2023.



BGIS' award-winning Supplier Diversity and Inclusion (SDI) Program provides BGIS with a competitive advantage with regards to supplier engagement projects. Each year our target is to increase our spend with Indigenous and diverse suppliers by 10%. We track and report our purchasing spend with Indigenous and diverse suppliers monthly to the BGIS Executive Leadership team and we exhibit steady year-over-year progress. Our North American Diverse Supplier engagement has progressed from \$1.5 million spend with five (5) suppliers in 2016 to \$147.3 million (5.4% of total spend) with 186 suppliers in 2024. In 2025, we are on track to surpassing our goal. Since 2016, BGIS has spent \$548.7 million with certified and self-identified Indigenous and diverse suppliers across North America and \$137.7 million of that has been with Indigenous-owned businesses.



In 2024 BGIS was a supportive corporate member of the following Canadian organizations:

- The Canadian Council for Indigenous Business (CCIB) who support Indigenous owned businesses. In 2024 BGIS obtained the Partnership Accreditation in Indigenous Relations (PAIR) Bronze certification.
- The Canadian Aboriginal & Minority Supplier Council (CAMSC) who certify Indigenous and minority owned businesses. In 2024 the BGIS SVP of Strategic Sourcing served as the chair of the Corporate Member Advisory Committee.
- WBE Canada, who certify women owned businesses
- We maintained our relationship with Canada's 2SLGBTQI+ Chamber of Commerce (CGLCC) who certify 2SLGBTQI+ owned businesses, and the Inclusive Workplace and Supply Council of Canada (IWSCC) who certify disabled and Veteran-owned businesses. In 2025, BGIS became a corporate member of both organizations.
- In 2024 BGIS was a corporate member of the National Minority Supplier Development Council (NMSDC), who certify minority-owned businesses in the U.S.

**In 2024 BGIS spent \$147.3M CAD with Indigenous and diverse suppliers in North America.
BGIS spent \$46.2M AUD with Indigenous and diverse suppliers in ANZ.**

4.5 COMMUNITY ENGAGEMENT

As our value states, 'Living Sustainability' finds its way into everything that BGIS delivers to our culture of caring and in our value to customers. At BGIS, we are driven by a deep sense of purpose—to leverage our capabilities and influence to create meaningful, positive change. Our dedication to sustainability is matched by our unwavering support for the communities we serve. Even in challenging times, our team consistently exemplifies compassion and generosity, aligning with the United Nations Sustainable Development Goals (SDGs) 1 through 4.

In 2024 alone, BGIS contributed almost \$1 million to charitable and not-for-profit organizations around the world. Throughout 2024, our commitment was reflected in a wide range of initiatives, including employee-led fundraising, donation matching, volunteering, corporate giving, and pro bono services. These efforts underscore our belief in the power of collective action and our ongoing commitment to making a difference.

The following are just a few of the initiatives that BGIS and our people participated in in 2024.



BGIS US Charity Golf Tournament

104 Golfers and numerous volunteers joined us in Naples, Florida at the annual BGIS US Charity Golf Tournament. Thanks to the support of our partners we raised \$100,000 for Operation Healing Forces and \$50,000 for the JED Foundation.



Kids Help Phone and Cam's Kids

In 2024, BGIS raised almost \$70,000 for youth mental health through a fundraising campaign for Kids Help Phone during Mental Health Week. This campaign was part of our ongoing commitment to raising awareness about mental health and providing support for the next generation. The funds raised will go towards providing critical mental health resources to young people across Canada. This initiative exemplifies our holistic approach to well-being, where supporting external causes is just as important as supporting the mental health of our own team members.

We also raised over \$150,000 for Kids Help Phone and Cam's Kids through our 2024 Charity Golf Classic.

BGIS aligned with our client Shell and partnered with Kids Help Phone and Cam's Kids to deliver a virtual session for BGIS Team Members to bring to light the topic of "the healing power of compassion" to show compassion for the youth in our lives. 218 BGIS team members participated, and we were able to raise \$79,500, including a donation match from Shell.

BMO Walk so Kids can Talk

In May 2024 team members supported BMO Walk so Kids can talk in support of young people and their mental health. By participating in this walk, we promoted physical activity and team building, but we'll also be making a real difference in the lives of children who rely on the services provided by Kids Help Phone.



