

20 22

ESG REPORT





1.0

INTRODUCTION	3
1.1 Approach	3
1.2 A Message from our CEO	6
1.3 About BGIS	7

2.0

GOVERNANCE & ETHICS	16
2.1 Governance and Risk Management	18
2.2 Compliance & Risk Management policies	20

3.0

ENVIRONMENTAL	22
3.1 Our Commitment	23
3.2 Our Environmental Impact	24
3.3 Climate Risk Management	28
3.4 Performance of Key Sustainability Initiatives	30
3.5 Sustainable Procurement	31

4.0

SOCIAL & HUMAN RIGHTS	34
4.1 People and Culture Highlights from 2022	34
4.2 A Company that Cares – Our Human Rights Principles	
Diversity & Inclusion	38
Diversity, Equity and Inclusion	39
Indigenous Engagement	41
4.3 Health & Safety / Wellness	47
4.3.1 Mental Health & Well-Being	47
4.4 Charitable Donations and Community Engagement	48

5.0

ABOUT THIS REPORT	53
Data Assurance	54
Appendix	55
5.2.1 UN SDGs	55
5.2.2 SASB	57
5.2.3 GRI Index	58
5.2.4 TCFD	59

0.1 Introduction



1.1 Approach: Leveraging technology to drive innovation, ESG priorities, and the achievement of sustainability goals, all while navigating economic uncertainty.

This report illustrates how BGIS brings our corporate values to life through our business; it covers our environmental, social and governance (ESG) activities, focusing on the issues we have determined to be of material importance to all our stakeholders, prepared under the direction and guidance of BGIS' leadership team and ESG committee.

In our 2022 report, we will address a number of themes, our approaches to addressing them, and the governance that backs these approaches. Key themes are as follows:

- Frequency and impact of extreme weather and climate events are increasing and result in significant economic losses globally. While facing economic uncertainty we are focusing on reaching sustainability goals with an emphasis on:
 - » Future proofing our clients' physical assets,
 - » Reducing risk through supply chain management,
 - » Managing risks as it relates to the environment.
- Enabling Technology to drive innovation and ESG priorities.

BGIS continues to grow and progress with purpose and intent. It is about who we are. The values we want to express and the character we want to embody. From the integration of global best practices shared throughout our organization, evolving innovative solutions, through to our transparency as a company and connection to a shared community.









BGIS is committed to aligning our strategies and operations with the global agenda for sustainable development as set out by the United Nations. The Sustainable Development Goals (SDGs) aim to end poverty, protect the planet, and ensure prosperity for all by 2030.

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

In addition to the commitments and targets, throughout this report we have highlighted areas in which our business positively impacts other important SDGs. A detailed summary of our practices and policies, in alignment with the UN SDGs, is provided in Appendix A.



Our Commitments

BGIS Commitments	Key Aspects
<p>TCFD</p> 	<p>BGIS is committed to transparent climate-related disclosures. We have adopted the recommendations of the Task Force on Climate Related Financial Disclosures (TCFD).</p>
<p>SBTi</p> 	<p>BGIS recognizes the call to action for companies to demonstrate climate leadership by committing to science-based targets.</p> <ul style="list-style-type: none"> • We have committed to the Science Based Targets initiative (SBTi). • The BGIS commitment aligns with the goals of the Paris Agreement, to limit global warming to 1.5°C. • In 2022 we proudly announced the first North American collaboration with Shell Fleet Solutions in the “Accelerate to Zero” program to take steps to decarbonize our vehicle fleet.
<p>Environment</p>   	<ul style="list-style-type: none"> • Reducing energy consumption, natural resource use, and greenhouse gas emissions in our operations and clients’ 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.
<p>Diversity & Inclusion List</p>  	<p>BGIS remains committed to the promotion of an equal, diverse and inclusive workplace through:</p> <ul style="list-style-type: none"> • Ongoing partnership with Canadian Centre for Diversity and Inclusion (CCDI). • Expansion of our Internal Women of BGIS group, a safe space that supports and encourages women to attain their career goals. • Advancement of our partnership with Indigenous Link, focused on developing tools to communicate with First Nations, Inuit, and Métis groups across Canada. • Ongoing work to ensure equal access to jobs, training and education, and long-term benefits. • Provision of non-traditional and underrepresented suppliers’ accessibility to BGIS procurement with an equal opportunity to become a supplier.
<p>Mental Health & Safety</p> 	<ul style="list-style-type: none"> • Increased investment in health and safety training and development as we adapt to living in the pandemic world. • Expanded use of wellbeing app in support of mental health initiatives. • BGIS’ Director of Wellness continues to develop, implement and evaluate our evolving organizational framework, policies and programs.

Reporting Period

The 2022 Environmental, Social, Governance Report is reporting on our activities from January 2022 to December 2022, unless explicitly stated otherwise.



Forward Looking Statement

This report contains certain forward-looking statements based on BGIS' current expectations and statements regarding our ESG targets, goals, commitments and programs. Our 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. The forward-looking statements in our report are made as of the effective date of this report, unless otherwise indicated, and we undertake no obligation to update these forward-looking statements to reflect subsequent events or circumstances. Our forward-looking statements are often accompanied by, but not limited to, words such as “aspire”, “believe”, “plan”, “hope”, and “aim”.



1.2 A Message from our CEO

A Message from Gord

This past year marked the start of a return to the “New Normal” within the global real estate industry, and a renewed focus on sustainability. Around the world, clients unanimously were stating that decarbonization was a key priority for their respective businesses and many were making significant capital investments to back up their commitments to net zero by 2050, with significant progress milestones on the journey to this destination. Like BGIS, some of our clients have made a commitment to the Science Based Targets initiative and started investing in the development of decarbonization roadmaps and allocating capital to achieve their stated objectives. Building related energy efficiency technologies have advanced tremendously over the last several years and are presenting cost effective solutions for energy source conversion and conservation resulting in opportunities for carbon reduction.

