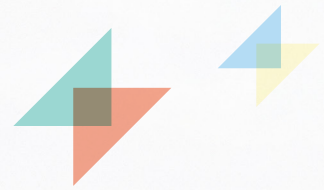


ESG REPORT 2020



BGIS



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1.0 Introduction

1.1 Approach

This 2020 Environmental, Social, and Governance (ESG) report will illustrate how BGIS's core values shape the way we conduct business with our customers. Our unwavering integrity, commitment to sustainability, our historical exponential growth as well as through culture of caring and passion for innovation are the pillars that have guided us through an unprecedented and unpredictable year. It is because of these unshakeable commitments that BGIS was able to demonstrate resilience and agility in adapting to the new landscape set before us in 2020. BGIS continues to be an industry role model in sustainable operating practices and real estate strategy. We are an organization that cares about the communities we operate in, the clients we serve, and the people and vendors we engage with.

This report addresses the activities of BGIS's global operations. It reflects a shift from prior annual Corporate Sustainability Reports as we recognize the importance of increasing transparency and measurable reporting standards, which further demonstrates our commitment to all BGIS stakeholders.

As part of the United Nation's (UN) 2030 Agenda for Sustainable Development, the organization has adopted 17 Sustainable Development Goals (SDGs); the intention of which are to end poverty, protect the planet, and improve the lives of humans on a global scale. BGIS is committed to the UN's call to action to leave no one behind.

We have launched several internal engagement programs, prioritized commitments and identified sub-targets that are material to our global business. BGIS's commitments and targets are identified within this report.



BGIS Commitments Key Aspects

TCFD



BGIS is committed to transparent climate-related Disclosures. We are in process of formally adopting the recommendations of the Task Force on Climate Related Financial Disclosures (TCFD).

SBti



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).
- BGIS commitment will align with the goals of the Paris Agreement, to limit global warming to 1.5°C.

Environment



- Reducing energy consumption, natural resource use, and greenhouse gas emissions in our operations and client’s portfolios
- 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.

Diversity & Inclusion List



BGIS is committed to the promotion of an equal, diverse and inclusive workplace

- Partnering with Canadian Centre for Diversity and Inclusion (CCDI)
- BGIS internal initiative; Women of BGIS group, a safe space that supports and encourages women to attain their career goals.
- Partnership with Indigenous Link focused on developing tools to communicate with First Nations, Inuit, and Métis groups across Canada
- Ensures equal access to jobs, training and education, and long-term benefits
- Provide non-traditional and underrepresented supplier’s accessibility to BGIS procurement with an equal opportunity to become a supplier

Mental Health & Safety



- Invest in health and safety training and development
- Creation of wellbeing app in support of mental health initiatives
- Newly appointed Director of Wellness to develop, implement and evaluate an organizational framework, policies and programs

In addition to the commitments and targets, we have highlighted areas in which our business positively impacts other important SDGs throughout this report. A detailed summary of our practices and policies, in alignment with the UN SDGs, is provided in Appendix A. Our reporting indices make it easy to locate information about how we are addressing topics and requirements contained in the SASB Reporting Standards. The SASB Index is provided in the appendix of this ESG Report.

Our ESG team is responsible for the collection and presentation of information provided in this ESG Report. We ensure that all content is accurate, has been authenticated by a broad range of internal subject matter experts from across the company, and has been reviewed by management. The 2020 ESG Report contains information for the year ended December 31, 2020, unless explicitly stated otherwise.



Forward Looking Statement

This ESG Report includes “forward-looking information” and “forward-looking statements”. Assumptions about BGIS’s social, environmental, and economic performance, current expectations and statements regarding our ESG targets, goals, commitments and programs and our actual 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.

This forward-looking information and these assumptions include, but are not limited to, statements about our objectives and strategies to achieve those objectives, and about our beliefs, plans, expectations, anticipations, estimates, or intentions. Forward-looking information typically includes words like could, expect, may, anticipate, assume, believe, intend, estimate, plan, project, guidance, outlook, target, and similar expressions, although not all forward-looking information includes them; includes conclusions, forecasts, and projections that are based on our current objectives and strategies and on estimates, expectations, assumptions, and other factors, most of which are confidential and proprietary and that we believe to have been reasonable at the time they were applied but may prove to be incorrect.

Readers are cautioned not to place undue reliance on forward-looking statements as a number of factors could cause actual future results and events to differ materially from that expressed in the forward-looking information. The forward-looking information made in this ESG Report describe our expectations as of the date this ESG Report was published and, accordingly, are subject to change going forward. Except as required by law, BGIS disclaims any intention or obligation to update or revise forward-looking information.

All of the forward-looking information in this ESG Report is qualified by the cautionary statements herein.



1.2 A Message from our CEO

The last year was an incredible testament to the outstanding resiliency of BGIS. Our diverse operating platform across multiple continents, asset types and markets including government and corporate office, data center, hospital, bank branches, oil and gas retail, big box retail, utilities, and telecommunications provided BGIS with a portfolio of clients to which almost 100% were deemed “essential” during the COVID-19 pandemic.

The commitment from BGIS team members to provide unwavering support to our clients’ operations contributed to ensuring that our communities and our society could continue to function effectively during this unprecedented period. The professionalism and courage of our frontline team members was incredible and greatly appreciated by all stakeholders, as we delivered on our value of creating memorable customer experiences.

Our team members provided support within our communities, while BGIS contributed funding to numerous charitable and not-for-profit organizations that relied on such financial support to navigate through this challenging period. Early on in the pandemic BGIS donated PPE to health care workers, while also donating over \$100,000 to support youth mental health in North America, through Kids Help Phone and Cam’s Kids Foundation.

Further, we stayed true to our value of “Living Sustainability”, and expanded our energy efficiency and sustainability programs to support our clients in reducing their energy consumption and decreasing portfolio carbon emissions, reducing waste including elimination of single use plastics with the installation of filtered water bottle filling stations, and introducing the BGIS Green Cleaning Program which has resulted in the elimination of thousands of plastic one gallon containers. BGIS has developed and implemented a 100% construction waste diversion program that is now deployed across sites being retrofitted. We continued to invest in broadening our capabilities in this critical area by acquiring HFM Asset Management, a leading engineering firm specializing in energy efficiency and renewables as well as asset management. Finally, we have been working closely with the EV charging industry and have trained and certified our technicians to install and maintain EV charging equipment which is rapidly being adopted across North America.

In 2020, BGIS was recognized for the 3rd consecutive year as one of Canada’s Best Corporate Citizens. Further we were awarded Supply Chain Magazine’s Sustainable Supplier of the Year, and CAMSC recognized us as one of their Suppliers of the Year. Early in 2020, BGIS hosted its 7th Annual Inspired Future event in Toronto with almost 1,000 industry professionals in attendance. In the US, BGIS received the Gold Military Friendly Award for our recruiting efforts with US Military Veterans.

In Australia, BGIS was recognized by our defense client for the 2nd year in a row as their Estate maintenance and Operations Supplier partner of the year, in large part due to our support throughout the pandemic and also our efforts in the area of innovation and sustainability.

Diversity and inclusion continue to be a focus of BGIS and I am extremely proud of our efforts to ensure that our workforce is representative of our communities from a gender and diversity perspective. Evidence of this commitment is the fact that just over 30% of our global leadership team is female.

Finally, I am forever appreciative to the incredible team members at BGIS, for in large part due to their unwavering commitment to environmental sustainability and social responsibility, I was inducted to the Order of Canada, the highest civilian honour in the country. Thank you to all BGIS team members for living our values every day and breathing life into our culture of Caring, Innovation and High Performance through the actions and behaviors that you exhibit.

Enjoy our ESG Report and please do not hesitate to reach out if you have any questions or would like more details.

Gordon Hicks, C.M.

CEO & Proud Member of the BGIS Team



1.3 About BGIS

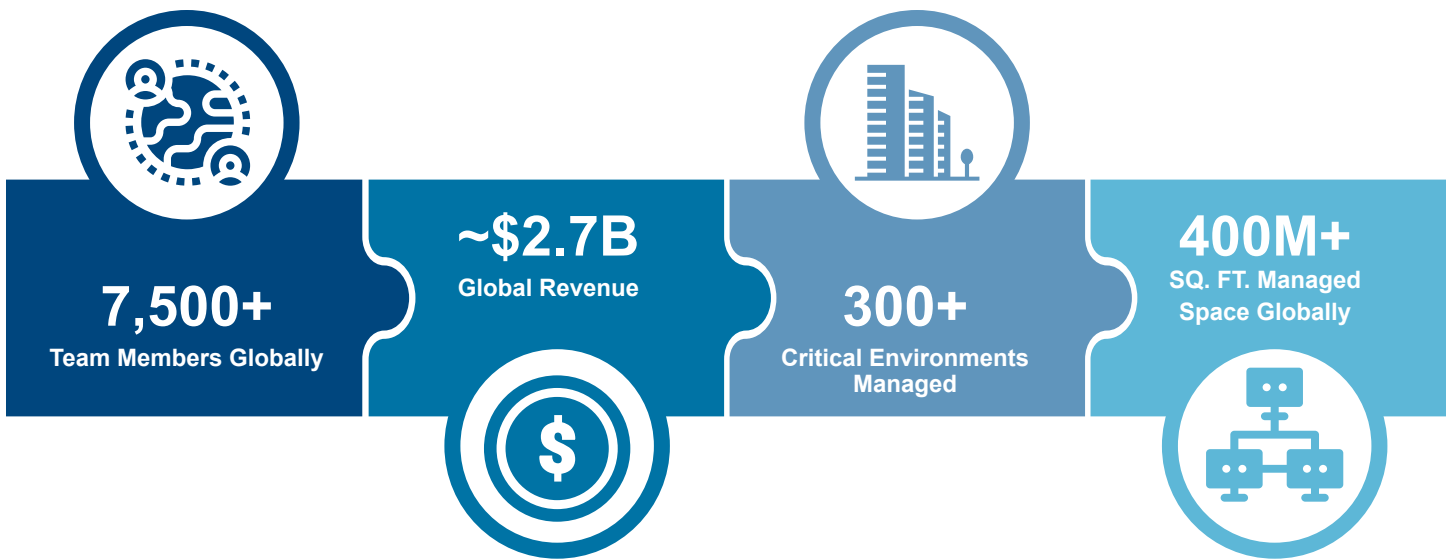
An Innovative Leader in the Corporate Real Estate and Facilities Management Industry...