Bell Let's Talk

This year we sent out a call to action to our senior leaders and within minutes had leaders step up who wanted to be involved. We engaged six leaders who shared through the art of storytelling their situation, the challenges they have faced or still face, what has helped them and those close to them navigate their illness, what they continue to do and any helpful information they wanted team members to know. We had ~400 team members participate in this year's live hour and a half virtual session. Team members had the opportunity to stop and reflect on the important conversation and the interaction shared in the chat was heartwarming. Thanks to Bell Let's Talk Day, we have seen a significant increase in awareness, understanding, and acceptance of mental health issues within our organization.

Handmade toys for local community

Our team in Christchurch, New Zealand, crafted wooden toys to donate to local community organizations. The team of 16 volunteered to complete nearly 100 toys and six rocking horses, that were donated to Pillars Ka Pou Whakahou, The Hoon Hay Foodbank, and Women's Refuge.





CN Tower Walk for WWF

We had over 70 fearless climbers participate, raising over \$10,000 for this amazing cause! Thank you to all BGIS team members, suppliers, friends and family that helped us rank 4th in terms of team donations.



Heart & Stroke Foundation

We partnered with Heart & Stroke Foundation to implement CardiacCrash at the Innovation Centre during Global Safety Day. CardiacCrash is a made-in-Canada experience that teaches hands-only CPR and AED use in a high-energy, interactive way. CardiacCrash training was delivered during BGIS' Global Safety Day.



Supporting Hospital Staff, Patients and Families

In partnership with Gold Coast Hospital Foundation, BGIS is the proud sponsor of a patient transport service that helps commute Gold Coast patients with cancer to Gold Coast University Hospital for treatment. The service made more than 3,600 trips last year.

Our BGIS team also proudly supports the dog therapy program for our client Latrobe Regional Health in Victoria. The two German Shepard dogs visit the hospital every week and bring happiness to patients and staff at the hospital.

November

This Movember, our Canadian, US, UK and ANZ teams once again joined forces in the BGIS Global Molliance to raise funds and awareness for men's health and suicide prevention. We are happy to report that the BGIS Movember team raised \$4,277.



Cowboys Community Foundation

This was our fourth year of supporting the Cowboys Community Foundation as a Foundation Partner by supporting the running of two Toyota HiAce vans to drive students to school, one each for the Boys' Campus and Girls' Campus. NRL Cowboys House is removing distance as a barrier to quality secondary education for Indigenous students from some of Australia's most remote and geographically disadvantaged communities. We are very pleased to support the House which is a unique, culturally-safe boarding facility for young Aboriginal and Torres Strait Islander men and women attending partner schools in Townsville.

Habitat for Humanity

In recognition of International Women's Day, BGIS employees from Melbourne and Sydney volunteered to restore and repair women's shelters, in partnership with leading not-for-profit housing provider Habitat for Humanity on their Homes for Hope campaign.

For the sixth year in a row, our staff painted and refurbished crisis accommodation and transitional shelters for women and children escaping domestic violence and homelessness. "Through these home improvements, we empower mothers and give children a chance to build a stronger future," said Sarah Novelli, Executive Director, People & Culture. Thank you to everyone who volunteered for such a worthwhile cause.





5.0 ABOUT THIS REPORT

BGIS' sustainability leadership in Corporate Real Estate and Facilities Management rests on our ability to build strong relationships with people and the communities around us. This means ensuring protection of our global environment, local communities as well as the equitable treatment for a diverse workforce.

BGIS has helped and continues to help our clients meet their sustainability goals, whether we are working to implement new technology or taking steps to reduce carbon emissions at their facilities. We are in relentless pursuit of innovation within our own operations, finding smarter ways of working that reduce waste, boost efficiency, and improve business outcomes.

This report contains Standard Disclosures from the GRI Sustainability Reporting Guidelines. Currently operating in four global regions, Canada, United States, UK, and Asia Pacific, BGIS occupies over 69 offices globally, both owned and leased locations, and leases a service fleet of 2,299 vehicles. Unless otherwise stated, this is the boundary of the material in this report. There are some operational aspects of our business that we do not have full control over, such as our client operations. Due to the confidentiality requirements of some of our clients, our ownership, and the nature of our business, various disclosures have been omitted or deemed irrelevant to our operations.

