



**BGIS** 

CORPORATE  
SUSTAINABILITY  
REPORT 2017



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## A LETTER FROM OUR CEO

BGIS is pleased to provide for the first time ever, a global Report on Sustainability for 2017. This report summarizes the significant economic, environmental and social achievements throughout the 2017 fiscal year, as well as the strategies and goals for our global organization moving forward.

BGIS is proud to be celebrating its 25 year anniversary of providing facility management services across the real estate industry. As we grow and evolve our services, we continue to be a leading provider of integrated facility management services, project delivery services, energy and sustainability solutions, building performance management, workplace advisory and management, and real estate management and consulting services.

Our continued focus is to drive efficiency improvements for our customers through the provision of sustainable and innovative real estate service solutions. We have and will continue to work with our clients' in their efforts to achieve sustainability excellence through the reduction of greenhouse gas (GHG) emissions, energy, waste and water within their global real estate portfolios which in turn, will enable them to reduce their operational costs. We are united globally in the belief that the real estate industry has a pivotal role to play when it comes to environmental stewardship.

We have developed and implemented over 30 Carbon Neutral Studies for our clients which is the initial building block to achieving carbon neutrality. This innovative new approach identifies opportunities and investments to significantly reduce a building's energy consumption and GHG emissions. In 2017, BGIS applied for and received almost \$1 million in electricity rebates for its clients in Canada; a savings of nearly 7.7 million kilowatts per hour.

As we continue to grow, evolve and innovate, we remain steadfastly committed to developing a full range of unparalleled consulting, management and technology, and delivery services for occupiers of real estate while acting as a role model within the built environment for sustainable operating practices.

The launch of our global tagline, 'Enabling Innovation' speaks not only to one of our core values of Passion for Innovation, but to the outspoken commitment made by BGIS to drive the shift in our industry to one that goes beyond talking about sustainable solutions to one that implements them. To that end, we're proud to have developed strategic partnerships with innovative companies, suppliers and best in class manufactures and will continue to expand our operations through organic business growth and strategic acquisitions globally.

At BGIS, our culture is founded on the three pillars of caring, innovation and high performance. Our team members go the distance to prove that we truly care for each other, our customers, our environment and our communities. We deliver cost-effective and innovative services that create value for our clients and their respective shareholders.

BGIS team members are committed to ensuring that every interaction with our clients and their customers is a memorable one, enhancing their experience and contributing to a successful outcome for all stakeholders. We want clients to know that we genuinely care and that we are constantly looking for new ways to help them solve their business problems.

Thank you all for caring about our environment as much as we do!



**Gordon I. Hicks, P. Eng, LEED AP**  
Chief Executive Officer



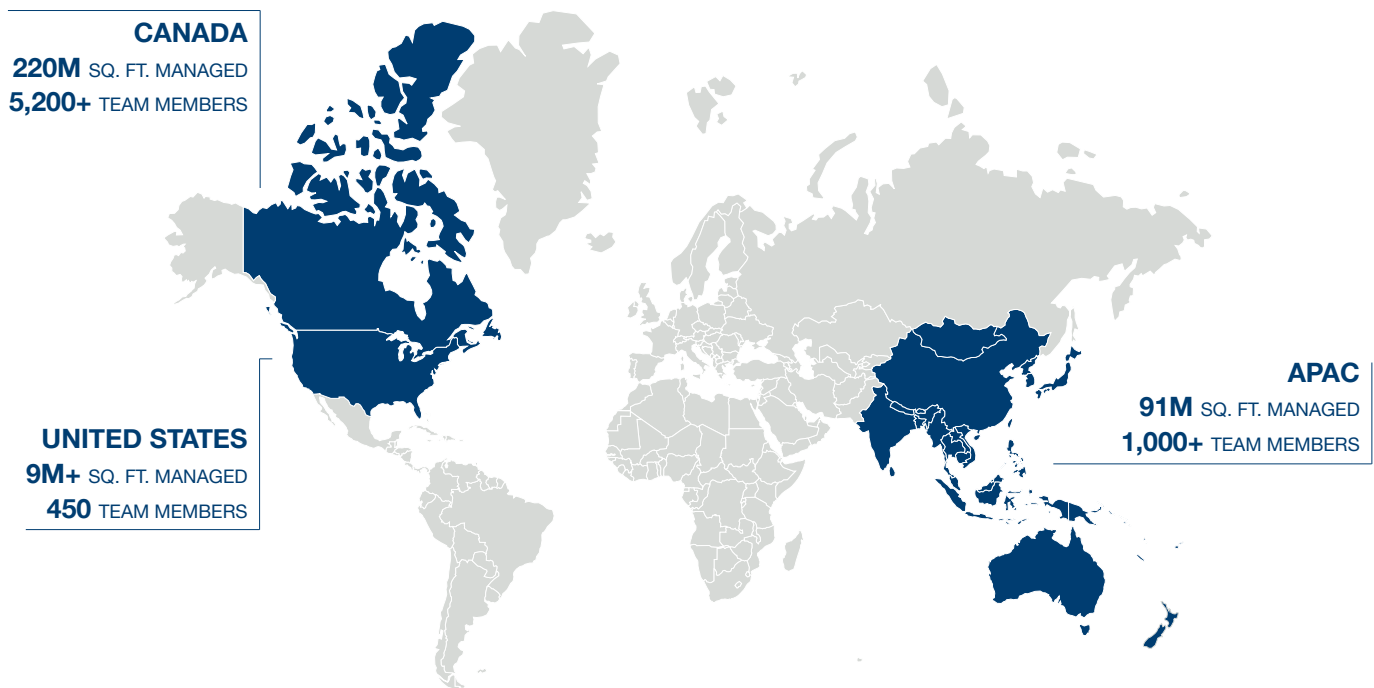
## WHO WE ARE

### A Leader in the Corporate Real Estate Industry

We genuinely care about our customer's success and are continually striving to understand the evolving challenges they are facing and bring forward innovative solutions. BGIS has become one of the largest and most experienced providers of facility management and real estate management services. With over 320 million square feet at over 40,000 client locations under management and supported by over 6,500 team members globally, we continue to expand our business across North America, Europe, Australia and Asia.