BGIS continued to build awareness through education on sustainable operating practices and hosted our 9th Annual Inspired Future Event with over 1000 industry professionals in virtual attendance. The keynote speaker was Dr. Robert Cialdini, best-selling author of the book “Influence: The Psychology of Persuasion”. He outlined the importance of positioning solutions and the need for change in a manner that can be properly received by an audience and result in purpose driven action. This was followed by several BGIS leaders that outlined several sustainability innovations that drive amazing results in the reduction of waste and energy consumption; including BGIS’ Zero waste decommissioning solution and Cormant/ Vigilant Data Centre energy optimization solutions.

Electrification in the transportation sector is evolving quickly and BGIS is being asked to support many of our customers in this transformation. We have developed an end-to-end capability for EV infrastructure, including design, installation, maintenance and repair, and monitoring of EV chargers. Our North American leadership in this area will make a significant contribution to assisting our customers in achieving their Net Zero objectives.

From a social governance perspective BGIS continued to expand its service delivery capabilities and has introduced “Sustainable Cleaning Solutions” to the market. Leveraging the evolution of bio-enzymatic cleaning product technologies, to offer a non-toxic cleaning solution to our clients that eliminates bacteria that causes odours, removes

hazardous chemicals from our client sites, reduces risk of health and safety incidents, and reduces 85% of cardboard and plastic jug waste, while driving down the shipping costs and associated carbon emissions by 90%.

Further, BGIS offers a fair wage and enhanced benefits to all its team members performing this service. We are extremely excited about this service offering and will be deploying it broadly across our regions in 2023.

Indigenous engagement has been a focus for BGIS for several years and in 2022, BGIS made significant investments to deepen our relationship with indigenous communities around the world. In Australia BGIS invested in an Indigenous Joint Venture Company, BES which provides security and electrical solutions in the State of New South Wales. BGIS also launched a Limited Partnership Corporation, Ela Hultsi, with Des Nedhe in Canada in an effort to build facilities management capability within the Indigenous Community.

In 2022 BGIS continued to support the communities in which we live and work, by hosting several fundraising events. It was great to return to more customary levels of engagement with colleagues and industry partners, to raise funds and build awareness around causes such as Youth Mental Health, Wildlife Conservation, Climate Change and Energy Conservation, all to “Make our Communities Better”.

Thanks to all of our team members globally for their volunteerism and support in enabling BGIS to continue to make a difference, and for you for reading our 2022 ESG Report.

Regards,

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 10,000 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 totalling more than 500 million square feet across a range of markets, including: Government, Higher Education, Utilities, Telecommunications, Financial Services, Oil & Gas, Healthcare, and Cloud Enterprise Critical Environments.



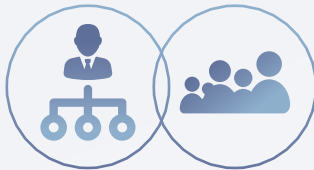
We are considered the role model for **sustainable** operating practices and portfolio strategy in the provision of Real Estate and Facility Management Services for our clients.