Our report supports the Sustainability Accounting Standards Board (SASB) to report on financial accounting and sustainability disclosure. Appendix A describes our disclosures for 2024.

5.1 DATA ASSURANCE

BGIS Environmental Footprint

BGIS greenhouse gas emissions are calculated from building energy use, fleet vehicles, and air travel. Data sources are utility bills, lease payment information, submetering data, data from landlords, refrigerant leakage information, air travel data, fleet vehicle fuel consumption data, and where no information is available, estimates are made to calculate GHG emissions. We apply industry sourced regionally appropriate GHG emission factors to calculate GHG emissions. Water consumption data is also collected as part of the GHG inventory report and is reported annually in the ESG report. Waste generation is reported annually in the ESG reports and is representative of the Markham head office, sourced from diversion reports provided by the waste hauler.

Greenhouse Gases (GHG) emissions reported are derived from the following major sources:

Direct Emissions (Scope 1)

Vehicle fleet and building space heating from combustions of fossil fuels (primarily gasoline and natural gas, respectively).

Energy Indirect (Scope 2)

Electricity used in buildings, with a small amount of steam and chilled water.

Other Indirect (Scope 3)

Business travel based on air flights.

The GHG inventory report has been written in accordance with ISO Standard 14064-1:2018(E).

Greenhouse gases - Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals. In addition, the World Resource Institute (WRI)/World Business Council for Sustainable Development (WBCSD).

Standard: Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard and ISO Standard 14064- 3:2019(E).

Greenhouse gases - Part 3: Specification with guidance for the validation and verification of greenhouse gas statements have been used as additional resources.

Verification

BGIS has undertaken third party verification to ISO 14064-3 of the GHG inventory. BGIS also reports GHG emission data to the Carbon Disclosure Project (CDP) each year. The results of the GHG inventory are published in the ESG report annually.

5.2 APPENDIX

UN Sustainable Development Goals

UN SDG	BGIS Contribution to our Team Members & Clients
SDG 3: Ensure healthy lives and promote well-being for all at all ages	BGIS values the health and well-being of all our team members and has introduced programs such as flexible work arrangements encouraging our team members to work remotely and also have the flexibility to choose a schedule that strikes a healthy balance between their work and personal lives. BGIS is registered to ISO 45001 Occupational Health and Safety Management System globally and has developed a comprehensive OHS program as part of the management system. Hazard identification and risk assessments must be done annually, and driving has emerged as a key risk to be managed. BGIS provides HSE compliance audits and reviews on an ongoing basis for our clients. HSE/ Env oversight in projects from initial stages to project completion ensure that processes are documented in plans and specs and requirements are communicated to consultants and contractors during project meetings.
SDG 5: Achieve gender equality and empower all women and girls	Women of BGIS is an initiative that encourages the growth, support and advancement of the female workforce within BGIS. Acting as an internal networking opportunity the goal of Women of BGIS is to foster growth of females, encouraging them to obtain higher roles in leadership.
SDG 6: Ensure availability and sustainable management of water and sanitation for all	BGIS is committed to reducing the impacts of our business upon the environment. We have deployed water reduction strategies including irrigation controls, water leak detection, widespread aerator program, cooling tower cycle optimizations, and plumbing fixture replacements. The BGIS landscaping and grounds maintenance scope of work stipulates that all organic land care substances and materials required for the performance of the service must be environmentally friendly, chosen on the basis of highest effectiveness and selectivity and least hazardous to health and the environment and meet BGIS' Environmental Landscaping Specifications
SDG 7: Ensure access to affordable, reliable, sustainable and modern energy for all	BGIS energy and sustainability teams work closely with the operators to find energy and other operational efficiencies that can be easily implemented and provide savings to the owner. We encourage clients to invest in low carbon technologies and renewable energy as a pathway to carbon neutrality.
SDG 10: Reduce inequality within and among countries	BGIS' approach to human rights is grounded in our culture and values. Our goal is to ensure that our workforce reflects the diversity that exists in the community from which we recruit and employ Team Members. By implementing and managing diversity and inclusiveness, we are proactively ensuring that women, visible minorities, persons with disabilities and aboriginal peoples are equitably represented within the organization.
SDG 11: Make cities and human settlements inclusive, safe, resilient and sustainable	Our BGIS Blue Zone Buildings™ initiative transforms indoor workplaces into environments that promote health, longevity, collaboration, innovation, productivity, and economic growth. Our waste management solutions reduce waste to landfill, and promote sustainable use and disposal of materials. BGIS facilitates third party certifications such as BOMA BEST, LEED, Green Globes, and WELL for multiple locations each year. BGIS has installed several electric vehicle charging stations for clients, which enhances the electric vehicle charging infrastructure and reduces pollution from commuting.