We provide services to a diverse client portfolio, spanning many industries such as financial, telecommunications, health care, government, retail, oil and gas, industrial, life sciences and utilities.

Currently operating in three global regions, including Canada, the United States and Asia Pacific, BGIS has operations in 15 countries with over 40 offices globally.



**320+ M**  
SQ. FT. MANAGED  
SPACE GLOBALLY

**360+**  
CRITICAL  
ENVIRONMENTS  
MANAGED

**6,500+**  
TEAM MEMBERS  
GLOBALLY

Industry Affiliations



## BGIS Values

### 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.

### Vision

- We are the recognized leader in the provision of real estate management services.
- We are the role model for sustainable operating practices and portfolio strategy.
- We are the employer of choice within our industry.

### Values



#### Unwavering Integrity

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



#### Passion for Innovation

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



#### Living Sustainability

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



#### Delivering Memorable Customer Experiences

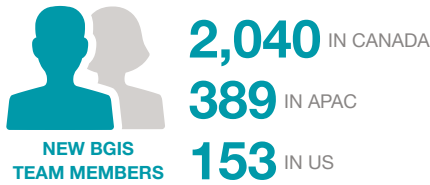
Consistently anticipating customer's needs, and pro-actively identifying and addressing opportunities for improvement; making every customer contact a positive and memorable experience.



#### Relentlessly Building Team Member Engagement

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

## HIGHLIGHTS FROM 2017

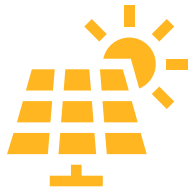


Reported our verified GHG Inventory on the CSA CleanStart Registry.

### CLEAN ENERGY CANADA

Participated on a panel by Clean Energy Canada and provided input into the report “The Power of Procurement: Cutting the Federal Government’s Carbon Emissions”.

Hosted our fifth annual, An Inspired Future® event, and engaged over 500 industry professionals on sustainability topics.



Designed and started construction on a carbon neutral event venue in the GTA with an 8,000 SQ. FT solar thermal array and 40-hole geo-exchange field.



Support for over 70 charitable and not-for-profit organizations resulting in over \$550,000 in charitable donations.



Partnered with Peak Power to offer energy storage services to help BGIS clients reduce their electricity costs and support their reduction of the peak load in their jurisdiction



Recognized as one of Canada's Safest Employers for 2017 by Canadian Occupational Safety.

### Our top five sustainability initiatives from 2017:

1. Undertook 15 LEED retail projects, and a LEED volume project with Brookfield Properties. Two of the LEED volume projects were certified early 2018 with another 10 total projects on track to be certified LEED gold in 2018.
2. Completed 655,000 square feet in recommissioning or commissioning, and 1,213,000 square feet in Energy Audits.
3. Identified opportunities for more than 50 carbon neutral studies to be completed at client facilities by 2020.
4. Began construction on an energy retrofit project for our client in the pharmaceutical sector for an anticipated energy savings of over 20 per cent on controls and HVAC upgrades.
5. Completed pilots for our smart retail controls platform, showing average savings of 15-20 per cent overall. The pilot success has led to client approvals on 330 installs, which at the time of this report are currently underway.

## LEADERSHIP IN SUSTAINABILITY

### An Inspired Future®

BGIS hosted its fifth and largest An Inspired Future® event with speakers such as Søren Hermansen, who joined us from Denmark to enlighten and engage the audience on the net zero carbon island of Samsø. Joining in on our esteemed group of keynote speakers was David Miller, North American Director, C40 Climate Leadership Group; Terry Young, Vice President of Policy, Engagement and Innovation for the IESO; and Geoff Cape, Founder and CEO of Evergreen. Over 500 industry professionals gathered together as leaders in sustainability to collaborate, showcase and inspire, reinforcing that BGIS and its partners don't sit idly waiting for change; they instead create and implement it.

### Reporting Accountability

In addition to posting our verified GHG Inventory Report on the CSA CleanStart Registry in 2017, BGIS participated in two other reporting initiatives. As a supplier to some of our clients, we were invited to report to the Carbon Disclosure Program (CDP Worldwide) and the Ecovadis Corporate Sustainability Ratings. Our initial submissions to these systems was met with much success and we will continue with these programs with the goal of improving our scores in the years ahead.

## ISO Certifications

### Enterprise Risk Management (ERM)

BGIS continues to invest in a global Enterprise Risk Management (ERM) and Quality Management System and has created a best-in-class risk management platform and established a process for identifying and managing our corporate and client account risks. We are proudly ISO 9001-2015 certified.

### Commitment to the Planet

BGIS focuses on the protection of the environment through sustainable resource use, energy and emission reduction, pollution prevention, protection of biodiversity and ecosystems, and climate change mitigation. This is supported and driven by our ISO 14001:2015 certified environmental management system and Global Environmental Policy.

## SUSTAINABILITY VISION, TARGETS AND GOALS

Our vision for a sustainable future will be achieved by creating a net-positive impact as a corporation and assisting our clients in doing the same. We hope our leadership in this aspect of business operations will inspire our clients, shareholders, suppliers, competitors, and other industries to follow.

Our 20/20/20 goal (20 per cent reduction in water, waste and energy by the year 2020) is a target we are committed to achieving across our client portfolios.

We set aggressive targets for 2018, which will contribute to our 20/20/20 by 2020 goal, as follows:

- 5 per cent reduction in water usage;
- 5 per cent reduction in waste; and
- 5 per cent reduction in energy.



## AWARDS AND RECOGNITION

### Canada's Safest Employer

BGIS was recognized as one of Canada's Safest Employers for 2017 by Canadian Occupational Safety. Publicly recognized for our efforts and achievements in the Retail and Services Sector category, the award distinguishes companies from all across Canada with outstanding accomplishments in promoting the health and safety of their workers. Companies are evaluated on a wide range of occupational health and safety elements, including employee training, occupational health and safety (OHS) management systems, incident investigation, emergency preparedness and innovative health and safety initiatives.