With a global team of over 7,500 dedicated team members, our purpose is to provide efficient and leading-edge service solutions for our clients so they can perform at their best, while ensuring a sustainable, safe and comfortable environment for all. We are a technology enabled, technically led global Integrated Facilities Management (“IFM”) provider focused on providing disruptive business solutions for our clients, through a culture of caring, innovation and high-performance.

BGIS manages over 40,000 client locations totaling more than 400 million square feet across a range of markets, including: Government, Higher Education, Utilities, Telecommunications, Financial Services, Oil & Gas, Healthcare, and Cloud Enterprise Critical Environments.

Ownership

In March of 2019, affiliates of CCMP Capital Advisors strategically acquired BGIS. CCMP’s market knowledge and experience with technology-enabled services companies across a broad investment portfolio, coupled with BGIS’s leadership in innovation and commitment to operational excellence, makes this an exciting combination as BGIS forges a path to becoming the world’s leading integrated facilities management service provider.



We strive to be the role model for sustainable operating practices and portfolio strategy in the provision of Real Estate and Facility Management Services for our clients.

Our Values

BGIS's mission "to deliver **innovative business solutions for clients with real estate portfolios**, continually creating value for their stakeholders, while ensuring a sustainable, safe and comfortable environment for all" is upheld by our values.

Our values are foundational to our culture and affect the way we deliver our services; they influence everything that we do from how we manage our clients' facilities to how we help our customers when we provide services. These values are integrated into our annual goal setting strategies and are embedded in our company-wide performance management program. Our values encourage behaviors that are essential to making a positive contribution to our customers, team members, the environment and our communities at large. As a result, BGIS has a culture of caring for our employees, focusing on teamwork, high performance for our clients and the environment.

Here's a snapshot of our values in action.

	What it Means to Us	Our Actions
	<p>Unwavering Integrity</p> <p>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 stakeholders.</p>	<ul style="list-style-type: none"> • 100% annual audit compliance • Consistent delivery on FY Plan commitments • 2020 CAMSC Tier 1 Champion of Supplier Diversity of the Year
	<p>Passion for Innovation</p> <p>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 find applications for them in our industry.</p>	<ul style="list-style-type: none"> • BGIS Strategic Account Management (SAM) program that promotes sharing innovative ideas and initiatives across all BGIS client accounts. • Remote Command Centre (RCC) a remote monitoring system that reports on predictive and preventative maintenance • BGIS Direct and self perform approach to how we manage our projects. • Digital FM a digital and innovative technology that adds performance assurance to our FM service delivery
	<p>Living Sustainability</p> <p>Integrating social and environmental responsibility into all of our operations; constantly striving to create positive change in our society and our natural environment.</p>	<ul style="list-style-type: none"> • Global Energy & sustainability practice • Global ESG Reporting • Demonstrated leadership in supporting Minority & Women-Owned Business Enterprise (MWBE) businesses • Increased Indigenous engagement and community involvement • Recognized leader in environmental sustainability programs

What it Means to Us

Our Actions



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.

- Likely to Recommend (L2R) a pulse survey sent globally to our clients that gauges their satisfaction of our services.
- 100% achievement of KPIs and savings guarantees
- Memorable Customer Experience (MCE) where we encourage and recognize our Team Members for going above and beyond their duties to make our customers happy
- 98%+ client retention 2020



Relentlessly Building Team Member Engagement

Sharing wins and creating 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.

- Best employer programs, including well being
- Tuition assistance and compliance training programs
- Client centric incentive structure
- Mental health & wellness programs
- Extensive diversity programs

“These values are integrated into our annual goal setting strategies and are embedded in our company-wide performance management program.”

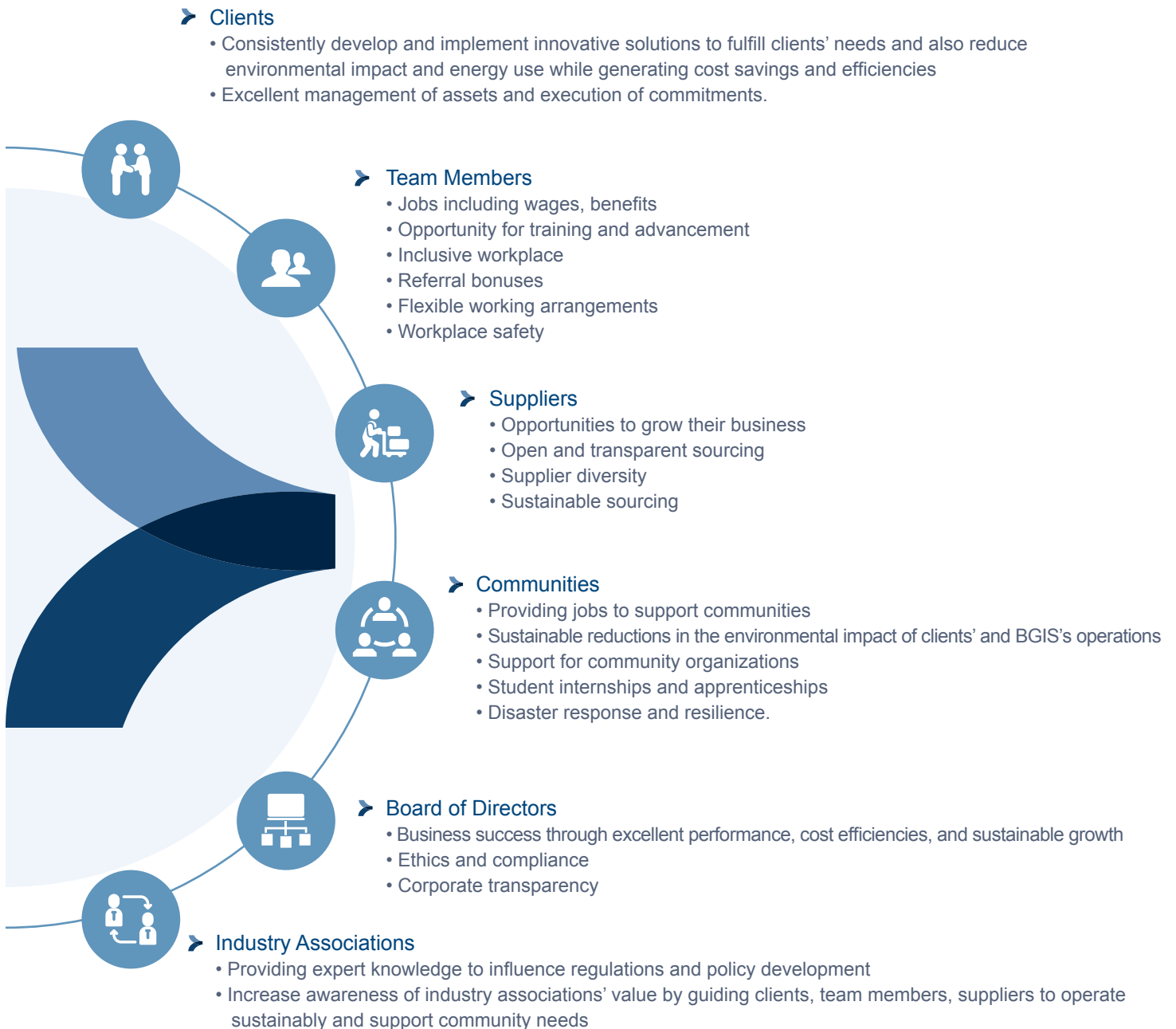
— Mike Greidanus,
BGIS President, Canada



Creating Value for our Stakeholders

Our stakeholders receive our benefits in many ways, from driving efficiencies reducing their carbon footprint, and creating growth opportunities for our team members and suppliers to support for our communities through environmental and social sustainable initiatives.

The true measure of value is when we deliver solutions without being asked. We proactively deliver solutions that matter for our clients and provide measured evidence of progress and success.





BGIS engages stakeholders using customer, team member, and supplier satisfaction surveys, which enable us to evaluate and incorporate stakeholder suggestions when setting our sustainability objectives each year. We also solicit ongoing feedback from our team members, our clients, and our suppliers through the course of conducting business and accept all input for consideration.

Through our values, Board of Directors' direction and leadership in sustainable business operations, the breadth of our services impacts all stakeholders and ultimately, make our communities better.

Industry Affiliations

BGIS is heavily engaged with multiple industry associations to increase the awareness of the associations' capabilities, as well as influence direction and policy of the associations. BGIS's participation in associations is wide ranging as depicted in the following illustration.





Energy & Environmental Industry Affiliations

BGIS provides thought leadership and advocacy for the environment in a number of climate-focused organizations as featured below.



Building Energy Innovators Council (BEIC)

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.



Canada Green Building Council (CaGBC)

The Canada Green Building Council (CaGBC) is a not-for-profit, national organization that has been working since 2002 to advance green building and sustainable community development practices in Canada. BGIS is a national corporate member of the CaGBC, and we have been working on LEED™ certification projects for a number of years and are an active sponsor and partner.



US Green Building Council (USGBC)

The US Green Building Council is the American not-for-profit organization that created the green building rating system, which would later become LEED. Founded in 1993, LEED™ certification has evolved and used to measure and define what green building meant, and to provide a roadmap for developing sustainable buildings. BGIS has been a sponsor and member of the USGBC since 2017, working towards certified LEED™ projects and facilities.



NABERS

The National Australian Built Environment Rating System (NABERS) is a government initiative that helps Australian building owners understand how their asset impacts the environment. NABERS can be used to measure a building's energy efficiency, carbon emissions, as well as the water consumed, the waste produced, and compare it to similar buildings. The program compares a 12-month performance period of a building or tenancy to other similar buildings in the same location. Data is then measured against NABERS benchmark data and a star rating is issued. A six-star rating demonstrates market-leading performance, while a one star rating means the building has considerable scope for improvement.



Building Owners and Managers Association (BOMA) 3.0 Certifications

BOMA BEST 3.0 Sustainable Buildings certification recognizes excellence in energy and environmental management and performance in commercial real estate. The Program is managed by BOMA Canada and delivered by the eleven local BOMA Associations throughout Canada.

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Green Building Council Australia

An organization that leads sustainable development in the built environment. Established in 2002 the GBCA educates industry, government practitioners and decision-makers to promote green building programs, technologies, design practices and operations.