Snapshot of BGIS in 2022



Canada

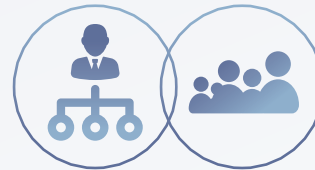
310M+
square feet managed



5,770+
team members

USA

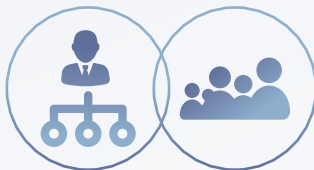
23M+
square feet managed



1,160+
team members

UK

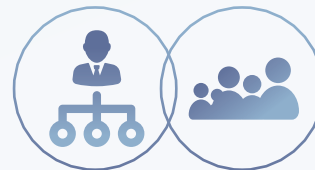
13M+
square feet managed



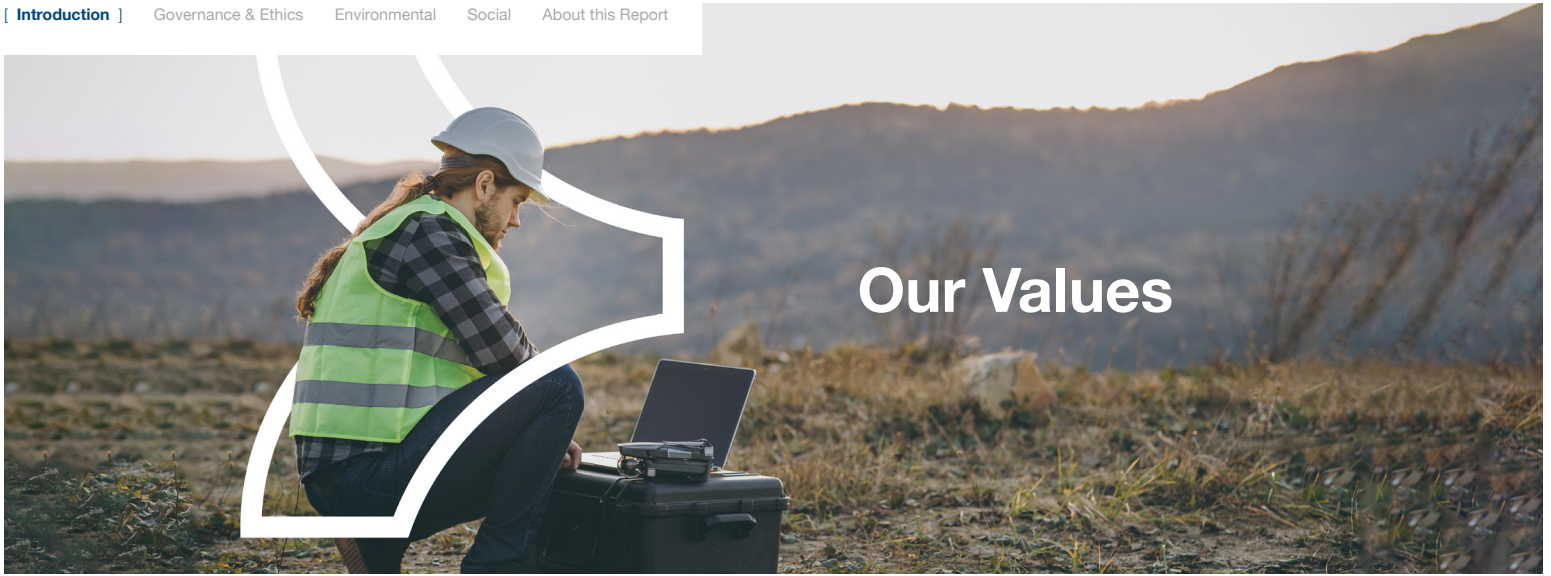
405+
team members

APAC

161M+
square feet managed



1,755+
team members



Our Values



Caring, Innovative and High Performing Culture

Technology enabled, technically-led global integrated facilities management (“IFM”) provider focused on providing disruptive business solutions to our clients, through a culture of caring, innovation and high-performance

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 a 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 and a “Best Employer”

Values



Unwavering Integrity



Passion for Innovation



Relentlessly Building Team Member Engagement



Delivering Memorable Customer Experiences



Living Sustainability

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 team members, and focuses on teamwork, high performance for our clients and the environment. Throughout this report you will find examples of how BGIS demonstrates our commitment to living these 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.

- 100% annual audit compliance
- Canada's Safest Employer 2022 – Best Wellness & Psychological Safety Program
- Workplace Benefits Award – Mental Health Program
- Global Scorecard – “Do what we say we are doing to do” by Region



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.

- BGIS Global SAM program
- Centres of Expertise matrix structure
- Remote Command Centre & Connected Buildings
- Digital FM
- Integrated Asset Management Approach
- Account, Regional & Global Innovation Program



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.

- Energy & sustainability practice
- Best 50 Corporate Citizen from 2018-2022
- CoreNet REmmy for CSR, Accessibility, Diversity & Inclusion
- Sustainability Reports from 2009-2022
- BEIC Founder & Chair



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.

- 100% L2R
- 100% achievement of KPIs and savings guarantees
- 99.8%+ Client Retention in 2022
- Return on Fee measuring Innovation & Continuous Improvement



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.

- 80% Team Member Engagement
- Tuition assistance & training programs
- Incentive structures aligned to goals
- Extensive global diversity programs
- Team Member First Program
- Virtual health programs

Our stakeholders receive value in many ways, from driving efficiencies for our clients and reducing their carbon footprint, creating growth opportunities for our team members and suppliers to provide 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 to our clients and provide measured evidence of progress.

Clients

Consistently develop and implement innovative solutions to fulfill clients' needs and also reduce environmental impact and energy use while generating cost savings and efficiencies.

Excellent management of assets and execution of commitments.



Team Members

Jobs including wages, tailored benefit programs.

Opportunity for training and advancement.

Inclusive workplace.

Workplace safety.



Suppliers

Opportunities to grow their business.

Open and transparent sourcing.

Supplier diversity.

Sustainable sourcing.



Communities

Providing jobs to support communities.

Sustainable reductions in the environmental impact of clients' and BGIS' operations.

Support for community organizations.

Disaster response and resilience.



Board of Directors

Business success through excellent performance, cost efficiencies, sustainable growth.

Ethics, compliance.

Corporate transparency.



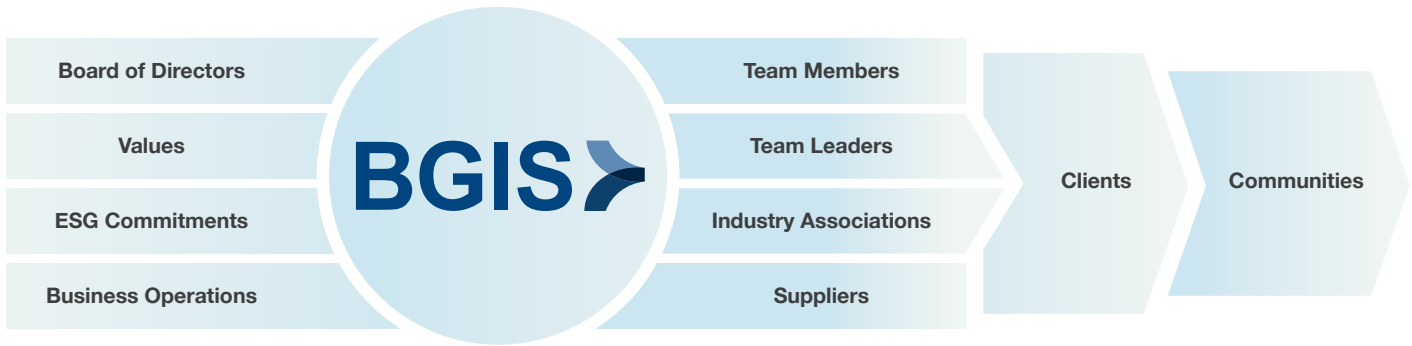
Industry Associations

Providing expert knowledge to influence regulations and policy development.

Increase awareness of industry associations' value by guiding clients, team members, suppliers to operate sustainably and support community needs.