### Military Friendly Award™

Through the Military Friendly™ ratings program, BGIS was named a Military Friendly™ Employer in the US by Victory Media, an advocacy vehicle that encourages organizations to invest in programs to recruit, retain and advance veterans as employees, entrepreneurs and students. The Military Friendly® company survey investigates and identifies organizations committed to serving the military and veteran community, and is comprehensive in scope and meaningful in terms of actual outcomes and impact. Through the posting of a 'score', this program has encouraged civilian organizations to recruit veterans into their workforce.



## DID YOU KNOW?

**VETERANS REPRESENT NEARLY 30% OF  
BGIS'S WORKFORCE IN THE UNITED STATES.**

### Real Property Institute of Canada (RPIC) Service Excellence Award

Through the work we do with our client, Public Services and Procurement Canada (PSPC) has taken a leadership position in embedding greenhouse gas emission reductions into the design and approval stages of renovation and new construction projects. As a result of this proactive action and forward thinking, RPIC awarded PSPC with the 2017 Service Excellence Award.

### Recognition from the World Wildlife Fund

Each year, the World Wildlife Fund (WWF) Canada publicly celebrates the people and organizations that have stepped up to protect nature at a time when wildlife needs our help the most. BGIS was proud to be awarded the '2017 Distinction in Workplace - Giving for Nature' award from WWF Living Planet @ Work. BGIS was presented the award for displaying significant team member participation and fundraising for the WWF CN Tower Climb that took place April 9, 2017. The award is the highest achievement presented by the foundation to an organization.



## Enabling Innovation

### Brookfield Renewable HydroRECs

In 2017, BGIS entered into an agreement to purchase Brookfield Renewable hydroRECs. The high-quality, ECOLOGO®-certified renewable energy credits (RECs) will be used to match BGIS's electricity consumption at our Global Headquarters in Markham, Ontario, Canada.

Brookfield Renewable hydroRECs come from three low-impact hydroelectric facilities located on the Lièvre River in Western Quebec, Canada. The hydroRECs program puts 100 per cent clean electricity onto the grid, and allows businesses to support a future for renewable energy and play an active role in local communities.

### GoSpaces

BGIS launched a new workplace productivity and employee engagement mobile application for clients in the corporate real estate industry called "GoSpaces". The app encourages productive employee behaviors through gamification, which is then translated instantly into financial, environmental and wellness benefits in real-time. The app was jointly developed with Yoppworks, an innovative Canadian technology developer, and was launched with one of BGIS's larger client portfolios within the public sector.

### Peak Power

In late 2017, BGIS and Peak Power entered into a partnership agreement to offer energy storage services to help BGIS clients reduce their electricity costs. Battery energy storage, when controlled through Peak Power's proprietary SYNERGY™ intelligent software platform, has the ability to provide multiple benefits to building owners, including increased resiliency, improved environmental performance, electricity bill savings, as well as additional revenues from participation in utility programs.



## GOVERNANCE

### Enabling Innovation from the Top

BGIS is a subsidiary of Brookfield Business Partners; a business services and industrial company focused on owning and operating high-quality businesses that benefit from barriers to entry and/or low-cost production. Brookfield Business Partners is listed on the New York and Toronto stock exchanges (NYSE:BBU) (TSX:BBU.UN).

BGIS is led by our three regional Presidents and the senior leadership team who are responsible for the management and day-to-day operations of the company, ensuring that operational decisions align with our strategic goals. Corporate sustainability objectives are managed by the Professional Services and Sustainability team under the leadership of our Chief Executive Officer, Gord Hicks. His leadership has guided our efforts in minimizing the impact our clients, suppliers and team members have on the environment as he continues to advocate for environmental stewardship across our industry.

#### Mike Greidanus, President, Canada

I am very proud of BGIS's commitment to corporate social responsibility. Our five core values include: unwavering integrity, passion for innovation, living sustainability, memorable customer experiences and team member engagement. You have seen and will see these values woven throughout each page of this report because these five values are a part of BGIS's DNA and genuinely at the core of everything we do.

BGIS's flexibility as an organization allows us to be agile and adapt to change, providing our clients with the reassurance that our team members are always looking for ways to 'Enable Innovation' each and every day. And, of course, this extends to our commitment to 'living sustainability'.




#### Brian Fellows, President, US

At BGIS we're different because we're responsive to the needs of our clients. Through supporting our customers with innovative approaches to service delivery, we are able to focus on solutions that increase efficiencies for our clients, reducing their own and BGIS's impact on the environment and improving sustainability.

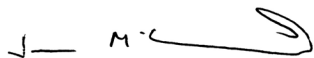
We pride ourselves on 'being different' at BGIS and we don't claim this statement without good reason. We are different, and that's what makes us the best at what we do.




**Jon McCormick, President, APAC**

BGIS supports communities globally, nationally, regionally and locally to ensure we involve every level of our stakeholders. In 2017, as a global organization, we raised more than \$550,000 for over 70 charitable organizations across the globe. In addition to donations and sponsorships, we encourage and support team members when it comes to volunteering their time.

Globally, we have made great strides toward our support for charitable organizations in 2017 and we're looking forward to 2018, which is shaping up to be a record-breaking year for BGIS.