AWARDS of 2020

Award / Category	Organization	Country
Order of Canada - Gordon Hicks	Government of Canada	
Tier 1 Champion of Supplier Diversity	Canadian Aboriginal & Minority Supplier Council (CAMSC)	
Energy Manager of the Year - Helen Reeve	Association of Energy Managers	
Gold Medallion Award	HIRE Vets	
LEED Gold Status - Carling Campus & LEED Platinum - SAS Institute	Canada Green Building Council	
Green Supply Chain Award	Supply & Demand Chain Executives	
Top 50 Corporate Citizens	Corporate Knights	
Bases Services Contractor of the Year	Department of Defense	
Hazard Recognition Award	National Safety Council	
Patriotic Award	US Department of Defense	
Occupational Excellence Achievement Award	National Safety Council	
Tier 4 LEED Gold in Operational Sustainability - MGS Data Centre	Canada Green Building Council	
CREST Award - Performance Leadership Waste Reduction	Building Owners & Managers Association (BOMA)	
Uptime Institute Award	Capital Group	





2.1 ESG Leadership

BGIS's global ESG governance structure is built into our corporate structure and leadership begins at the top with our global CEO, Gord Hicks. In 2020, Gord was appointed to the Order of Canada by the Governor General of Canada for his environmental leadership in the real estate industry, for his mental health advocacy and for his community engagement. Gord is leading the establishment of a global ESG Board that will fulfill the ESG Board Charter.

In line with BGIS's commitment to transparent climate-related disclosures, we are in the process of formally adopting the recommendations of the Task Force on Climate Related Financial Disclosures (TCFD). Our global team is developing a formal governance strategy to align with the recommendations to increase the transparency of climate-related risks and opportunities, and to continue our efforts in transitioning to a low-carbon economy.



Gord Hicks has been a lifelong steward of the environment. In the last decade under Gord's unwavering leadership, BGIS has continually strived to live sustainably. Everyday, our team members and suppliers consider sustainability in their decisions and actions, with a goal to minimize the impact on the environment whenever possible.

Supported by our clients, we have prevented millions of tonnes of GHG emissions from spewing into the atmosphere, conserved millions of litres of water, and kept thousands of tonnes of waste from ending up in landfills.

Social responsibility is also a cornerstone of sustainability. Gord and his family are committed to helping improve the mental health and, specifically, anxiety of young people. Through the Cam's Kids Foundation, founded in memory of his late son Cameron, the Hicks family constantly strives to help young people overcome obstacles as his son did in becoming a confident, bright and dynamic young man.

Gord has proven through his deep sense of caring, his passion for innovation and unwavering integrity that one person's actions can make a huge difference in the industry, in our communities and globally.



2.2 ESG Board Oversight

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. The ESG Board will oversee BGIS’s ESG initiatives such as climate risk and energy reduction. The ESG Board will meet on a regular basis to provide the duties and responsibilities outlined below:

The ESG Board Charter Responsibilities

- 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.

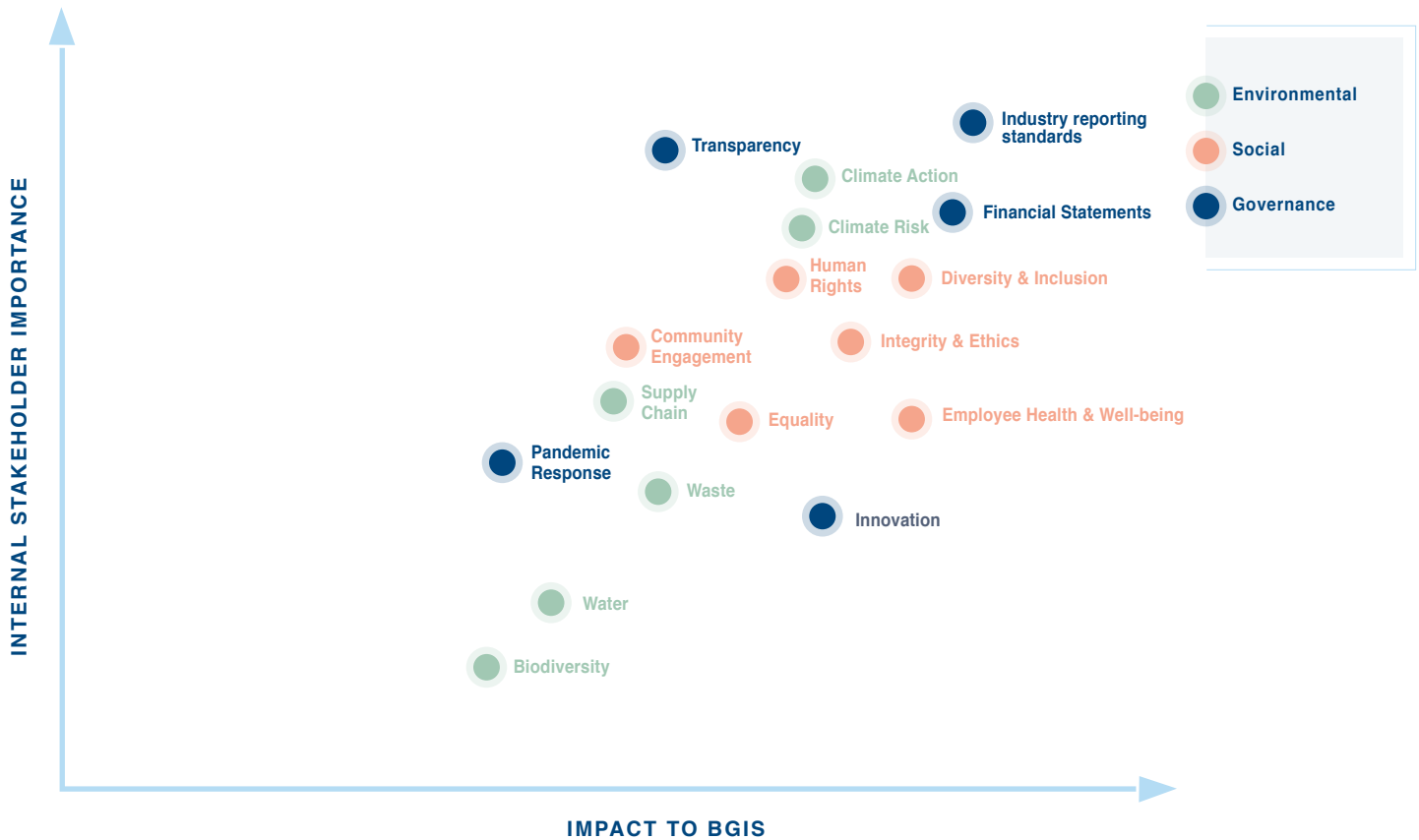
The ESG Board will work collaboratively with our account leaders and energy and sustainability teams to drive sustainable solutions for our clients.



2.3 Materiality

Our ESG Board prioritizes the issues addressed within this report (Figure 1) that rank high in terms of relevance to our business and stakeholders as well as our ability to make a difference in the world. This was our first year completing a formal assessment of ESG priorities which involved surveys, analysis and feedback sessions with various stakeholders within BGIS. Stakeholders were engaged from several areas of the company, including finance, legal, marketing, professional services, procurement, and HR. Early in 2021, we kicked off our ESG report, the first order of business was to establish the themes, material topics, and goals for the 2020 ESG. Through initial sessions, the team reviewed industry standards and collectively selected reporting criteria based on what was identified as important to our internal stakeholders and key to BGIS operations. We established reporting principles based on BGIS's core values. The ESG Board met frequently and regularly, typically every two weeks to track progress towards our ESG goals. Moving forward our ESG Board plans to update our priorities on a yearly basis based on ongoing stakeholder dialogue and data gathering. We intend to expand our engagement to our stakeholders such as clients, communities, suppliers, team members, Board of Directors, and industry to broaden our approach to ESG.

(Figure 1)





3.0 Environmental

Climate Change

The Intergovernmental Panel on Climate Change (IPCC) Special Report on the impacts of global warming of 1.5°C, states that “Human activities are estimated to have caused approximately 1.0°C of global warming above pre-industrial levels, with a likely range of 0.8°C to 1.2°C. Global warming is likely to reach 1.5°C between 2030 and 2052 if it continues to increase at the current rate.”



BGIS recognizes that as the buildings and construction sector accounts for 38% of global energy-related CO₂ emissions; we as building operators and managers have a responsibility to take action to transition to a low carbon economy. 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.

BGIS is committed to reducing energy consumption, natural resource use, and greenhouse gas emissions in our clients' portfolios. We are relentlessly driving significant change as we are leading programs and initiatives to reduce GHG emissions for our clients on average by 1.5% annually.

Part of our core business strategy is to work with clients to reduce their energy consumption, generate guaranteed savings and reduce the impact on the climate. Living sustainability is one of our core values and we act as advocates to protect and preserve the environment, both in our services to clients and in our own operations.

We are leading the zero-carbon transition by providing innovative solutions to support our Clients in achieving Science-Based Targets and net zero emissions by 2050. BGIS has signed the Science-Based Targets initiative (SBTi) commitment letter, with the intent to submit our GHG emission targets in 2021 for verification by SBTi. This commitment aligns with climate science and reflects BGIS' contribution towards limiting global warming to 1.5°C.

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. Our environmental stewardship is guided by our integrated management system that is based on the ISO 14001 standard and industry best practices. As much as possible, 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.



3.1 Climate Risk Management

BGIS has contractually embedded energy cost reduction guarantees into our client agreements — that makes a significant portion of our operations and cost savings plans every year. We have a substantive financial and strategic opportunity to deliver industry leading services by guaranteeing outcomes for GHG and sustainability BGIS develops services and products to support our clients to reduce their consumption, improve building operating efficiency, measure and track GHG, consumption and energy, while providing programs and innovations to support implementation into their business practices.

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.

As a service provider and consultant, 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.

Annually, BGIS's 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 are completed on an annual basis and include climate related prospects such as; 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. 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.



\$3.35M
saved in energy costs
to Clients in 2020
through BGIS led
initiatives

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 Reduction 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.

In addition, BGIS has widely expanded our connected buildings program. With over 1,500 facilities connected remotely to our Global BGIS Remote Command Centre, BGIS has embraced remote operation of our clients connected facilities. Through our RCC, BGIS monitors, manages, and optimizes client facility systems to drive further reductions in energy, greenhouse gases, water, and operational costs through avoided maintenance truck rolls. Our clients benefit from reduced costs, increased occupant comfort, and improved indoor air quality through monitoring and system adjustments.