UN SDG	BGIS Contribution to our Team Members & Clients
SDG 12: Ensure sustainable consumption and production patterns	BGIS is committed to doing business with companies that operate in a sustainable manner and who share the same commitment to environmental protection as we do. We provide annual reporting on sustainability deliverables for our clients, including waste generation and diversion, water consumption/reduction and energy consumption/reduction. As part of An Inspired Future® BGIS Strategic Sourcing hosts a Supplier Innovation Award session. In support of our strategic vision for a sustainable future, BGIS recognizes top suppliers who have adopted innovative practices to improve efficiencies and increase operational sustainability. BGIS has a strong focus on waste reduction and diversion and the transition to a circular economy. Through initiatives such as organics collection development and deployment, centralized waste bin programs, electronic consumer waste collection, and occupant engagement we bring solutions that marry environmental sustainability and client’s needs.
SDG 13: Take urgent action to combat climate change and its impacts	BGIS leverages proven experience in sustainability, building systems, engineering, capital planning, and integrated facilities management to tackle today’s climate crisis. We provide strategic long and short-term roadmaps to achieve zero carbon goals, while implementing solutions today to reduce impact on the climate tomorrow. In 2024, BGIS continued to lead our clients on their carbon neutral journeys, allowing us to operationalize the vision outlined in strategies and studies and measure the impact of various initiatives.

GRI Content Index

GRI 2: General Disclosures 2021

		2024 Disclosure Reference	Omission
2-1	a. legal Name b. nature of ownership and legal form. c. location of it's headquarters d. countries of operation	a. BGIS b. BGIS is a privately owned entity. c. BGIS headquarters is 4175 14th Avenue, Markham ON, Canada d. Our Core Operations include: Australia Canada New Zealand United Kingdom United States	
2-2	a. list all entities included in sustainability reporting.	BGIS	
2-3	a. Specify the reporting period and the frequency of its sustainability reporting b. specify the reporting period for its financial reporting and, if it does not align with the period for its sustainability reporting, explain the reason for this; c. report the publication date of the report or reported information; d. specify the contact point for questions about the report or reported information.	a. The report covers our activities from January 2024 to December 2024. Frequency is annually. b. Consistent with a. c. July 2025 d. marketingcommunications@bgis.com	
2-4	a. report restatements of information made from previous reporting periods and explain: i. the reasons for the restatements; ii. the effect of the restatements.	No restatements	
2-5	a. describe its policy and practice for seeking external assurance, including whether and how the highest governance body and senior executives are involved; b. if the organization's sustainability reporting has been externally assured: i. provide a link or reference to the external assurance report(s) or assurance statement(s); ii. describe what has been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process; iii. describe the relationship between the organization and the assurance provider.	a. BGIS has undertaken third party verification of the GHG inventory. b.i. The verification statement will be posted in the CleanStart Registry. B.ii. The verifier provides a reasonable level of assurance for the GHG inventory. B.iii. The verifier is an independent, third party to BGIS.	

2024 Disclosure Reference

Omission

2-6	a. report the sector(s) in which it is active; b. describe its value chain, including: i. the organization's activities, products, services, and markets served; ii. the organization's supply chain; iii. the entities downstream from the organization and their activities; c. report other relevant business relationships; d. describe significant changes in 2-6-a, 2-6-b, and 2-6-c compared to the previous reporting period.	a. Government, education, healthcare, utilities, finance, telecommunications, property, resources, oil & gas and sport & leisure. b.i., ii, iii. About BGIS page 8, industry affiliations page 15, sustainable procurement page 53, responsible supply chain page 78 c. no significant changes.	
2-7	a. total number of employees, and a breakdown of this total by gender and by region; b. i. Total number of permanent employees, and a breakdown by gender and by region; ii. temporary employees, and a breakdown by gender and by region; iv. full-time employees, and a breakdown by gender and by region; v. part-time employees, and a breakdown by gender and by region; c. describe the methodologies and assumptions used to compile the data, including whether the numbers are reported: i. in head count, full-time equivalent (FTE), or using another methodology; ii. at the end of the reporting period, as an average across the reporting period, or using another methodology	a. b. Total Team Members , Page 9, 72-73 c. head count at the end of the reporting period	b.iii. non-guaranteed hours employees, and a breakdown by gender and by region is not available for this reporting period.
2-28	a. report industry associations, other membership associations, and national or international advocacy organizations in which it participates in a significant role	Industry Affiliations, Page 15	
2-29	a. describe its approach to engaging with stakeholders, including: i. the categories of stakeholders it engages with, and how they are identified; ii. the purpose of the stakeholder engagement; iii. how the organization seeks to ensure meaningful engagement with stakeholders.	Our Partners, page 12-14	