## Our Stakeholders and Contributors

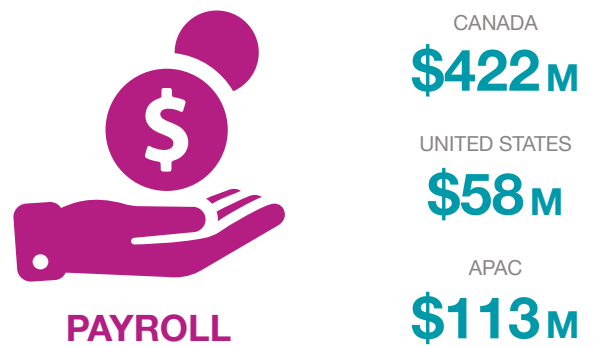
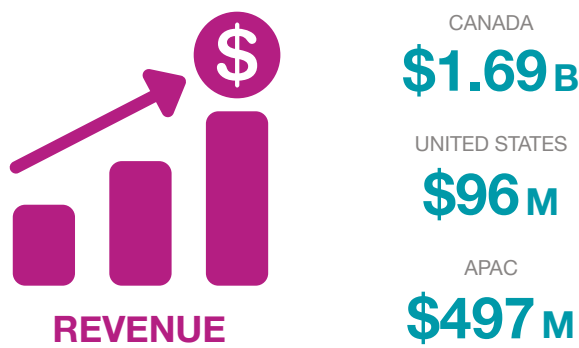
Our stakeholders are determined by BGIS's regional Corporate Social Responsibility (CSR) committees and the senior leadership team. The regional CSR committees are established on a voluntary basis from team members located within their respective regions. Customers, team members, shareholders, suppliers, and the community are all important stakeholders for BGIS.

Engagement methods, such as customer and team member, and supplier satisfaction surveys, enable us to incorporate the input of our stakeholders when setting our sustainability objectives each year. We also solicit ongoing feedback from our team members, our clients and our suppliers during the course of conducting business.

## ECONOMIC

### Economic Performance

We have a commitment to our stakeholders to operate our business in an ethical, responsible, sustainable and profitable manner. The following economic breakdown focuses on key areas including investments in the community, payroll expenses, pension contributions and tuition contributions.





## Company Growth

Throughout 2017, we continued our focus on deepening relationships with existing clients and suppliers on a global level. We dove deep into innovation, leveraged Smart Building Technology and the Internet of Things (IoT), and expanded our service offerings through their introduction. Changing the way we look at facility management and supporting our clients with innovative new products and technologies that improve energy efficiencies is something we pride ourselves on. This included smart remote monitoring with our Remote Command Centre or RCC (pictured above) and Workspace optimization leveraging gamification with the GoSpaces app.

## Team Member Benefits

Through our tuition assistance program, BGIS team members received over \$464,000 in compensation for their academic studies. Further, we invested significant funds into additional training developed and deployed by BGIS. We will continue to encourage our team members to further their professional development in a formal setting, become involved with industry organizations, take online courses using our e-learning platform, and use our extensive internal training programs and career road maps to help them grow and develop their skills.

We provide our team members with a comprehensive flex health benefit package, pension program, and optional payroll deduction program, dependent upon the region. The flex health benefit package is all about choice. Team members are in charge of choosing the level of coverage that works best for them and their family.

In addition, BGIS's health and wellness benefit allows team members to receive a credit toward fitness memberships, and / or purchase fitness-related items to encourage overall health and wellbeing. BGIS also matches a portion of our team member's contributions annually to his or her pension plan.

## BGIS'S SUPPLY CHAIN

### Sustainable Procurement

BGIS expects its suppliers to operate in a sustainable fashion and looks to do business with companies that share the same commitment to environmental protection as we do. As such, our Strategic Sourcing team includes environmental performance as one of the important criteria of a product or service companies' overall suitability and value as a partner. Sustainability is weighted at a minimum of 10 per cent in the evaluation on all request for proposals (RFPs) at no additional cost to the client.

In addition to this procurement process, the service contracts we engage in with our contractors and suppliers mandate:

- Use of environmentally-friendly products where available;
- Implementation and use of an effective diversion program, and encouragement to reuse materials when possible; and
- Restriction of environmentally-damaging treatments, paints, refrigerants and other building material and landscaping activities.

### Partnerships Through Supply Nation

BGIS is committed to supporting programs to improve the lives of Indigenous peoples. In Australia as part of our Reconciliation Action Plan, BGIS remains committed to the goal of creating lasting, meaningful partnerships with Indigenous businesses that support financial independence, promote skills and create opportunities for long-term growth and step-led career paths.

Through BGIS's membership with Supply Nation we maintain access to a range of subcontractors, recruiters, agencies and consultants where we can source goods and services directly from Indigenous businesses. We will use our membership with Supply Nation and its register of Certified Indigenous Businesses to maximize employment opportunities for Aboriginal and Torres Strait Islanders.



**11,500+**  
SUPPLIERS ENGAGED  
ACROSS THE GLOBE

**8,000+**  
CANADIAN SUPPLIERS

**3,100+**  
APAC SUPPLIERS

**400+**  
US SUPPLIERS



**\$1.5+ BILLION**  
IN SUPPLIER PAYMENTS  
IN 2017 (NORTH AMERICA)

## ENVIRONMENTAL

### Sustainability is at the Heart of Our Business

Climate disruption poses a serious threat to our environment, health and economy, and is one of the defining challenges of our time. Buildings are a leading cause of GHG emissions globally and BGIS is in a unique position to demonstrate leadership and educate the industry on the meaningful impact of environmental sustainability. BGIS will continue to use our span of influence and expertise to reduce energy use in buildings, as well as promote conservation and sustainable business practices in our own offices, within our client's portfolios, and with our suppliers and team members. Our sustainable business practices help set an example in the real estate industry and are part of the global shift that will open the floodgates to large-scale opportunities that can combat climate change around the world.

True to one of our five values of 'Living Sustainability', we make informed decisions that minimize our impact on the environment and our communities, while encouraging our team members to apply those same principals in their daily lives. Sustainability is at the heart of everything we do and both social and environmental commitments are embedded into our daily operations.

We continue to work closely with all levels of government to encourage the implementation of programs that accelerate the uptake of sustainable business practices. By providing innovative solutions and programs that reduce energy, decrease water consumption, and decrease and divert waste across our client portfolios.

BGIS is committed to a more sustainable future and will continue to work closely with our global offices to expand our Green Committee initiatives. In an effort to provide more comprehensive data as it relates to GHG emission, energy and water consumption data, 2018 will be the first year all of BGIS's global offices will follow the GRI Inventory reporting guidelines.