3.2 Energy & Sustainability Programs

As part of our efforts to contribute to a sustainable future, BGIS tracks its energy and water consumption, GHG emissions, and waste generation. This 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:

Sustainability Policy

Energy Management Policy

Sustainable Procurement Policy

Environmental Policy

Informed decisions are made that minimize our impact on the environment and in our communities, while encouraging our team members to do the same on a daily basis, both at work and at home.

Sustainability is at the heart of everything we do, with both social and environmental commitments embedded into our operations.

3.3 Sustainability with our Clients

We develop portfolio-level sustainability strategies and roadmaps for our clients that combine our in-depth knowledge of a client's portfolio with industry expertise to drive performance towards Net Zero.

Our energy and sustainability team works with clients to develop renewable energy 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, waste management services and waste audits, and environmental compliance monitoring.

The team is made up of 150 industry professionals who use an outcome-based approach to provide the following services:



Energy & Sustainability

Services to control, manage, and optimize the energy and sustainability performance of a building.



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.



Sustainability Certifications in 2020



62,509,632 sf

portfolio floor area with sustainability certification



6 LEED

certifications



151 BOMA BEST

certifications initiated



187

buildings reported in Energy Star

BGIS provides energy and sustainability services for



19,642

locations



106,677,029 sf



2020 Revenue From Sustainability Services:

\$48.1M CDN



3.3.1 Utilities Data Management


BGIS uses a comprehensive Energy Management Program to measure, manage, conserve, and report on utilities that are based off the Plan–Do–Check–Act continuous improvement framework, using various inputs upon which to base decisions. Our advanced analytics provide insight into building energy data provided by our Utility Bill Pay Centre of expertise, combined with our Remote Command Centre capability helps us detect anomalies in utility usage that may indicate an issue in the facility, such as water leaks, malfunctioning equipment.


We monitor and advise our clients on current regulations, particularly related to mandatory reporting of building energy consumption and GHG emissions. We also assist them in reporting through voluntary programs (e.g. EPA Energy Star building energy reporting).


3.3.2 Performance of Key Sustainability Initiatives


In 2020, the performance of BGIS’s key sustainability initiatives includes results related to energy and carbon, water and waste management.


Energy & Carbon


- 


Carbon neutral programs led by BGIS are anticipated to result in GHG savings of over 3,900tCO₂e.
- 

In 2020, BGIS managed and self-performed the installation of EV chargers at 16 client facilities across Canada and the US.
- 

BGIS led energy optimization programs, including installation of over 200 LED upgrades, smart building controls and heating, ventilation and air conditioning (HVAC). The implementation of these projects resulted in reductions of over 43,700 eMWh, and 1.12 Million tCO₂e of GHG.
- 

Energy conservation measures identified and implemented as an outcome of energy audits, resulted in reduction of 210,000kWh of electricity.
- 

Implementation of lighting sensors and timers resulted in a reductions of over 1,000MWh electricity.
- 

Added connections to ~300 buildings to optimize facilities and reduce energy and carbon.
- 

Operational demand management programs resulting in energy cost savings of over \$2.3 million on client accounts.

3.3.2 Carbon Neutral Projects

In 2020, BGIS continued to provide carbon neutral strategies for our clients, allowing us to operationalize and study and measure the impact of various initiatives. Implementation required integration of complex collaborations between stakeholders, including builder, building owner, operator, occupant and consultant. This has resulted in a framework that has yielded harmonious project delivery.



As a result of the studies, carbon neutral implementation projects are currently underway representing an anticipated savings of almost 3,900 tonnes of CO₂e annually.

Water



Aerator installations and sewer rebate programs resulted in over 43,000L of water savings on client accounts.

Waste



Enhanced green cleaning program resulted in reduction of CO₂ emissions by 148.5 tCO₂e kg, plastic waste by 90.8 tons, cardboard waste by 49.9 tons, and chemical use by 1,827 tons.



BGIS led recycling improvement programs resulted in an increase in waste diversion of 10%, from 56% to 66%.



PPE recycling programs were implemented on several client accounts.



BGIS implemented organics diversion program across 150 buildings, resulting in diversion of 30 – 40% of the waste stream.



HVAC filter recycling program resulted in nearly 1,520 cubic feet of filters that were diverted from landfill.



750 central recycling stations rolled out across 40 buildings in Central/ Eastern Canada.



Artificial Intelligence (AI) waste sorting pilot resulted in 10% increase in diversion over a three month period.



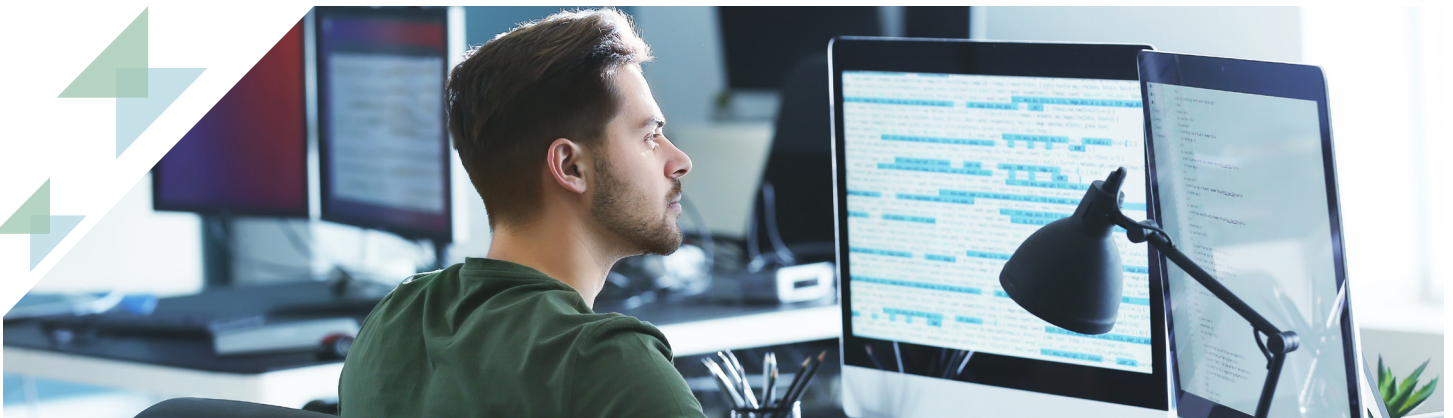
Onsite mechanical composters were implemented at four locations, resulting in 80 – 90% reduction in GHG emissions associated with hauling organic waste.

3.5 Smart Building Controls



In collaboration with our partners, BGIS developed a smart building controls platform, which is a web-enabled controls solution that allows for real-time monitoring and control (day and night) of any building's HVAC and lighting systems. Within our BGIS web portal, all energy metering and control data points can be viewed providing a holistic and comprehensive means to proactively manage the performance of a distributed real estate portfolio. Alerts, warnings, and optimization measures are automatically triggered and proactively responded to by our own BGIS remote command centre.

BGIS has rolled out its smart building controls platform across more than 1,000 of our clients' facilities. Using this platform, we can save an average of 20 percent vs. baseline energy consumption in these previously uncontrolled facilities. To date, BGIS has saved our clients 60,000 GJ with our smart building controls program.



3.5.1 AI Smart Waste Management Technology

BGIS takes pride in our focus on waste reduction and diversion. 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 our clients' needs with environmental sustainability and move towards zero waste. Our solutions include: mechanical organics processing equipment, water bottle refill stations, zero waste food court solutions, AI smart waste technology to assist occupants in waste sorting, waste auditing, and employee education programs.

As a result of COVID-19, a new waste stream, PPE became commonplace in many of our client's facilities. Our team members quickly found PPE recycling solutions to avoid gloves, masks, and other PPE from going to landfill, and implemented these solutions at several client locations.

3.5.2 Sustainable Decommissioning

BGIS led a sustainable decommissioning project in which 2,000 metric tonnes of surplus assets electronics, accessories and furniture were removed and diverted from landfill. The project achieved a diversion rate of 99% from landfills, significantly exceeding the project objective of 90%. The project resulted in savings of over 1,500MT CO₂e. We were able to give back to the community by providing items to 37 charities and schools, equivalent to over \$200,000. These achievements demonstrate BGIS commitment to protecting the environment, as well as to supporting the client achieve its sustainability goals.

3.6 Reducing Our Footprint

BGIS is committed to reducing the impacts of our business on the environment. As part of our efforts to contribute to a sustainable future, BGIS tracks its energy and water consumption, waste generation, and greenhouse gas Emissions. We will use these markers to improve our business practices in a manner that supports UN SDGs 6, 7 and 12.

Our greenhouse gas emissions are calculated following the ISO 14064-1 standard and we use the operational control approach. Our 2020 GHG inventory includes direct and indirect emissions from our corporate facilities in Canada, Asia-Pacific Countries (APAC) and the US, our vehicle fleet of 1,320 vehicles, and business travel. The GHG inventory includes emissions from electricity and steam consumption, and fugitive refrigerant emissions.



Our Footprint					
	2016*	2017*	2018	2019	2020
Global Scope 1 Emissions (tCO₂e)	5,935	6,940	11,091	11,855	11,928
Global Scope 2 Emissions (tCO₂e)	365	498	672	642	509
Global Scope 3 Emissions (tCO₂e)	910	1,331	3,809	3,580	1,098
Total Water Consumption (m³)	4,129	11,592	6,356	5,998	5,236
Total Waste Generation Head office (MT)	34.8	36.6	42.3	43.1	19.1

*2016 and 2017 reporting years included Canada only. 2018 was the first reporting year that included APAC and US.

Intensity Comparison - Canada						
	2013	2016	2017	2018	2019	2020
Building Energy GJ/FTE	4.57	5.11	4.89	4.01	4.38	3.64
Building GHG tCO₂e/FTE	5.11	0.172	0.185	0.125	0.147	0.11
Total GHG t CO₂e/FTE	4.89	2.02	1.87	2.12	2.14	1.63
Head Office Water m3/FTE	4.01	2.31	2.79	1.42	1.18	0.83
Head Office Waste Intensity lb/FTE	-	132.6	131.38	84.35	66.11	29.25

Congruent with our previous Corporate Sustainability Reports, our base year is the 2016 fiscal year; this report compares values with our base year, as well as 2016. Our water data accounts only for our head office in Markham, Ontario, Canada. The intensity values in the charts are calculated on a per employee basis of the facilities specific to each data set. 2020 Canada FTE was **6,005**, and Head office FTE was **1,436**.