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’ participation in associations is wide ranging as depicted in the following illustration. With our engagement and association connections, BGIS is afforded the opportunity to take action and demonstrate our ability to live our values and make a difference across our industry and within our communities. Evidence of the effectiveness of the work we do with these associations can be found through this report, including our list of industry recognized awards for 2022.





Energy & Environmental Industry Affiliations

In addition, 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 counterpart of the CaGBC.



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

Established in 2002, the Green Building Council Australia's purpose is to lead the sustainable transformation of the built environment. They rate the sustainability of buildings, fit outs and communities through Australia's largest national, voluntary, holistic rating system – Green Star. GBCA educates industry, government practitioners, and decision-makers, and promotes green building programs, technologies, design practices, and operations.



Ontario Energy Association

The OEA is the credible and trusted voice of the energy sector; an integral and influential part of energy policy development and decision making in Ontario. OEA represents Ontario's energy leaders that span the full diversity of the energy industry, and they take a grassroots approach to policy development.



Circular Innovation Council

Circular Innovation Council believes solutions for greater resource efficiency is to advance the circular economy, which decouples economic activity from production and consumption of finite resources.



Awards for 2022

BGIS and our Team Members were awarded OVER 30 awards from our peers in the industry in 2022, including:

Global



- Global Business Leader Magazine - top 30 fastest growing companies to watch in 2022

Canada



- CoreNet Remmy Awards



- Department of Justice Smudging Room, East Memorial Building, Ottawa
- Henry Larson – RCMP G Sewer Line Drainage Slope Study and Repair, Yellowknife
- Benefits Canada - Workplace Benefits Award for Mental Health Program



- Canada's Safest Employer Award for Best Wellness and Psychological Safety Award



- Real Property Institute of Canada – Engagement & Partnerships with Indigenous Peoples



- CoreNet Remmy – CSR Leadership Award - Accessibility, Diversity & Inclusion

- Corporate Knights – Top 50 Corporate Citizens

- Canadian Coalition for Green Healthcare – Green Health Care Award

- Canadian HR Awards – The Lifeworks Award for Excellence in Financial, Physical & Mental Wellness – Excellence Awardee



- SIG (Sourcing Industry Group) – 2022 Future of Sourcing – Innovations in Supplier Performance

- Canadian Occupational Safety's Top Women in Safety for 2022

- AEE Energy Engineer of the Year Award



- Canadian Aboriginal Supplier Council (CAMSC) – Corporation of the Year.

- Recognized with a CORENET Remmy award for BGIS' Indigenous Engagement Program developed for a client and being implemented across BGIS.



- CIPS Excellence in Procurement Awards – Best Practice in Supply Chain Integration – Shortlisted

United States



- Yes Vets – Employer of the Year Award

- US Department of Labor – HIRE Vets Medallion – Gold Award



- G.I. Jobs / VIQTORY Media - Bronze Military Friendly Award

North America



- Shell – One Team Award – Partner of the Year – Innovation, Sustainability and Memorable Customer Experiences
- ENTOUCH – Environmental Sustainability Award
- 2022 North America P3 - Leading Woman in Infrastructure Award
- BOMA Quebec – Building Energy Challenge Award
- BOMA – Crest Award Winner for Performance Leadership in Electricity & Gas

UK



- ROSPA – Gold Health & Safety Award

Australia



Australian Government
Defence



- Australian Government Department of Defence – Base Services Contractor of the Year Award
- Supply Nation – Corporate Member of the Year – Winner - Brian Pierce & Procurement Team
- Supply Nation – Advocate of the Year – Finalist
- CoreNet Global Australia Chapter – Diversity and Inclusion Excellence – Winner - Rikki Cooper
- Facilities Maintenance Association – Industry Leader in Diversity – Winner - Rikki Cooper
- Women in Defence – Indigenous – Finalist – Rikki Cooper

New Zealand



- FMANZ – Emerging FM Professional of the Year



Sourcing Industry Group 2022 Future of Sourcing Award



Shell One Team Award Winners



2.0

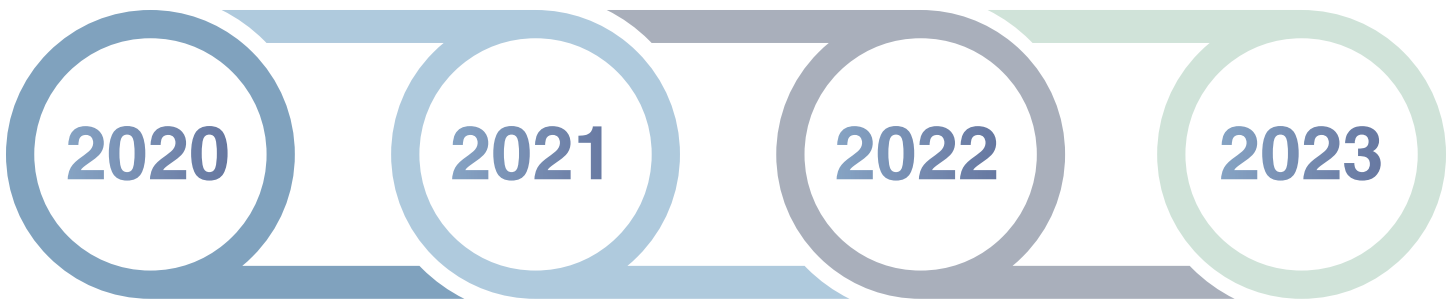
Governance & Ethics

ESG Leadership and Task Force

BGIS' global ESG governance structure is embedded within our corporate structure and leadership begins at the top with our global CEO, Gord Hicks. Gord has been a lifelong steward of the environment. In the last decade under Gord's unwavering leadership, BGIS has continually strived to live sustainably. Every day, our team members and suppliers consider sustainability in their decisions and actions, with a goal to minimize the impact on the environment whenever possible.