## Office Sustainability

Within our BGIS offices, in addition to recycling programs for waste and electronics, we implement ‘no travel’ weeks (to reduce emissions that result from commuting), have banned the use of plastic water bottles across all BGIS corporate offices and BGIS planned events, encourage the use of ‘Keep Cups’ (reusable cups for the office) and have defaulted to double-sided, black and white printing on office printers.

## Canada’s Green Committee

Canada’s Green Committee and 11 regional Corporate Responsibility committees continue to lead on various corporate social responsibility fronts. Team members across Canada participated in numerous Green Committee-led events including the WWF CN Tower Climb, Earth Hour, Smart Commute Week Challenge and the Great Shoreline Cleanup. We also have electric vehicle charging stations at our head office in Markham, Ontario, Canada, and continue to encourage team members to work remotely when possible in an effort to reduce emissions from commuting.

## ‘Big Clean’ Week

Our Australian team participated in the ‘BIG Clean’ week, an opportunity for team members to de-clutter, tidy and clean their workspaces with a goal to recycle as much waste as possible. The initiative was led by the Facilities and Workplace Services team and resulted in over 3,600 kilograms of waste removed, with an estimated 3,420 kilograms of that to be recycled. Here’s what the breakdown looked like:



*\*The clothing has been donated to make rags; the mats and shelving recycled for parts; and timber and cardboard mulched and recycled.*

## Sustainability with Our Clients

BGIS commits to the sustainable energy reduction of our clients' portfolios, and has a comprehensive Energy Management Policy to measure, manage, conserve, and report on utilities that are based off the Plan–Do–Check–Act continual improvement framework utilizing various inputs which to base decisions. Additionally, BGIS has a sustainability target of reducing energy, water, GHGs, and waste by five per cent annually for all of our clients by proposing various improvement projects throughout a given year. BGIS has invested in a team of over 80 professionals—which make up our Professional Services group—who tracks projects and helps clients reach those targets across all global regions.

### **Carbon Neutral Studies**

Carbon Neutral Studies provide the framework for BGIS and our clients to balance funding and innovative energy technologies to aggressively reduce carbon emissions. This includes 'outside of the box' real estate solutions including chilled beams, a focus on building envelope upgrades and heating and cooling utilizing hydronics to distribute and recover all wasted energy.

In 2017, BGIS started to implement projects based on these carbon neutral studies. This has allowed us to operationalize the vision outlined in the studies and measure the impacts. Implementation has required integrated complex collaboration between stakeholders, including builder, building owner, operator, occupant and consultant. This has resulted in a framework that has yielded harmonious project delivery.

BGIS is proud to say that one of these projects is being piloted with the Canada Green Building Council (CaGBC) and their Zero Carbon Building Standard.

### **Carbon Dashboards**

BGIS has developed interactive Carbon Dashboards that allow our clients to understand the carbon emissions impact of each capital investment, allowing for strategic and targeted investments from a life-cycle perspective. This has allowed BGIS to develop key industry metrics related to capital invested per tonne of carbon reduced, supporting future investments by our clients.

## Environmental and Energy Associations

### Canada Green Building Council (CaGBC)

BGIS is a national corporate member of the Canada Green Building Council (CaGBC). We have been working on LEED™ certification projects for a number of years and is an active sponsor and partner of the Canada Green Building Council (CaGBC).



### Building Energy Innovators Council (BEIC)

Last year, BGIS's CEO launched the Building Energy Innovators Council (BEIC). The BEIC is an industry-driven initiative aimed at accelerating the collaboration, innovation and adoption of clean building technologies across Canada, with the council being comprised of 25 founding members from a wide cross section of industries and growing, and another 25 industry, government and education sector 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. The council also supports utilities and governing bodies, such as the Independent Electricity System Operator (IESO) in Ontario, with the promotion of their renewable energy and energy efficiency incentive programs.



### WELL

BGIS continues to work with our clients to implement the WELL Building Standard®, which is the world's first building standard focused exclusively on human health and wellness.



### NABERS

The National Australian Built Environment Rating System (NABERS) is a government initiative aimed at measuring and comparing the energy efficiency, water usage and waste management of a building or tenancy and its impact on the environment. 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.



The BGIS APAC team set out to improve the energy efficiency of the Caroline Chisholm Centre (CCC) in Canberra ACT, Australia. Engaging an energy consultant to provide energy monitoring reports from utility meters and existing sub-metering at 30-minute intervals on a monthly basis and with virtually no financial capital invested in upgrades to the building services, the team improved the NABERS Base Building Energy rating from 4.5 Stars to a 5.5 Star rating in 2017.

### 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.



## REDUCING OUR FOOTPRINT

### Energy, GHG Emission and Water Consumption

Our greenhouse gas (GHG) emissions are calculated following the ISO 14064-1 standard and we use the Operational Control approach, which accounts for all GHG emissions based on the control of operations. Our GHG inventory includes direct, indirect, and other indirect emissions from our corporate facilities (34 of our 40 corporate offices), our vehicle fleet of over 700 vehicles, and business travel. This includes emissions from electricity and steam consumption, fugitive refrigerant emissions, and travel; looking forward, we hope to integrate emissions from purchased paper into these calculations. The following calculation methodology was used:

#### Energy Intensity

Total building energy of 22,943 GJ / 4,692 FTE = 4.9 GJ/FTE

#### GHG Intensity

Total company GHG emissions of 8,763.3 t CO<sub>2</sub>e / 4,692 FTE = 1.9 t CO<sub>2</sub>e/FTE

#### Water Intensity

Water consumption for head office only of 14,556 m<sup>3</sup> / 740 FTE head office = 19.7 m<sup>3</sup>/FTE (Head Office)

Baseline Comparison Breakdown			
	2013	2016	2017
Building Energy GJ/FTE	4.57	5.11	4.89
Total GHG t CO <sub>2</sub> e/FTE	2.87	2.02	1.87
Head Office Water m <sup>3</sup> /FTE	4.87	2.31	2.79

*\*\*Difference between 2016 and 2017 in GJ per person*

Congruent with our previous Corporate Sustainability Reports, our base year is the 2013 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.