3.7 Sustainable Procurement

Procurement and supply chain can affect our operations, people, customers and community. We carefully and thoughtfully manage everything we source from our suppliers including cleaning supplies, winter maintenance and landscaping.

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. As a result, our strategic sourcing team evaluates product or service companies on several environmental performance factors that largely affect our decision on who to do business with. Sustainability is weighted at a minimum of 10 percent in the evaluation on all request for proposals (RFPs) at no additional cost to the client.

Guided by the BGIS Sustainable Procurement policy, the RFX evaluation process considers not only price, but technical competence of suppliers, their ability to make timely deliveries, quality, and performance of their products, and materials. Strategic sourcing includes environmental performance as one of the important indicators of a product or service’s overall desirability. BGIS recognizes that the procurement decisions its team members make have an impact on Canada’s communities and environment. Accordingly, this means that product and service purchases are based on:

- Careful consideration of the goods’, materials’, and/or services’ impact on climate change, the environment, economy, community and human health.
- Consideration of market factors, such as specifications, quality, delivery, price and risk.
- Preference given to the purchase of environmentally and socially preferable products, materials, and/or services whenever they perform satisfactorily and are available at a reasonable price.

BGIS requires sourcing managers to review bid or contract specifications to encourage environmentally and socially preferable products. BGIS’ goal is to ensure that, wherever possible, specifications are amended to provide for the expanded use of sustainable attributes.



When engaging with contractors and suppliers, our sustainable procurement process is used. 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, Ecologo UL2792/CCD 110 (Biologically based cleaning and degreasing compounds) or other similar products.

BGIS defines environmentally and socially preferable products, materials, and services that have a lesser or zero 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.

Where feasible, BGIS seeks to utilize and promote environmentally and socially preferable products, materials, and services with the following attributes or qualities which are incorporated into our industry-leading Scope of Work (SOW) documents:

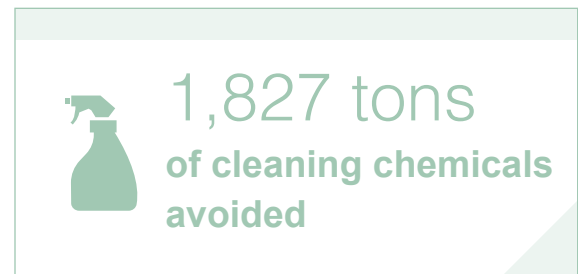
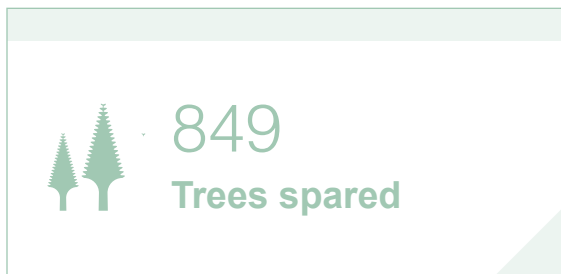
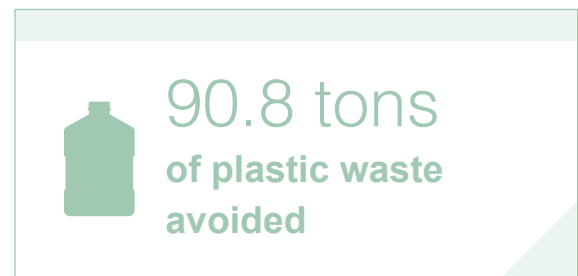
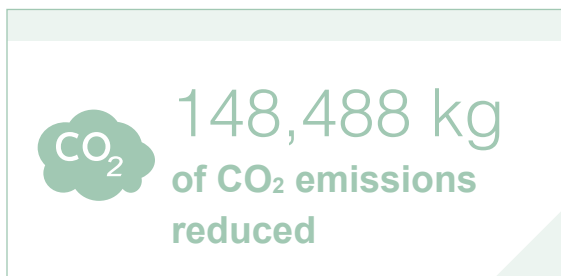
- Made with materials which are rapidly renewable, made with recycled materials, environmentally and socially responsible.
- Low lifetime costs; low to no maintenance requirement, peripheral equipment and/or resource consumption.
- High quality, durable products and materials, as opposed to single use or disposable items.
- Minimal burden on municipal water supply, minimal use of potable water and minimal contamination and toxicity of surface and groundwater through surface water run-off and discharge.
- Low energy and/or fossil fuel consumption through highly energy-efficient equipment and systems and manufactured using energy from renewable sources.
- Select products and solutions that contribute to the circular economy
- Minimal contribution to climate change through complete life cycle of product from raw materials to end-of-life and through minimal greenhouse gas release.
- Ethical employment practices, ergonomic equipment used and long-term employee safety and human health provisions; addressing respiratory concerns and mitigated exposure to toxic chemicals and substances.
- Produced locally or regionally with reduced packaging through zero emission or hybrid vehicles, bio-diesel engines, with noise-reduction and fuel-saving retrofits.
- No negative impact to human health and well-being and/or indoor and outdoor air quality.
- Biodegradable, compostable, or recyclable products and materials, take-back program and/or safe disposal process.



3.7.1 Sustainable Cleaning Consumables

The BGIS strategic sourcing team and green team evaluated sustainable cleaning market options to ensure environmentally safe cleaning products are used by our janitorial suppliers. As BGIS tendered for a substantial amount of our cleaning services across Canada and the US in 2019 and 2020, this was seen as a tremendous opportunity for us to have a significant positive impact in the Real Estate industry, and to leverage more innovative and sustainable solutions for the benefit of our clients, stakeholders, and in our communities around the globe — to be true industry leaders.

In 2019/2020, BGIS tendered 13 initiatives for janitorial services totaling over \$197 million in annual spend. All agreements included the sustainable consumables specifications, which constitutes 12 – 15% of that total. The YTD resulting reductions have been:



3.7.2 Salt Reduction Initiative

In February 2020, BGIS announced its coast-to-coast partnership with the unique not-for-profit Smart About Salt Council (SASC), that strives for improved winter maintenance services that is grounded in best management practices. BGIS works with SASC to ensure that all facilities apply leading practices in winter maintenance by influencing contractors to actively participate in SASC's award-winning training and certification programs.

BGIS is leading the industry by encouraging all service providers in any new tendering process for winter management services in 2020 to be SASC certified through their proposal evaluation criteria. Once applied, the SASC's programs have demonstrated their ability to promote safety and address a growing environmental concern surrounding the over-application of salt as a result of poor winter maintenance practices.

The expected results for 2021 RFX tenders are:



3.7.2 Landscaping and Grounds Maintenance

In support of BGIS environment and sustainability values we are continuing our leadership in banning the use of harmful pesticides used for the provision of landscaping and grounds maintenance services. In providing snow and ice control services, BGIS seeks to collaborate with trained and certified professionals to ensure optimal winter maintenance on facilities managed by BGIS that fully consider safety, efficiency, respect and sustainability. Suppliers are required to be certified with Smart About Salt Council (SASC) prior to the start of agreements, maintain the certification as well as follow best practices for salt handling, storage, distribution and use in winter maintenance throughout the agreement.

As part of their proposals, landscaping contractors are required to provide a description of measures they have taken as well as plan to take to reduce the GHG emissions and environmental footprint of their services. If not already in place, over the course of the contract period the contractor is expected to transition a minimum of 25% of their equipment to equipment that produces zero GHG emissions from their operation (for example electric powered equipment). Progress towards this target is required to be provided and reviewed annually as part of ongoing meetings with BGIS.

Operational efficiencies are also to be explored by contractors over the course of the contract period in order to support further reductions in GHG emissions. These operational efficiencies identified and implemented by the contractors are also reviewed annually with BGIS.

BGIS agreements for snow management, landscaping and grounds maintenance include the following specific environmental stipulations in supplier agreements for all clients:

- All organic land care substances and materials required for the performance of the service must be environmentally friendly, are chosen based on highest effectiveness and selectivity and least hazardous to health and the environment and meet BGIS' environmental landscaping specifications.
- All materials, products, and substances must be used with awareness and care for the environment, and for the health and safety of the workers involved and the community at large.
- The supplier must always use the most environmentally benign materials available, and use as much as possible, renewable, biodegradable and recycled resources from local sources.
- Land care substances or materials under review by Agriculture Canada for a health or environmental reason must not be used.
- The applying of the correct natural or slow-release fertilizer as appropriate for type and use of lawn and soil deficiencies.
- If chemicals are required and approved by the building management team, the contractor must implement measures to reduce the impact of chemical pesticide or herbicide use on the surrounding environment and ensure no species at risk in the area are impacted.
- Wherever organic land care substances and materials are required, they may only contain the following active ingredients:
 - A mineral oil, also called "dormant or horticultural oil";
 - A soap;
 - Acetic acid;
 - Biological pesticides, including Bt (*Bacillus thuringiensis*) and nematodes;
 - Borax, also called "boric acid" or "boracic acid";
 - Corn gluten meal;
 - Fatty acids;
 - Ferric phosphate;
 - Pyrethrum or pyrethrin;
 - Silicon dioxide, also called "diatomaceous earth";
 - Sulphur; or
 - Other products listed as "Allowed" on the most recent edition of the Society for Organic Urban Land Care's Organic Land Care Standards, List of Organic Land Care Substances & Materials.
- Suppliers are to refrain from over-salting to protect the environment.
- Sanding and ice melting operations including salting of premises are provided when conditions warrant and are to be carried out using environmentally responsible practices and materials.
- Suppliers are to endeavour to use environmentally friendly ice melters or de-icing agents where possible. Ice melter (urea or calcium magnesium acetate (CMA), equivalent or better product), salt and/or sand as permitted on the property is to be applied to areas that have a residue of snow or ice after the snow has been cleared.
- While maintaining safety as a primary concern, suppliers are encouraged to explore and make use of road salt alternatives, in order to reduce the amount of chlorides entering the environment.
- Currently BGIS has over 275 supplier agreements of total value over \$45 Million for snow management, landscaping and grounds maintenance services where these requirements have been included.

4.0 Social & Human Rights

BGIS's reporting on social and human rights focuses on how we manage our relationships with employees, suppliers and the community. It also includes how health and safety are achieved, including mental health and well-being.