Update on our ESG Journey:

Our ESG journey has evolved since we issued our first Corporate Sustainability Report (CSR) report in 2009. In 2020 we transitioned from CSR to ESG by aligning with ESG best practices including reporting standards. In 2022, we focused on stakeholder engagement, global integration and the execution of the four areas identified through our 2021 materiality exercise. In 2023, our aim is to continue in achieving the goals and initiatives identified in 2021 but also to regulate monitoring, continue to focus on decarbonization as well as cybersecurity, risk management/strategy and governance.



2020

2021

2022

2023

**Transition from
CSR to ESG**

**Incorporation of
reporting standards**

**Align to ESG best
practices**

Materiality

**Increase Global
Representation**

**Refine Reporting
Standards**

**Stakeholder
Engagement**

Global Integration

**Execution of
the Four Priority
Areas identified
through Materiality**

**Regulation
monitoring**

**Continued focus on
decarbonization
Cybersecurity,
risk management/
strategy and
governance**



ESG Board Oversight

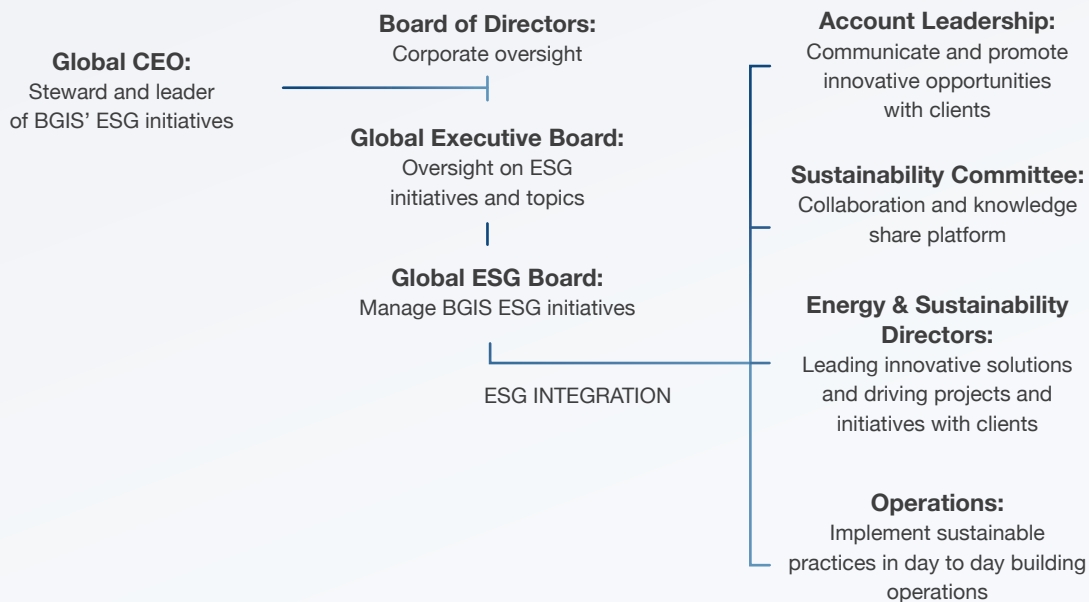
The purpose of the ESG Board is to assist the Global Executive Board in fulfilling its oversight responsibilities with regards to sustainability, environmental, health and safety, diversity, equity, inclusion, community, governance, reputation, and social responsibility matters relevant to BGIS. The ESG Board will oversee BGIS’ 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.

We established reporting principles based on BGIS’ 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.

ESG Governance Structure



1.2 Governance and Risk Management

Reducing Risk through Supply Chain

Supply Chain Management is identified as a strategic risk category for BGIS and is owned by the Vice President, Strategic Sourcing. Supply Chain Disruption & Procurement Failure is identified as a main risk category for BGIS in our Risk Management Program. This means that BGIS' supply chain management is tightly integrated into BGIS' Enterprise Risk Management Program.

BGIS Strategic Sourcing teams review and document on a regular basis Vendor market analysis for all major Vendors, assess the risk for potential supply chain shortages and financial distress of any Vendor and prepare contingency plans to minimize such risks and implement the plan.

For Example, in 2022, BGIS performed a Supply chain impact assessment in relation to the Russia / Ukraine crisis and sanctions.

BGIS' Strategic Sourcing has five (5) objectives to ensure consistent quality of supply chain availability across our organization including:

 Manage Risk	 Cost Efficiency	 Operational Effectiveness	 Deliver Optimal Quality	 Promote Sustainability and Diversity
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Managing Climate Related Risks

The objective of our Business Continuity Management System (BCMS) is to make ourselves and our clients resilient to potential threats and to allow the business to resume or to continue operations by coordinating the recovery of critical business functions while supporting emergency response during a crisis, disruption, or disaster.

Our BCMS is certified to the International Organization for Standardization (ISO) 22301:2012 (Societal security – Business Continuity Management Systems). We also align with other industry best practices, guided by recognized organizations including Disaster Recovery Institute, Business Continuity Institute, and Canadian Standard Associate (Z1600).

Our Business Continuity, Emergency Response Program obtains executive, cross-functional, and departmental support with dedicated resources to support corporate and client business continuity and emergency response needs.

Data Privacy & Cyber Security

BGIS has a robust Information Security Framework that provides overall direction to driving the Information Security Program at BGIS. BGIS' program is certified to ISO 27001.