## Energy and GHG Emissions

BGIS remains committed to reducing the GHG emissions of our fleet by 50 per cent by 2020. In 2017, we increased our fleet by 80 vehicles. GHG emissions per vehicle increased slightly by 3.9 per cent due to the expansion in our mobile tech team size and the need from a health and safety perspective to upgrade a series of our vehicles to 4x4 models.

Since 2013, our base year for GHG emissions and energy, we have proudly driven our energy and GHG intensities down by four per cent and 42 per cent respectively from the base year.

### Expanded Building Energy & GHG Intensity Comparison

	2013	2014	2015	2016	2017
Building Energy Intensity GJ/FTE	<b>4.57</b>	<b>3.34</b>	<b>4.76</b>	<b>5.11</b>	<b>4.89</b>
Total GHG Intensity t CO2e/FTE	<b>2.87</b>	<b>2.40</b>	<b>1.66</b>	<b>2.02</b>	<b>1.87</b>

## Waste Diversion and Water Use

Our water intensities (measured at BGIS head office in Markham only) saw a decrease in 2017 by 43 per cent compared to our base year.

### Expanded Head Office Water Intensity Comparison

	2013	2014	2015	2016	2017
Head Office Water Intensity m3/FTE	<b>4.87</b>	<b>6.45</b>	<b>3.83</b>	<b>2.31</b>	<b>2.79</b>

## SOCIAL

### Growing Our Team

Priding ourselves on being an organization that enables mobile working where possible and finding a healthy work-life balance, we continue to champion and encourage our team members to use our teleworking / telecommuting options, and to find the most sustainable ways to work productively.

We believe that we have the best team members in the industry. At BGIS, we embrace diversity and put tremendous effort into attracting, retaining and recognizing each other for the outstanding commitment and effort put forth every day. Recognizing that a work / home-life balance is instrumental to both the professional and personal growth of each individual team member, we provide the flexibility necessary for 'life' outside of the office. We enable our team members to plan for the future with career training and tuition reimbursements.

Our company recognizes that industry associations are an excellent means for professional development, networking and access to industry information and research. BGIS encourages education and supports team member involvement in these organizations by reimbursing them for membership fees and encouraging their involvement in industry committees and events. Many of our team members hold leadership roles within these associations and have been recognized within them for their outstanding work and career achievements.



**\$333,250**  
IN TEAM MEMBER  
REFERRAL BONUSES



**\$464,000**  
IN GLOBAL TUITION  
REIMBURSEMENTS

#### Team Member Statistics

	CANADA	US	APAC
Staffing	4,692 full time 35 part time 133 contract	444 full time 3 part time	798 full time 35 part time 100 contract
New Hires	2,040	153	389
Gender Breakdown (Male / Female %)	Full time: 66M / 34F Part time: 43M / 57F Contract: 53M / 47F	Full time: 93M / 7F Part time: 33M / 67F Contract: NA	Full time: 62M / 38F Part time: 23M / 77F Contract: 50M / 50F
Tuition Assistance	\$458,892	\$3,760	-

## Company Programs and Initiatives

### Inspiring Excellence Peer Recognition Program

Our 'Inspiring Excellence' Peer Recognition Program continues to place a strong emphasis on building a culture of recognition where saying 'thank you' for a job well done is second nature. This program recognizes above and beyond achievements across all levels of the company through a monetary reward that increases with each tier. Awards range from peer-to-peer 'High Five' and 'Thank You' cards, to nomination-based Quarterly and Annual Awards; all of which provide our team members with a sense of acknowledgment, recognition, and appreciation. In 2017, BGIS awarded a record 1,080 awards to team members within North America. We're happy to announce that as of the publication of this report, our APAC team members will also be joining the Inspiring Excellence program.



### Memorable Customer Experience Program

The Memorable Customer Experience (MCE) program is a recognition program that increases employee engagement by instilling pride and ownership within team members at all levels of the company. The program encourages team members to make meaningful connections with customers and enhance the customer experience with every interaction. It's crucial that BGIS is constantly innovating and enhancing the value of our services, and the MCE program ensures that our team members are continuously motivated to make a positive impression with the people they interact with daily.

**60+** TEAM MEMBERS LEAD THE MCE MOVEMENT

**825** MCE SUBMISSIONS IN 2017

**30+** MCE AWARDS GIVEN TO TEAM MEMBERS

### Young Leaders Program

At BGIS, our young leaders are our key connectors. Newly launched in 2017, the BGIS Young Leaders program was designed to broaden the leadership capacity of recent graduate team members by better equipping participants for increased responsibility and accountability within the organization. Offering inter-generational and cross-sectional learning for an 'on the ground level' of collaboration between young leaders, mentors, and executive facilitators. The program is a transformative opportunity to expand a participant's career philosophy through tangible experiences with BGIS projects and observing challenges in a collaborative setting first-hand.

### First Steps Initiative

The First Steps initiative involves BGIS working with the Vocational Institute of Australia to run a Certificate II in Customer Engagement training program out of our help desk office in Adelaide. The aim of First Steps is to provide an opportunity to learn, practice and develop the competencies and skills required by the customer contract industry with a focus on customer service skills. As a result of this partnership, BGIS has committed to directly employing trainees at the end of the program based on their skill levels, development potential and cultural fit.

## DIVERSITY AND INCLUSION

At BGIS, diversity and inclusion plays a large role in our success as a service-based organization. Because of our commitment and ability to look beyond race, creed, gender, disability, religion and sexual orientation, we afford ourselves the opportunity to attract and retain the best talent the corporate real estate (CRE) industry has to offer.

BGIS's Diversity and Inclusion Committee exists to better understand our people and promote a positive culture that supports diversity and inclusion, and ensures all people are represented equally.

Inclusion isn't just applied in its literal sense at BGIS; to us, inclusion means recognizing, valuing, and fully leveraging the diversity amongst our team members to its fullest potential. It's celebrating and utilizing the differences within our team to take our operations and expertise to the next level.