GRI 302: ENERGY 2016

	2024 Disclosure Reference	Omission
103-1 Explanation of the material topic and its boundaries	Our Environmental Footprint, Page 55-57	
103-2 The management approach and its components	Our Environmental Footprint, Page 55-57	
103-3 Evaluation of the management approach	Our Environmental Footprint, Page 55-57	
302-1 a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used.	Our Environmental Footprint, Page 55-57	

GRI 305: EMISSIONS 2016

	2024 Disclosure Reference	Omission
103-1 Explanation of the material topic and its boundaries	Our Environmental Footprint, Page 55-57	
103-2 The management approach and its components	Our Environmental Footprint, Page 55-57	
103-3 Evaluation of the management approach	Our Environmental Footprint, Page 55-57	
305-1 The reporting organization shall report the following information: a. Gross direct (Scope 1) GHG emissions in metric tons of CO ₂ equivalent.	Our Environmental Footprint, Page 55-57	
305-2 The reporting organization shall report the following information: a. Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO ₂ equivalent.	Our Environmental Footprint, Page 55-57	

GRI 401: EMPLOYMENT 2016

		2024 Disclosure Reference	Omission
103-1	Explanation of the material topic and its boundaries	Hiring Practices, Page 72	
103-2	The management approach and its components	Hiring Practices, Page 72	
103-3	Evaluation of the management approach	Hiring Practices, Page 72	
401-1	a. Total number and rate of new employee hires during the reporting period, by age group, gender and region.	Hiring Practices, Page 72	b. Total number and rate of employee turnover during the reporting period, by age group, gender and region not available for this reporting period.
401-2	a. Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation	Total Benefit Spend, Page 60	

GRI 405: DIVERSITY AND EQUAL OPPORTUNITY

		2024 Disclosure Reference	Omission
103-1	Explanation of the material topic and its boundaries	Inclusion & Belonging, Page 67	
103-2	The management approach and its components	Inclusion & Belonging, Page 67	
103-3	Evaluation of the management approach	Inclusion & Belonging, Page 67	
405-1	Percentage of individuals within the organization's governance bodies in each of the following diversity categories: i. Gender; ii. Age group: under 30 years old, 30-50 years old, over 50 years old; iii. Other indicators of diversity where relevant (such as minority or vulnerable groups). b. Percentage of employees per employee category in each of the following diversity categories: i. Gender; ii. Age group: under 30 years old, 30-50 years old, over 50 years old; iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).	Total team members, page 73. BGIS reports full-and part-time breakdown of staff by gender.	Age groups are not reported.

Sustainability Accounting Standards Board (SASB)

Code	SASB Reference	2024 Disclosure
IF-RS-000.A	Number of property management clients categorized by tenants and real estate owners (number)	Not available for this reporting period.
IF-RS-000.B	Floor area under management with owner operational control (square metres)	52M square metres
IF-RS-000.C	Number of buildings under management with owner operational control (number)	51,590
IF-RS-000.D	Number of leases transacted, categorised by: (1) tenants and (2) real estate owners	Not applicable to BGIS
IF-RS-000.E	Number of appraisals provided	Not applicable to BGIS
IF-RS-410a.1	Revenue from energy/sustainability services (reporting currency)	Revenue from energy and sustainability services totalled more than \$83M CAD.
IF-RS-410a.2	Floor area and number of buildings under management provided with energy and sustainability services (square feet, number)	25,000 locations, comprising of over 167M sqft of buildings were provided with energy and sustainability services in 2024.
IF-RS-410a.3	Floor area and number of buildings under management that obtained an energy rating (square feet, number)	Portfolio floor area with sustainability certification: 63M sqft 137 BOMA BEST certifications 15 Fitwel certifications 108 Buildings Reported in Energy Star 2,431 WELL Health Safety Rating Achievements
IF-RS-510a.1	Brokerage revenue from dual agency transactions (reporting currency)	Not applicable to BGIS
IF-RS-510a.2	Revenue from transactions associated with appraisal services (reporting currency)	Not applicable to BGIS
IF-RS-510a.3	Total monetary losses as a result of legal proceedings associated with professional integrity, including duty of care	Not available for this reporting period.