4.1 Human Resources Highlights from 2020

BGIS prides itself on developing a culture focused on teamwork, high performance, and caring for its team members, customers, the environment and communities. We leverage our culture and our strategy to be a Top Employer of Choice, which enables us to recruit top talent in the industry. We have well-established recruiting, hiring and training processes in place to ensure consistency and alignment with the goals of our organization and the needs of our clients.

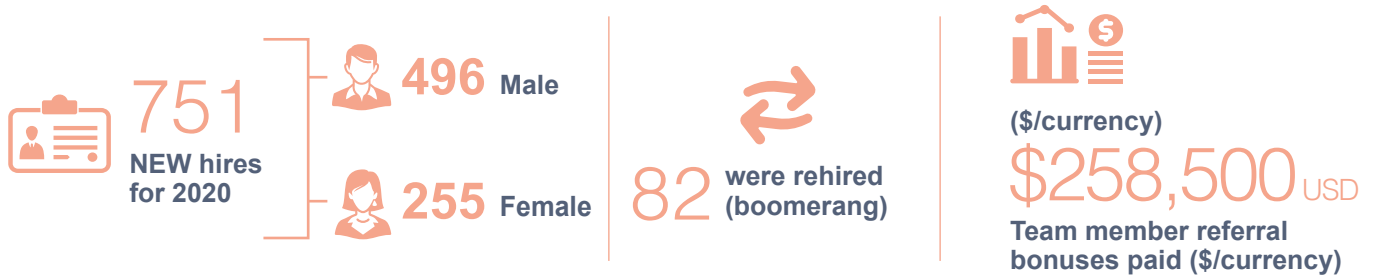
Our processes and practices have been embedded at BGIS to ensure that our team members have the opportunity to achieve their full potential, remain challenged, and subsequently choose to stay with BGIS. Our human resource programs include recruitment and retention programs, succession planning, training programs, a robust leadership development program, and an incentive program.



We grew our team!

1,994 new team members joined BGIS worldwide in 2020

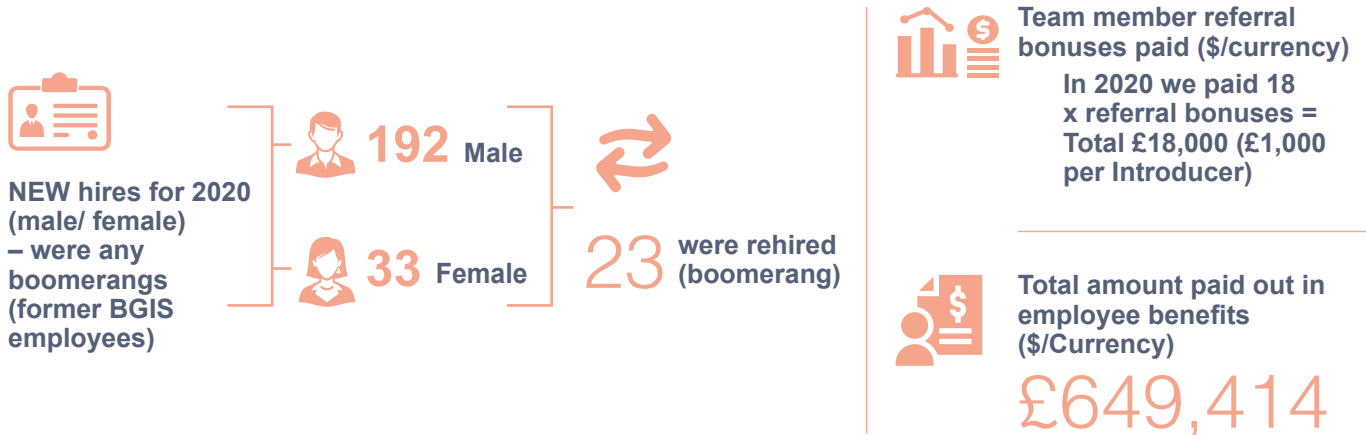
CANADA



USA



UK



APAC



Internship Programs

Our student and internship programs offer a chance to explore BGIS from the inside. We host students from various disciplines including business, engineering, interior design, project management, and the trades. Paired with an experienced supervisor, students gain industry experience working with clients on-site, performing preventative maintenance, and supporting team and client goals. Our student initiatives also allow interns to receive mentoring experience, job shadowing opportunities, and events that allow students to gain insights from leadership. The program allows students a holistic look at BGIS with hands-on experience, while learning about BGIS culture and understanding how they fit into the greater company strategy.

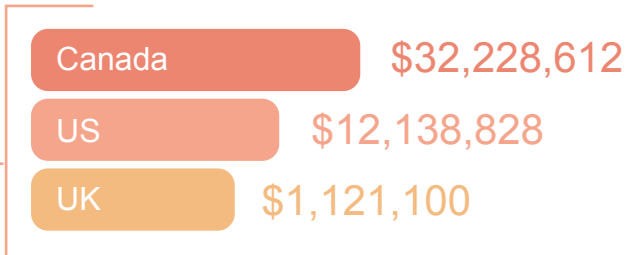
4.2 A Company that Cares: Our Human Rights Principles



We believe it is the responsibility of business to respect human rights, and we aspire to use our capabilities and influence to bring about positive change. Our people are our greatest asset and as such we have introduced initiatives that support not only the physical health of our team members, but support their mental health and wellbeing.



Total Benefit Spend:
CAD \$45,488,539



BGIS's 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. We will not discriminate on the basis of race, age sex, religion, color, disability, or other grounds prohibited by U.N. Guiding Principles on Business and Human Rights (UNGP). We are equally committed to the maximum utilization of our team member potential within employment opportunities at BGIS.

It is important that employment equity be viewed as a key business objective, such that we will never lose sight of its importance to the fabric of our Company.

Total team members

Canada



Female: 33%
Male: 67%

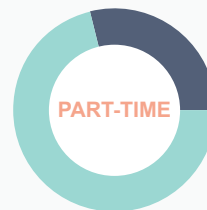


Female: 53%
Male: 47%

US



Female: 13%
Male: 85%



Female: 89%
Male: 36%

APAC



Female: 29%
Male: 71%



Female: 36%
Male: 64%

UK



Female: 3%
Male: 96%



Female: N/A
Male: N/A

4.2.1 Diversity, Equity and Inclusion

BGIS strives to ensure that all human resource practices including hiring, promotion, training, and compensation are unbiased and are in sync with our employment policies and our values. We encourage freedom of association for our team members and supplier employees to join lawful associations.

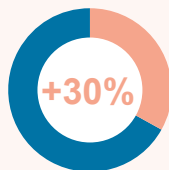
As part of the BGIS Diversity, Equity and Inclusion program, our focus continues to be on building a diverse workforce as we recognize that each employee’s unique experiences, perspectives, and viewpoints add value to our ability to create and deliver the best service for our clients. In doing so, BGIS has partnered with key organizations to support this journey.

In 2020, BGIS committed to the Canadian Centre for Diversity and Inclusion (CCDI) program. CCDI is an organization that provides support to employers in areas of diversity and inclusion/human rights/equity to effectively address the full picture of diversity, equity and inclusion within the workplace. They focus on the topics of inclusion that are relevant in Canada and the regional differences that shape diversity by addressing the issues that move employers from compliance to engagement. Partners since 2020, BGIS team members have access to resources, training and information on the value of diversity, equity and inclusion.



Women of BGIS

In 2020, we began to address the issue of gender disparity we started to see within our workforce. We recognize that there is a gap in the representation of females at BGIS and developed a plan to change this. Women of BGIS is an initiative that encourages the growth, support and advancement of the female workforce within BGIS. Much like a mentorship program, Women of BGIS provides a safe space where women of all ages in different levels of their careers can share stories of encouragement, career goals and advice. Acting as an internal networking opportunity the goal of this group is to foster growth of females, encouraging them to obtain higher roles in leadership.



Women make up +30%
of the BGIS Senior Leadership Teams
across the globe.





4.2.2 Indigenous Engagement

BGIS has committed to the recruitment and advancement of our Indigenous team members. This is exemplified with the development of Two Paths, our response to the Truth and Reconciliation Commission’s Call to Action #92 — Business and Reconciliation, and our engagement plan which directly corresponds to recent government legislature, the passing of Bill C-15 which mandates the federal government to ensure that the laws of Canada are consistent with the requirements of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP).



Since 2018, BGIS has also partnered with Indigenous Link as they are focused on developing tools to communicate with First Nations, Inuit, and Métis groups across Canada. They have developed a unique and diverse suite of measurable communication tools for engaging Indigenous leaders, decision-makers, and community members. Indigenous Link helps build awareness and community presence through a number of engagement tools.

BGIS is committed to obtaining the free, prior and informed consent of Indigenous peoples before proceeding with projects through Cultural Awareness Workshops (CAW), Land Acknowledgments, participating in significant holidays or historical recognition dates, and will create an Indigenous Engagement Committee (IEC) to oversee these actions are fulfilled.

BGIS ensures access to jobs, training and education, and long-term benefits from economic development through the development of a recruitment and retention strategy that fosters an equal opportunity environment. Development of workplace policies and procedures that establish Indigenous employee support groups have been created. BGIS has also provided management and staff education on Indigenous history and rights and training intercultural competency and anti-racism.

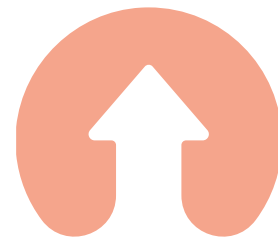
Indigenous Relationship Building and Community Engagement in APAC

BGIS has identified 22 Indigenous communities as a Community of Interest (COI). As such, virtual engagement sessions will take place with each of the COI’s over the 2021 – 2022 fiscal year and establish formal introductions between the communities and BGIS, discussions and negotiations as well as a Memorandum of Understanding (MOU).