**A DIVERSE SET OF TEAM MEMBERS BRINGS A WIDE-RANGE OF PERCEPTIONS AND IDEAS TO THE TABLE THAT ENABLE INNOVATION, WHICH IN TURN, LEAD TO SOLUTIONS THAT ALLOW US TO EXCEL IN OUR INDUSTRY.**

### Diversity and Harmony Day

Annually, BGIS organizes 'Diversity Day' or 'Harmony Day' as it's called in our APAC offices. A pot luck lunch is held where team members of various cultural backgrounds gather at BGIS offices to bring together foods that represent their unique cultural and ethnic backgrounds. The message behind the day: 'everyone belongs'. The event aims to engage people to participate in their community, respect cultural and religious diversity and foster a sense of belonging for everyone.

### Hiring Our Heroes

The past year has shown us just how much a vibrant veteran community can positively affect the culture of a company. In 2017, BGIS introduced the 'Hiring Our Heroes' program, an initiative led by the U.S. Chamber of Commerce, a non-profit organization that hosts career fairs and summits throughout the U.S. each year. BGIS also began a Corporate Fellowship program, which takes an active service member before they transition out of service and has them work with participating companies in a 12-week fellowship. This was an instrumental first step to the development of a strong internal veterans' program for BGIS.

After establishing this partnership, BGIS-US reached out to other national organizations including GI Jobs/Victory Media, Four Block, Wounded Warrior, and Marine for Life to continue the momentum. By weaving BGIS into these events, it helped build upon our own veteran recruiting and branding efforts.



## Celebrating Diversity

### Reconciliation Action Plan (RAP)

The Reconciliation Action Plan (RAP) is an initiative led by Mission Australia, a charity whose mission is to contribute to reducing the gap in living standards between Aboriginal and Torres Strait Islander and non-Aboriginal or Torres Strait Islander Australians. Our RAP is an agreed upon strategy between BGIS and Mission Australia on how we can contribute to reducing that gap through relationships, respect, and opportunities that align with our organizational values.

### INSPIRE Program

BGIS launched the Indigenous Students Participating in Real Environments (INSPIRE) program in 2017, a paid internship program that mentors and equips Indigenous Australian students with the skills, capabilities and behaviours required to commence and grow their careers within the industry and workplace. INSPIRE supports interns in developing qualifications in facilities management, construction management, project management or property management sectors.

### Partnerships

BGIS partners with Indigenous Link, an organization dedicated to building awareness and community presence for their corporate partners through various proprietary community outreach engagement tools with First Nations, Inuit, and Métis groups across Canada. Through outreach efforts, BGIS is able to build a community presence, establish credibility and enhance corporate brand awareness, and by delivering information directly into 28,000 Indigenous offices, both on and off reserve, where 1.7 million Indigenous individuals live and work.

We also partner with COSTI, an organization based in the Greater Toronto Area committed to providing educational, social, and employment services to help all immigrants to Canada attain self-sufficiency in Canadian society.

### Dolphin Disabilities Mentoring Day

Through the Canadian Council Rehabilitation at Work (CCRW) and in support of Disability Employment Awareness Month (DEAM), BGIS participated in Dolphin Disabilities Mentoring Day (DMD) for the first time; an annual event held on the last Wednesday of October that provides people with disabilities the opportunity to be placed into a participating organization to spend the day with a mentor. The initiative was a huge success in our offices and we look forward to continuing our participation with the CCRW in the years ahead.

## International Women's Day

In 2017, BGIS-Canada hosted their second annual International Women's Day events to celebrate the social, economic, cultural, and political achievements of women. We're also proud to mention that in 2018, our International Women's Day events went global, with a total of seven events across Canada, USA and APAC.



## Supplier Diversity

In an effort to ensure BGIS was providing accessibility, fostering innovation and increasing supplier diversity, our procurement and strategic sourcing team continued their work with the Canadian Aboriginal and Minority Supplier Council (CAMSC) and Women-owned Business Enterprises (WBE) throughout 2017. We had set an objective in 2016 to increase the use of BGIS's diverse suppliers, and began tracking our spend on those suppliers. We're proud to report that BGIS's spend on diverse suppliers increased in 2017 by 90 per cent compared to 2016, for a total of \$2.8 million. We are committed to increasing this number even more and are proud to say that after the first quarter of 2018, our diverse supplier spend was sitting at \$1.1 million, signifying that we are well on our way to surpassing our 2017 spend on diverse suppliers.

**\$2.8M**  
OF TOTAL SPEND  
ON DIVERSE  
SUPPLIERS  
IN 2017

## Community Engagement

BGIS and its team members are committed to caring for and supporting our communities. In 2017, we broke a fundraising record by donating over \$550,000 globally to more than 70 charitable organizations that directly contributed to the health and improvement of the communities in which we live and work.

In fiscal year 2017, BGIS gave back to the communities in which we work through supporting global, national, regional and local charities and organizations. These donations benefited people and families where we conduct business around the world. It is our belief that we can positively impact the health of our communities through this kind of financial support. Our donations take the form of direct contributions, event sponsorships for not-for-profit organizations, fundraising events for charities, and the in-kind voluntary actions of our team members. See some of the charities we helped in 2017 on the following page.

### Golf Tournament

Each year, BGIS holds a series of golf tournaments within Canada, and each year the fundraising record from the previous year is broken. In 2017, BGIS is proud to say that with the help and support of our clients and suppliers, we came together to raise over \$151,000 in support of the SickKids Foundation and PC Children's Foundation.

### FareStart

In 2017, US team members participated in a variety of activities and focused on raising funds for FareStart. FareStart sets out to tackle some of society's most pressing challenges - homelessness, joblessness, poverty and hunger. Through providing food-service training and job placements to people living in poverty or experiencing homelessness, FareStart has been helping people transform their lives through food for over 25 years and BGIS team members couldn't be more proud to play an active role in that mission.