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

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

To provide greater assurance to our Clients, BGIS engages independent external auditors to conduct an annual Assurance Engagement 3416 (SOC 1 Type II) in accordance with the Canadian Standard on Assurance Engagements for Reporting on Controls at a Service Organization. The audit is aimed to provide reasonable assurance on suitability of the design and operating effectiveness of BGIS' internal controls for the areas below. In addition to SOC 1, BGIS also engages the external auditor annually to conduct SOC 2 Type II audit focusing on Security Criteria.

Report	Control Area Tested	Controls Tested
SOC 1 Type 2	General business controls	Corporate governance; Management Oversight
	IT Controls	Change management; Logical access; Computer operations; Backup and recovery
	Accounting Controls	Treasury; Procurement/purchasing; Payables/Electronic Funds Transfer (EFT); Financial accounting/reporting; Property management
SOC 2 Type 2	IT Security	Control environment; Communication and Information; Risk Assessment; Monitoring Activities; Control activities; Logical and Physical Access; Systems Operations; Change management; Risk Mitigation

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



2.2 Compliance & Risk Management policies

As a solid foundation to the efforts and accomplishments outlined in this report, BGIS has documented policies to govern the work we do every day with our Clients, vendor partners and other relevant Stakeholders.

Our corporate compliance and risk management policies guide our daily practice. Our policies are reviewed and updated annually. Policies are posted within our quality management tool for quick access. Team members receive annual training and are required to comply with these policies as a condition of employment at BGIS. All BGIS team members are responsible for preserving our corporate culture by following our core policies and codes of conduct:

1 Global Quality Policy

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

2 Anti-Bribery and Corruption Policy

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

3 Ethics Policy

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

4 Code of Business Conduct and Ethics

All team members, directors, and officers must complete a statement of compliance with the BGIS Code of Business, Conduct, and Ethics. The code serves as a guide for team members to conduct themselves.

5 Global Enterprise Risk Management Policy

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

6 Business Continuity Management Global Policy

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

7 Diversity and Inclusion Policy

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 the four designated groups (women, visible minorities, persons with disabilities and aboriginal peoples) are equitably represented within the organization.

8 Global Team Member Security Screening Policy

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



9 Modern Slavery

BGIS' Vendor Partners are an extension of our organization and we require all providers to comply with our BGIS Supplier Code of Conduct. In 2022, BGIS updated our Code of Conduct to address Modern Slavery.

BGIS is committed to preventing modern slavery in its operations and supply chains, including all forms of forced labour, and expects the same of its suppliers. BGIS suppliers are expected to regularly investigate their labour practices to satisfy themselves that there is no modern slavery or forced labour is used anywhere in its business and its supply chains.

Our focus is to draw awareness of modern slavery and enhance our governance processes to continuously assess risk and improve supply chain transparency.

10 BGIS Supplier Code of Conduct

At BGIS, we are committed to a fair dealing and integrity policy in the conduct of all aspects of our business. Accordingly, we established the Supplier Code of Conduct for a minimum set of requirements to current and potential suppliers, consistent with our company's Ethics Policy and Code of Business Conduct. These principles specify the ethics and standards required for engaging in business with BGIS.



Our planet is experiencing unprecedented changes in its climate, the consequences of which are being felt worldwide with more frequent and severe weather events. By taking action to reduce greenhouse gas emissions, we can mitigate the worst effects of climate change and protect the environment, improve human health and well-being, and promote sustainable economic growth. We believe that our sustainable business practices will set the low carbon standard in the CRE Industry and contribute to the global shift to help combat climate change around the world. **BGIS recognizes that immediate and impactful carbon reduction is necessary to curb the worst effects of climate change.** Maintaining 1.5°C change in global temperature will reduce impact on sea levels, species loss and extinction, marine and land ecosystems, as well as the impact on human health, livelihood, food security, and economic growth.

BGIS is leading the zero-carbon transition by providing innovative solutions to support our Clients in achieving Science-Based Targets and net zero emissions by 2050.



An Inspired Future

In its 8th year, the BGIS event An Inspired Future engages industry professionals on sustainable and restorative business practices in Corporate, Institutional and Public Sector Real Estate. This event focuses on inspiring leaders to make changes that will ultimately affect the future of our planet by significantly reducing their company's environmental footprint. The theme for the 2022 An Inspired Future event was **The Will to Change**. The upcoming decade is a critical period to transform society into the low carbon economy. The required knowledge, technologies and skilled resources exist to make this happen and protect our world for future generations. The one thing we now need is **THE WILL TO CHANGE**.

Dr. Robert Cialdini, the best-selling author of "Influence: the Psychology of Persuasion", provided an overview of the principles of persuasion that can be used to successfully drive this agenda. Dr. Cialdini's thirty-five years of evidence-based research, including a three-year field study on what leads people to change will provide invaluable insights that can be used to accelerate this transformation.

3.1 Our commitment

BGIS has set a Science-Based Targets initiative (SBTi) goal. This commitment aligns with climate science and reflects BGIS' contribution towards limiting global warming to 1.5°C.

Living Sustainably 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.

BGIS is in a unique position to demonstrate leadership and implement impactful initiatives to reduce carbon emissions in our Clients' facilities. As environmental stewards, we strongly promote conservation and sustainable business practices within our own offices, our clients' portfolios, our suppliers and team members.

Mitigating the climate impact of clients' operations touches all areas of our business from Facilities Management Operations to Procurement Services, Consulting Services and Technical Services, including our BGIS Direct program that provides installation of energy efficient technologies and sustainable decommissioning of furniture and equipment. Our environmental stewardship is guided by our integrated management system that is based on the ISO 14001 standard and industry best practices. We strive to create and implement energy and sustainability solutions for our clients that enhance their ESG and reduce their operating costs.