21

APAC employees identify as Indigenous or Torres Strait Islander



600%

Indigenous team member increase since in 2015

4.2.3 Supplier Diversity

At BGIS, we work with over 6,000 subcontracted suppliers globally and we believe that sustainability and supplier diversity are important contributors to our corporate mission of ensuring that we are being environmentally responsible, ethical and inclusive in our supply chain practices. This program is also governed by the BGIS Sustainable Procurement Policy and applies to all clients of BGIS. Some of the steps BGIS has recently taken to advance our supplier diversity initiatives are:



- Provide non-traditional and underrepresented supplier's accessibility to BGIS procurement with an equal opportunity to become a supplier. We also consider small and medium-sized enterprises (SMEs) in our diversity process and we are proud to play a significant role in helping small businesses succeed in a competitive marketplace. Not only will these partnerships benefit our nation's economy, but they provide us with new perspectives and opportunities through their wide-ranging expertise, enabling us to continuously provide innovative services and products to our clients.
- As a global organization, both Diversity and Inclusion remain a top priority throughout all of our daily operations. We recently launched a Diversity & Inclusion section of our corporate website (<https://www.bgis.com/ca/diversity.htm>) focused on Supplier Diversity and Diverse Supplier Recruiting.
- Maintain, and are continuously expanding the supplier diversity content on the internal strategic sourcing intranet site accessible to all BGIS lines of business which includes: Lists of certified diverse suppliers which include their company offerings and their contact information; and promotional material provided to us by diverse suppliers.
- Continuously explore web-based or face-to-face networking opportunities between the diverse supplier community and BGIS stakeholders. The goal is to gain an understanding of the BGIS business and the ultimate desired outcome for diverse suppliers would be to develop their visibility and understanding of potential BGIS opportunities.
- Annually we participate in and frequently sponsor events held by certifying councils.
- Promote the use of innovative technologies and environmentally preferable products to increase resource efficiency and promote occupant well-being during all tendering activity with the goal to develop a supplier base with socially responsible and environmentally sustainable business practices. Sustainability is weighted at a minimum of 10% in the selection criteria of RFPs.



At the end of 2020, we developed an “Action Plan for Advancing Supplier Diversity” which was presented to and is supported by the BGIS executive leadership team. The plan includes incorporating supplier diversity in account lead’s performance objectives; mentoring/ coaching support to diverse suppliers on submitting successful bids; expanding corporate memberships to include more certification organizations in the U.S.; making revisions to our RFx documents to include supplier diversity questions.

BGIS is very proud to have been recognized for our sustainable procurement and supplier diversity efforts with recent awards which most recently include:

	<p>2018 and 2020 Green Supply Award by the Supply & Demand Chain Executive Magazine.</p>		<p>2019 Top Corporation in Supplier Diversity Award from WBE Canada.</p>
	<p>2018 ISSA Canada’s Environmental Stewardship Award.</p>		<p>2020 CAMSC Tier 1 Champion of Supplier Diversity Award.</p>

4.3 Health & Safety / Wellness

We are a people first company, that cares. Therefore, our commitment is to provide safe and healthy working conditions for the prevention of work-related injury and ill-health to our team members, partners, clients, vendors, visitors and any other party that may be affected by our business activities is always top of mind.



BGIS continues to invest in health and safety training and development, ensuring everyone makes it home safe at the end of their workday.

BGIS is committed to providing safe and healthy working conditions for

the prevention of workplace injuries. Guided by ISO 45001 and our integrated management system, BGIS is committed to reducing the number of injuries to as close to zero as possible through the elimination of hazards and the reduction of occupational health and safety risk.

In 2020 we have shown progress towards this goal, globally, with decreased Lost Time Injury Rates (LTIR) and Total Recordable Injury Rates (TRIR).

Region	2019 LTIR	2020 LTIR	Improvement
Canada	0.41	0.31	↓
US	0.38	0.14	↓
APAC	0.82	0.5	↓
UK	NA	0.21	—
Global	0.53	0.33	↓

Region	2019 TRIR	2020 TRIR	Improvement
Canada	1.48	0.88	↓
US	0.58	1.16	↑
APAC	1.97	1.09	↓
UK	NA	0.21	↓
Global	1.34	0.93	↓

4.3.1 Mental Health & Well Being



As the pandemic hit and it was apparent that a new way of work life balance was upon us, protecting the mental health and wellbeing of our Team Members became as important as physical health and safety.

In 2020, a key goal for BGIS became the promotion and delivering of a Well Being program that changes behaviour by focusing on the need to help team members adopt and maintain healthy behaviours, which in turn will translate to happy engaged and productive team members.

LifeWorks is a program intended for all BGIS team members and their families, to easily access Well Being resources via the BGIS intranet (IntraZone) or via the smart phone Lifeworks app. This program aims to have a fit workforce that is more productive, innovative in turn with less stress and sick days.



BGIS has appointed a Director of Wellness who will design, develop, implement and evaluate an organizational framework, policies, and programs for the well-being of all team members. The Director will advise on best practices in the area and lead the wellness initiatives aimed at promoting healthy and safe lifestyles by fostering a healthy workplace culture at the individual and organizational level.

BGIS has also created a Well-Being Champions Committee who are committed to meet quarterly and is responsible for the development and maintenance of the well-being program and the promotion of key programs focused on strengthening well-being initiatives and social activities throughout the organization.

The Well-Being Champions Committee includes a cross-section of team members from diverse backgrounds and different departments. The committee is responsible for the assessment of policies, activities, and programs in the workplace, examining team members area of interests and needs; planning and organizing of health promotional programs and activities and will seek to measure and track the success of these initiatives. In sum, the committee builds the organizational support and efficiency for the Well-Being program. Ambassadors will support national initiatives and regional initiatives considering each region has their own unique needs and desires.



“... protecting the mental health and wellbeing of our Team Members became as important as physical health and safety.”

— Dana Hurst, Director of Wellness BGIS

4.4 Charitable Donations and Community Engagement



\$305,000

donated to global charitable initiatives

We aspire to use our capabilities and influence to bring about positive change. Our commitment to sustainability is matched by our commitment to the communities around us. Even during times of strife, BGIS and our team members continue to demonstrate generosity and kindness in their communities as outlined by the UN SDG 14. In 2020 BGIS made over \$305,000 dollars in charitable donations to various charities and not-for-profit organizations across the globe.



Red Cross - Australian Wildfires

By March 2020 it had been estimated that over 46 million acres of and had been destroyed, thousands of homes and buildings burnt to the ground and a total of 34 lives lost. Our BGIS team immediately jumped to support in anyway they could, from rebuilding infrastructure, supporting local wildlife and tree planting initiatives, to fundraising over \$40,000 in support of the cause.

Kids Help Phone 

Kids Help Phone

Mental Health is a salient issue that plagues a large number of individuals across the world. BGIS continues to support Kids Help Phone with an annual corporate sponsorship to support the important work that they do.



Cam's Kids

Cam's Kids is a not for profit organization that raises awareness and provides useful resources to Canadian youth struggling with anxiety. BGIS has been a supporter of Cam's Kids since it's inception and continues to support year after year. In 2020, BGIS donated \$26,000 which went towards supporting a number of different resources and initiatives, such as suicide prevention training for the volunteer ambassadors.



Bennelong Cup

The annual touch footy day raises funds for the National Rugby League's Indigenous School to Work Program, which connects talented Aboriginal and Torres Strait Islander students with employers in the facilities management industry. Since 2019, BGIS has employed 10 program graduates in a range of trades and business support roles, and we look forward to creating even more employment opportunities as our involvement with the Bennelong Cup continues.



Some of the Charities We've Supported in 2020 include:



5.0 About this Report

In closing, BGIS's 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're 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 three global regions, Canada, the United States and Asia Pacific, BGIS occupies over **50** offices globally, both owned and leased locations, and leases a service fleet of over **1,320** 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 2020.



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 combustion 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. The report and verification statement will be posted in the CSA CleanStart Registry. 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.

Appendix A

Details on UN Sustainable Development Goals

This document outlines the practices and policies BGIS has put in place that support UN Sustainable Development Goals. For source material and further information, see <https://www.un.org/sustainabledevelopment/development-agenda/>

UN SDG	SDG SUB-TARGET	BGIS Contribution
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>3.4 By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.</p>	<p>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.</p>
	<p>3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents.</p>	<p>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.</p>
	<p>3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.</p>	<p>BGIS has a comprehensive health and dental plan for employees.</p>
	<p>3.9 By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination.</p>	<p>BGIS provides HSE compliance audits and reviews on an ongoing basis for our clients. HSE/ Environmental 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.</p>
 <p>5 GENDER EQUALITY</p>	<p>5.1 End all forms of discrimination against all women and girls everywhere.</p>	<p>In 2020, we began to address the issue of gender disparity we started to see within our workforce. We recognize that there is a gap in the representation of females at BGIS and developed a plan to change this. Women of BGIS is an initiative that encourages the growth, support and advancement of the female workforce within BGIS.</p>
	<p>5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision making in political, economic and public life.</p>	<p>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.</p>



6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.

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. BGIS has implemented environmentally friendly bio-based cleaning products, which eliminates the release of hazardous chemical to wastewater. We have also implemented water bottle filling stations which provides lead-free drinking water easily accessible to building occupants.

6.4 By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity.

BGIS is committed to reducing the impacts of our business upon the environment. We have deployed water reduction strategies including irrigation controls, widespread aerator program, cooling tower cycle optimizations, and plumbing fixture replacements.



7.2 By 2030, increase substantially the share of renewable energy in the global energy mix.

BGIS encourages clients to invest in renewable energy as a pathway to carbon neutrality.

7.3 By 2030, double the global rate of improvement in energy efficiency.

BGIS energy managers work closely with the operators to find energy and other operational efficiencies that can be easily implemented and provide savings to the owner.



10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.

BGIS's 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.



11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage.

BGIS has developed an inventory for the preservation and protection of cultural properties that enhances urban communities.

11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.

BGIS facilitates third party certifications such as BOMA BEST, LEED, Green Globes, and WELL for hundreds of sites each year. BGIS has installed several electric vehicle charging stations for clients, which enhances the electric vehicle charging infrastructure and reduces pollution from commuting.



12.2 By 2030, achieve the sustainable management and efficient use of natural resources.

BGIS' RFX evaluation process considers not only price, but technical competence of suppliers, their ability to make timely deliveries, quality, and performance of their products, and materials. Strategic Sourcing includes environmental performance as one of the important indicators of a product or service's overall desirability.

12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

BGIS has a strong focus on waste reduction and diversion. 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.

12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.

BGIS provides 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.

12.7 Promote public procurement practices that are sustainable, in accordance with national policies and priorities.

BGIS requires sourcing managers to review bid or contract specifications to encourage environmentally and socially-preferable products and services. BGIS' goal is to ensure that, wherever possible, specifications are amended to provide for the expanded use of sustainable attributes.

12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.

BGIS has implemented an occupant engagement program to increase awareness amongst building tenants on environmental sustainability and to increase their engagement on sustainability initiatives. We provide semi-annual presentations for BGIS employees regarding various sustainability topics, providing key action items as to how to reduce their environmental footprint both at work and at home.