OVER  
**\$550k**  
RAISED IN SUPPORT  
OF OVER 70 GLOBAL  
ORGANIZATIONS

OVER  
**\$151k**  
RAISED FOR SICKKIDS  
& PC CHILDREN'S  
FOUNDATION

**Police Legacy – Backup for Life Program**

BGIS hosted the Backup for Life Career Transition program in Australia. The program sees former New South Wales (NSW) police officers partake in a five-day course to develop their personal brand, career goals, and identify transferable skills through coaching sessions and mentoring. The program aims to assist former police transitioning from a career in policing to meaningful employment outside of law enforcement.

Some of the Charities We've Supported in 2017



## Health and Safety

Our team members are the ambassadors of our organization and our greatest assets. We place a major emphasis on skill development by investing significant dollars into health and safety training and specific on-the-job training and development, which ensures everyone makes it home safe at the end of their work day.

BGIS is committed to providing safe and healthy working conditions for the prevention of workplace injuries and ill health in addition to the training and resources we provide. The safety and well-being of our team members is inherent in the BGIS operating philosophy. We're also committed to complying with all applicable Health, Safety and Environment (HSE) legislation, adopting industry best practices, internal standards and guidelines subscribed to by us and our clients.

### League of Champions Program

The League of Champions program is an Ontario General Contractors Association (OGCA) initiative in conjunction with MySafeWork, which aims to promote safety within the industry and help industry leaders (champions) enable change within their companies and across industries. The 'Jersey of Courage' is a symbol of one's commitment to safety, and BGIS adopted this program in 2017. Thirteen jerseys were purchased, circulated amongst Canada's regions and signed by team members. Team USA hockey jerseys went through the same process within BGIS's various office locations across the US.

Overall, our combined goal is to drive a Goal Zero culture, essentially eliminating team member injuries by developing our workforce, giving our front line team members the tools and knowledge necessary to complete their jobs safely. This is achieved through rigorous training and awareness programs that are part of our occupational health and safety management system that is aligned to the international best practice, British Standards Institution's Occupational Health and Safety Series 18001.

We will continue to implement several performance improvement processes such as near miss and hazard observation data collection and analysis to pro-actively identify leading indicators before they have the potential to lead to an injury in the field.

As part of our global integration, we began reporting performance globally in a single dashboard. This was a result of aligning our method of tracking and classifying incidents in Canada, US and APAC.



RECOGNIZED AS  
ONE OF CANADA'S  
SAFEST EMPLOYERS  
FOR 2017 BY  
CANADIAN  
OCCUPATIONAL  
SAFETY

## Lost Time Injury and Total Recordable Injury Rates

In 2017, we added approximately 2,040 new team members which affected safety performance due to the nature of their work. Our Lost Time Injury Rates (LTIR) and Total Recordable Injury Rates (TRIR), although fluctuating annually, are consistently well below the benchmark within the Real Estate Property Management group as per the US Department of Labor's Bureau of Labor Statistics (BLS). Performance for all accounts is monitored monthly and discussed at leadership meetings, and global results are reviewed at quarterly board meetings. When a recordable injury occurs, the account leadership must arrange for a meeting to discuss the injury with the worker and the HSE representative to determine how to prevent it from reoccurring. Lessons learned are then shared with the organization.

As BGIS grows through acquisitions, our performance will fluctuate as new team members transition and learn our safety culture. We will remain committed to enhancing our robust management system to improve our performance to protect the well-being and safety of all our team members.

### TRIR AND LTIR COMPARISON CHART

	2017 CANADA	2017 US	2017 APAC	2015 BLS Benchmark
TRIR	.69	.54	<b>1.32</b>	2.4
LTIR	.22	.27	.51	1.0

## Take Our Word For It



### **Sue Leak – Director, Marketing and Client Solutions, APAC**

“I’ve worked in the industry for many, many years and it’s not about how well we do the work that is really remembered, it’s about how we impacted the people that use the properties and facilities that we look after and the memories we leave behind. It’s also wider than BGIS; really meaningful work comes from working alongside the people in the communities where we work and offering meaningful opportunities or when we get the privilege to give our time to help a cause. I’m very proud to work for BGIS; a team that encourages all employees to engage holistically.”

### **Stefanie Suglio – Specialist, Internal Communications and Events, Canada**

“We’re excited to launch our long awaited promotional eStore. This allows all BGIS team members to purchase branded items that they can wear/use and promote our brand proudly across the globe! We went one step further to truly embody our commitment to sustainability in that 70 per cent of the available items are either locally sourced or made with sustainable and reusable materials.”



### **Suminto Loe – Sustainability Manager, APAC**

“I have seen the evolution of the role of sustainability from the beginning where it was only a “good things to do” to the position where it is a living and breathing value for many companies. We are in a very exciting era where everyone has a role to play to restore our environment to its former glory as close as possible. Working for BGIS and being part of BGIS is one of the best things that has happened to me as it is fully committed to practicing sustainability.”



**Dan Carpenter – Director, Operations Support Service, APAC**

“We should be proud of our commitment to bridging the gap and creating education and employment pathways for Indigenous Australians. Our Reconciliation Action Plan has guided our active commitment to raising awareness in BGIS and also providing exceptional opportunities through our partnership with Career Trackers. Moreover, we should also be proud of the plans we have in place to continue to build an eco-system around our business, supply chain and community groups, taking a leadership role in our industry, to further promote relationships, respect and opportunities.”

**Gloria Haigh – HVAC Technician, Crew Lead, Northern Ontario, Canada**

“As a rare female in the trades, my fellow male technicians have not simply accepted me as a coworker, but have drawn me into warm, open working relationships, complete with light hearted camaraderie. I feel nothing but empowerment and encouragement from this organization and that makes working each day representing BGIS an absolute pleasure.”

## ABOUT THIS REPORT

### GHG Inventory Approach

The 2017 Corporate Sustainability Report is reporting on our activities from January 2017 to December 2017, unless explicitly stated otherwise.

This report addresses the activities of BGIS's global operations and 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 40 offices globally, both owned and leased locations, and leases a service fleet of over 700 vehicles. Unless otherwise stated, this is the boundary of the material in this report. There are some operational aspects of our business that we have limited 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.

### Regional Head Office Information

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