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



Innovation Spotlight

Accelerate to Zero

In 2022, BGIS proudly announced the first North American collaboration with Shell Fleet Solutions in the “Accelerate to Zero” program. The “Accelerate to Zero” program is a four-stage process towards fleet decarbonization. The program consists of data-driven roadmap and deployable solutions to help guide journeys to net-zero emissions. From an initial diagnosis of the current fleet needs, existing plans and decarbonization ambitions, to delivery of a clear, customized road map, participating fleets are supported in delivering on their goals.

6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



3.2 Our Environmental Impact

BGIS is committed to reducing the impacts of our business upon 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 (GHG) Emissions. We will use these markers to improve our business practices in a manner that supports UN SDGs 7, 6 and 12.

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

The following corporate policies guide our daily practice:

- CORP-SUS-10674-EN Sustainability Policy
- CORP-PSV-10591-EN Energy Management Policy
- CORP-SSM-10648-EN Sustainable Procurement Policy
- CORP-ENV-10454-EN Environmental Policy.

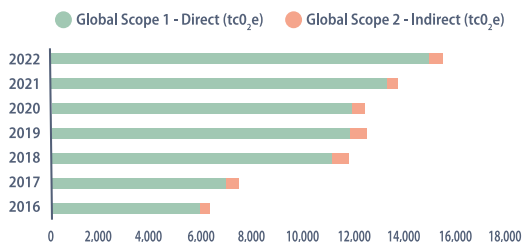
Informed decisions are made that minimize our impact on the environment and in our communities, while encouraging our team members to do the same on a daily basis, both at work and at home.

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

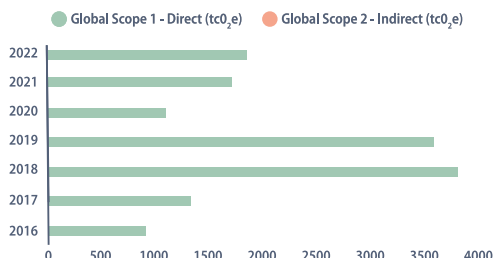
Our greenhouse gas (GHG) emissions are calculated following the ISO 14064-1 standard and we use the Operational Control approach, which accounts for all GHG emissions based on the control of operations. Our 2022 GHG inventory includes direct and indirect emissions from our corporate facilities in Canada, APAC, the UK, and the US, our vehicle fleet of 2,000 vehicles, and business travel. This includes emissions from electricity and steam consumption, and fugitive refrigerant emissions. We are committed to reducing emissions in line with the Science Based Targets Initiative even as our business continues to grow.

- **Direct GHG emissions:**
Direct emissions within the organizational boundary are released from fuel combustion, refrigerant emissions, generation of electricity, steam, or heat in equipment, vehicle travel in company owned and leased vehicles and personal vehicles used for business purposes (UK only).
- **Indirect GHG emissions from imported energy:**
Indirect GHG emissions are released by the production of electricity, steam, hot water and/or chilled water purchased by the facility.
- **Indirect GHG emissions from transportation:**
These emissions include business air travel at this time.

Scope 1 and 2 Emissions



Global Scope 3 - Business Travel (tCO₂e)



Our Footprint

Award / Category	2016	2017	2018	2019	2020	2021	2022
Global Scope 1 Emissions (tCO ₂ e)	5,935	6,940	11,091	13,100	11,928	13,306	16,986
Global Scope 2 Emissions (tCO ₂ e)	365	498	672	645	509	405	521
Global Scope 3 Emissions (tCO ₂ e)	910	1,331	3,809	3,134	1,098	1,709	1,875
Total Water Consumption (m ³)	4,129	11,592	6,356	5,998	5,236	4,361	4,003
Total Waste Generation Head office (MT)	34.8	36.6	42.3	43.1	19.1	10.5	19.0

2022 Total Energy

271,309 GJ

Buildings - Electricity	13,080 GJ
Buildings - Steam	1,321 GJ
Buildings - Chilled Water	313 GJ
Buildings - Natural Gas & Propane	8,856 GJ
Vehicle Fleet - Fuel	247,739 GJ

Our base year is 2019. Our waste data accounts only for our head office in Markham, Ontario, Canada.

Engaging our Team

Successful implementation of engagement and education programs is a key component to improving environmental performance. In 2022, we hosted a Call to Climate Action during Earth Week, where we engaged our team members to take collective responsibility for our planet. Following an education session on the importance of climate action and providing tools to combat climate change, BGIS team members were called upon to initiate and act on sustainability with our clients and in their personal lives.

BGIS is engaged with our clients to meet their sustainability goals, whether we're working to implement new technology or taking steps to reduce carbon emissions at the facility level. We are relentless in our pursuit of innovation within our own operations, finding smarter ways of working that reduce waste, mitigate climate impacts, boost efficiency, and improve business outcomes.



Sustainability with our Clients

Our Professional Services Centre of Expertise is at the forefront of innovation at BGIS, developing and implementing new energy and sustainability programs regularly. As environmental stewards, we strongly promote conservation and sustainable business practices within our own offices, our clients' portfolios, and with our vendors and subcontractors and team members.

Part of our core business strategy is to work with clients to reduce their energy consumption, generate cost savings and reduce the impact on the climate while de-risking facilities. BGIS is committed to reducing energy consumption, natural resource use, and greenhouse gas emissions in our clients' portfolios.

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, EV Chargers programs, low carbon energy systems, waste management services and waste audits, and environmental compliance monitoring.

The team is made up of 165 industry professionals who use an outcomes-based approach to provide the following services:

Sustainability Certifications in 2022

 Portfolio floor area with sustainability certification:
50,367,549 sf

 **1 LEED**
certification achieved

 **46 BOMA BEST**
certifications Achieved

 **2,448**
WELL Health Safety Rating Achievements

 **83 Buildings**
Reported in Energy Star

 **15 NABERS**
Energy & Water Ratings

BGIS provides energy and sustainability services for



21.4M
locations



157M square feet
locations



2022 Revenue From
Sustainability Services:
\$59M CAD

BGIS provides energy and sustainability services for



Facility Assessment, Risk, & Indoor Environments

Services to improve, protect, and mitigate the risks associated with physical assets.