13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.

BGIS maintains a robust Business Continuity Management Program. The primary governance mechanism for this program is our Crisis Management Team. This team brings together all of the client account teams, lines of business, support functions, and subject matter experts to facilitate execution of business continuity plans as they relate to climate related hazards and natural disasters. BGIS has received ISO 22301 (Business Continuity Management System) Certification.

13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

BGIS has developed an FM engagement program to empower and educate BGIS FM teams to reduce energy consumption and reduce waste.

Sustainability Accounting Standards Board (SASB)

BGIS supports the vision of the Sustainability Accounting Standards Board (SASB) to report on financial accounting and sustainability disclosure. We have adopted the SASB reporting protocols, following the Real Estate Services standard which is most applicable to our business.

Code	SASB Reference	2020 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 feet)	400,000,000 sqft
IF-RS-000.C	Number of buildings under management with owner operational control (number)	40,000
IF-RS-000.D	Number of leases transacted, categorized by tenants and real estate owners (number)	Not applicable to BGIS
IF-RS-000.E	Number of appraisals provided (number)	Not applicable to BGIS
IF-RS-410a.1	Revenue from energy/sustainability services (reporting currency)	Revenue from energy and sustainability services totalled more than \$48.1M in 2020.
IF-RS-410a.2	Floor area and number of buildings under management provided with energy and sustainability services (square feet, number)	19,642 locations, comprising of over 106.6M sf of buildings were provided with energy and sustainability services in 2020.
IF-RS-410a.3	Floor area and number of buildings under management that obtained an energy rating (square feet, number)	Portfolio Ffloor area with sustainability certification: 62,509,632 sf 6 LEED certifications 151 BOMA BEST certifications initiated 187 Buildings Reported in Energy Star
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 (reporting currency)	Not available for this reporting period.

GRI 102: General Disclosures 2016

		Reference	Omission
102-1	a. Name of the organization.	BGIS	
102-1	a. A description of the organization's activities.	Message from the CEO, page 6	
	b. Primary brands, products, and services, including an explanation of any products or services that are banned in certain markets.	About BGIS, Page 7	
102-3	a. Location of the organization's headquarters.	Page 48	
		4175 14th Avenue, Markham ON, Canada	
102-4	a. Number of countries where the organization operates, and the names of countries where it has significant operations and/or that are relevant to the topics covered in the report.	BGIS operated in 10 Countries, including: Australia Canada Hong Kong Ireland New Zealand Netherlands Singapore South Africa United Kingdom United States	
102-5	a. Nature of ownership and legal form.	BGIS is privately owned. About BGIS, page 7	
102-6	a. Markets served, including: i. geographic locations where products and services are offered; ii. sectors served; iii. types of customers and beneficiaries.	MARKETS: government, education, healthcare, utilities, finance, telecommunications, property, resources, oil & gas and sport & leisure. GEOGRAPHIC LOCATIONS: As identified in GRI 102-4. SECTORS: corporate offices, retail, universities, schools, hospitals, venues & stadiums, institutions, bases, remote townships, warehouses, industrial assets and data centres CUSTOMERS: B2B	

		Reference	Omission
102-1	a. Name of the organization.	BGIS	
102-7	<p>a. Scale of the organization, including:</p> <p>i. total number of employees;</p> <p>ii. total number of operations;</p> <p>iii. net sales (for private sector organizations) or net revenues (for public sector organizations);</p> <p>iv. total capitalization (for private sector organizations) broken down in terms of debt and equity;</p> <p>v. quantity of products or services provided.</p>	About BGIS, Page 7.	i.v. total capitalization not available for this reporting period.
102-8	<p>a. Total number of employees by employment contract (permanent and temporary), by gender.</p> <p>b. Total number of employees by employment contract (permanent and temporary), by region.</p> <p>c. Total number of employees by employment type (full-time and part-time), by gender.</p> <p>d. Whether a significant portion of the organization’s activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees.</p> <p>e. Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries).</p> <p>f. An explanation of how the data have been compiled, including any assumptions made.</p>	Total Team Members , Page 34	
102-9	a. A description of the organization’s supply chain, including its main elements as they relate to the organization’s activities, primary brands, products, and services.	<p>About BGIS, Page 7</p> <p>Sustainable Procurement, Page 26</p> <p>Supplier Diversity, Page 37</p>	
102-12	a. A list of externally-developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes, or which it endorses.	<p>Introduction, Page 3</p> <p>Industry Affiliations, Page 11-12</p>	
102-13	a. A list of the main memberships of industry or other associations, and national or international advocacy organizations.	Industry Affiliations, Page 11	
102-14	a. A statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy for addressing sustainability.	Message from the CEO, page 6.	
102-16	a. A description of the organization’s values, principles, standards, and norms of behavior.	Our Values, Page 8	

		Reference	Omission
102-1	a. Name of the organization.	BGIS	
102-18	a. Governance structure of the organization, including committees of the highest governance body. b. Committees responsible for decision-making on economic, environmental, and social topics	Governance, page 15	
102-40	a. A list of stakeholder groups engaged by the organization.	Creating value for our Stakeholders, Page 9-10	
102-42	a. The basis for identifying and selecting stakeholders with whom to engage.	Creating value for our Stakeholders, Page 10-11	
102-43	a. The organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	Creating value for our Stakeholders, Page 10-11 Materiality, page 17	
102-44	a. Key topics and concerns that have been raised through stakeholder engagement, including: i. how the organization has responded to those key topics and concerns, including through its reporting; ii. the stakeholder groups that raised each of the key topics and concerns.	Creating value for our Stakeholders, Page 10-11 Materiality, page 17	
102-46	a. An explanation of the process for defining the report content and the topic Boundaries. b. An explanation of how the organization has implemented the Reporting Principles for defining report content.	About this Report, page 42	
102-47	a. A list of the material topics identified in the process for defining report content.	Materiality, page 17	
102-50	a. Reporting period for the information provided.	About this Report, Page 42	
102-51	a. If applicable, the date of the most recent previous report.	About this Report, Page 42	
102-52	a. Reporting cycle.	About this Report, Page 42	
102-53	a. The contact point for questions regarding the report or its contents.	Page 48	
102-54	a. The claim made by the organization, if it has prepared a report in accordance with the GRI Standards, either: i. 'This report has been prepared in accordance with the GRI Standards: Core option'; ii. 'This report has been prepared in accordance with the GRI Standards: Comprehensive option'.	About this Report, Page 42. This report has been prepared in accordance with the GRI Standards: Core option.	

	Reference	Omission
102-1	a. Name of the organization.	BGIS
102-55	<p>a. The GRI content index, which specifies each of the GRI Standards used and lists all disclosures included in the report.</p> <p>b. For each disclosure, the content index shall include:</p> <ul style="list-style-type: none"> i. the number of the disclosure (for disclosures covered by the GRI Standards); ii. the page number(s) or URL(s) where the information can be found, either within the report or in other published materials; iii. if applicable, and where permitted, the reason(s) for omission when a required disclosure cannot be made. <p>6.3 When reporting the GRI content index as specified in Disclosure 102-55, the reporting organization shall:</p> <ul style="list-style-type: none"> 6.3.1 include the words ‘GRI Content Index’ in the title; 6.3.2 present the complete GRI content index in one location; 6.3.3 include in the report a link or reference to the GRI content index, if it is not provided in the report itself; 6.3.4 for each GRI Standard used, include the title and publication year (e.g., GRI 102: General Disclosures 2016); 6.3.5 include any additional material topics reported on which are not covered by the GRI Standards, including page number(s) or URL(s) where the information can be found. 	<p>This content index demonstrates that our reporting is undertaken in accordance (core) with GRI Guidelines.</p>
102-56	<p>a. A description of the organization’s policy and current practice with regard to seeking external assurance for the report.</p> <p>b. If the report has been externally assured:</p> <ul style="list-style-type: none"> i. A reference to the external assurance report, statements, or opinions. If not included in the assurance report accompanying the sustainability report, a description of what has and what has not been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process; ii. The relationship between the organization and the assurance provider; iii. Whether and how the highest governance body or senior executives are involved in seeking external assurance for the organization’s sustainability report. 	<p>About this report, Page 40</p>

		Reference	Omission
102-1	a. Name of the organization.	BGIS	
GRI 302: Energy 2016			
103-1	Explanation of the material topic and its boundaries	Reducing our Footprint, Page 25	
103-2	The management approach and its components	Reducing our Footprint, Page 25	
103-3	Evaluation of the management approach	Reducing our Footprint, Page 25	
302-1	a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used.	Reducing our Footprint, Page 25	
GRI 305: Emissions 2016			
103-1	Explanation of the material topic and its boundaries	Reducing our Footprint, Page 25	
103-2	The management approach and its components	Reducing our Footprint, Page 25	
103-3	Evaluation of the management approach	Reducing our Footprint, Page 25	
305-1	The reporting organization shall report the following information: a. Gross direct (Scope 1) GHG emissions in metric tons of CO2 equivalent....	Reducing our Footprint, Page 25	
305-2	The reporting organization shall report the following information: a. Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO2 equivalent...	Reducing our Footprint, Page 25	
GRI 401: Employment 2016			
103-1	Explanation of the material topic and its boundaries	Social & Human Rights, Page 31	
103-2	The management approach and its components	Social & Human Rights, Page 31	
103-3	Evaluation of the management approach	Social & Human Rights, Page 31	
401-1	a. Total number and rate of new employee hires during the reporting period, by age group, gender and region.	Human Resource Highlights from 2020 (Page 32)	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 33)	
GRI 405: Diversity and Equal Opportunity			
103-1	Explanation of the material topic and its boundaries	Social & Human Rights, Page 31	
103-2	The management approach and its components	Social & Human Rights, Page 31	
103-3	Evaluation of the management approach	Social & Human Rights, Page 31	

<p>405-1</p>	<p>Percentage of individuals within the organization’s governance bodies in each of the following diversity categories:</p> <ul style="list-style-type: none"> 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). <p>b. Percentage of employees per employee category in each of the following diversity categories:</p> <ul style="list-style-type: none"> 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). 	<p>Total team members, page 34.</p> <p>BGIS reports full-and part-time breakdown of staff by gender. In some regions, quantity of staff is reported and in others, percent staff is reported based on available information.</p>	<p>Age groups are not reported.</p>
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BGIS >

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