Task Force for Climate-Related Financial Disclosures (TCFD)

GUIDANCE FOR ALL SECTORS + NON-FINANCIAL SECTOR (MATERIALS AND BUILDINGS)

Governance	2024 Disclosure
a) Describe board's oversight of climate-related risks and opportunities	BGIS' global ESG governance structure is built into our corporate structure and leadership begins at the top with our global CEO, Gord Hicks. The purpose of the ESG Board is to assist the Global Executive Board in fulfilling its oversight responsibilities with regards to sustainability, environmental, health and safety, diversity, equity, inclusion, community, governance, reputation, and social responsibility matters relevant to BGIS.
b) Describe management's role in assessing and managing climate-related risks/opportunities	The ESG Board oversees BGIS' ESG initiatives such as climate risk and energy reduction. Responsibilities of the board include: -Recommend to the Global Executive Board BGIS overall strategy with respect to ESG matters. -Oversee BGIS policies, practices, and performance with respect to ESG matters. -Oversee BGIS reporting standards in relation to ESG matters. -Identify, set, and monitor progress towards sustainability related goals. -Review emerging risks and opportunities associated with ESG topics relative to BGIS that have the potential to impact business, operations, and clients.
Strategy	2024 Disclosure
a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	BGIS is in progress of assessing climate related risks and opportunities.
b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	The impact of climate related risks and opportunities on our business, strategy, and financial planning will be detailed following the assessment of climate risks and opportunities.
c) Describe the resilience of the organization's strategy, taking into consideration different climate related scenarios, including a 2°C or lower scenario.	We are responsible for our Clients' facility operations including projecting costs for climate-related risks such as the cost of energy and energy consumption due to global warming, disasters and clean-up, and building operational impacts from climate change. We use climate-related scenario analysis for the purposes of modeling forecasts of energy consumption and costs. These are used to forecast costs and risks associated with our commercial service delivery contracts and our obligations to meet our Clients' requirements. Our Business Continuity Plans covers extreme weather on BGIS assets and Client assets.

Risk Management	2024 Disclosure
a) Describe the organization's processes for identifying and assessing climate related risks.	Annually, BGIS' Enterprise Risk Management Group reviews risks with each of the Corporate Services and Account Groups, using Risk Prioritization Criteria to determine which identified risks need action and tracking. A Corporate Risk Register is created with a section for each group/account and these risks are reviewed on a quarterly basis. Review of business opportunities on an annual basis include Climate related opportunities including Professional Services, Account Management, Supply Chain and Enterprise Risk Management. Our annual Business Continuity Planning process reviews the potential impact of climate-related disasters and builds the impacts into our corporate plans for mitigation and management of their occurrence. As well, each of our Corporate Departments review the potential impact of climate-related risks to our ability to deliver operations to our front line business groups and Clients.
b) Describe the organization's processes for managing climate-related risks	
c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	
Metrics and Targets	2024 Disclosure
a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	BGIS has identified climate related opportunities by working with our clients to further their goals to mitigate their impacts on the climate and environment. Our consulting services in the following areas support climate-related risk management: -Utility Reporting and Analysis -Energy Management and Energy Efficiency Programs -Sustainability Programs -Climate Impact Risk Analysis.
b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Refer to "Our Environmental Impact" section of our ESG Report.
c) Describe the targets used by the organization to manage climate related risks and opportunities and performance against targets.	BGIS is a participant in Canada's Net Zero Challenge. BGIS is committed to net-zero across our scope 1 and 2 emissions, and for a few categories of scope 3 categories by 2050. We have committed to the Science Based Targets initiative (SBTi). The BGIS commitment aligns with the goals of the Paris Agreement, to limit global warming to 1.5°C.



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