Energy & Sustainability

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



Engineered Smart Buildings

Services to create next generation building performance, with a view to creating infrastructure that is net positive.

Immediate climate action is necessary to safeguard our future and the future of our planet.

Zero Carbon

BGIS leverages proven experience in sustainability, building systems, engineering, capital planning, and integrated facilities management to tackle today's climate crisis. We provide strategic long- and short-term roadmaps to achieve zero carbon goals, while implementing solutions today to reduce impact on the climate tomorrow.

In 2022, BGIS continued to lead our clients on their carbon neutral journeys, allowing us to operationalize the vision outlined in strategies and studies and measure the impact of various initiatives.

3.3 Climate Risk Management

BGIS has contractually embedded energy cost reduction guarantees into our commercial models and contracts – representing hundreds of thousands of dollars each 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. Part of our core business strategy will be to work with our clients to reduce energy consumption, generate cost savings and reduce the impact on the climate while de-risking our clients facilities.

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

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

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

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

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



Innovation Spotlight:

Trailblazing EV Charger Solutions

In 2022, BGIS made substantial leaps in our capabilities in support of the global need to develop a sustained infrastructure for the charging of electric vehicles across Canada, the US and Australia. We are leading the EV Charging solution by providing full turn-key solutions including design, install, on-going maintenance, and monitoring. Over the past three years BGIS has expanded our ability to scale our solution to meet our clients' evolving business needs. With the infrastructure in place proactively prepare for the increased demand for EV Charging services, we will continue to develop our capabilities across the globe.



Innovation Spotlight:

Rooftop Solar PV in Australia

BGIS delivered a comprehensive solution across multiple business units to deliver a self-performed solar PV program across the 23 sites, saving over 2,000MT CO₂e. The program consisted of feasibility including solar modeling and opportunity assessment, roof safety and structural assessments, procurement, project management, and performance monitoring and maintenance.



3.4 Performance of Key Sustainability Initiatives

In 2022, the performance of BGIS' key sustainability initiatives includes results related to Energy and Carbon, Water and Waste Management.

Energy & Carbon



Managed Energy Projects: savings of 8,200 tCO₂e



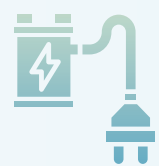
Energy Optimization Program – including Lighting retrofits, Smart Building Initiatives, Steam Optimization, and Rooftop Unit Replacements: 2,500 tCO₂e annual savings



Led study on Embodied Carbon of fit-up materials



Designed and constructed solar photovoltaic system, reducing electricity use by 2.4MWh, and reducing carbon emissions by 1,900MT CO₂e annually.



Completed detailed Solar PV feasibility assessments for 38 sites.

Water



Installed approximately 1,700 water leak detection sensors for a national client.

4,600 m³ water saved through trap primer replacements.

Waste



Improved waste diversion by 20% for a national client account, increasing waste diversion from landfill from 36% to 56%.

In 2022, BGIS employees prevented 390kg of textile waste from going to landfill and prevented approximately 1,363kg of greenhouse gas from polluting the atmosphere, by upcycling

Biodiversity



Led six studies to promote biodiversity, including identification of native and drought resistant plantings; plans for sustainable landscaping designs; and provision of sustainable operation procedures.

Innovation Spotlight:

Water Leak & Flood Detection

BGIS deployed water and leak detection sensors and control devices that provide real-time monitoring and shut-off control of a building's water supply systems. The cloud-based system identifies leaks and sends alerts to the BGIS Remote Command Centre (RCC). Water leak incidents can occur after hours, which would otherwise go unnoticed for a considerable amount of time. Due to the system's immediate alerts and BGIS' ability to respond promptly to an incident, significant property damage can be avoided. Through an initial small scale pilot, BGIS was able to save our clients an estimated \$100k in avoided costs over a four month period. Throughout 2022 and 2023 we are expanding the pilot to monitor leaks and floods at the portfolio level.

3.5 Sustainable Procurement

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.



3.5.1 Supplier ESG Evaluation

In 2022, BGIS launched a program to evaluate ESG performance of our suppliers. This program will make our entire supply chain more integrated and aligned with our sustainability and diversity objectives.

The tracking of ESG & Sustainability data and performance indicators are important to international organizations like BGIS, as it allows us to monitor and track key pieces of information related to the three following categories:

- **Environmental** includes the risk, impact, and decisions an organization has with emissions, waste, and resiliency against climate risks.
- **Social** refers to an organization's relationship with their stakeholders, which may include labor practices, employee engagement, unfair hiring practices, and other key metrics.
- **Governance** includes management structures, company policies, standards, information disclosure, auditing, and compliance.



73%
of suppliers responded to the survey



50%
of suppliers scored medium or high



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 per cent in the evaluation on all request for proposals (RFPs) at no additional cost to the client.

BGIS' goal is to ensure that, wherever possible, specifications are amended to provide for the expanded use of sustainable attributes.

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.
- 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.

3.5.2 Sustainable Cleaning Consumables

Biologically-based cleaning solutions (certified to EcoLogo 2792) continue to be the leading sustainable choice which have benefits for building occupants, operational staff, cleaning staff, building materials and finishes, as well as the natural environment. Bio-based cleaning products are biodegradable and have low potential for human toxicity. **Bio based products reduce product packaging and plastic bottle waste by 85% when compared with ready-to-use conventional cleaning products.** Bio-based cleaning products are now widely used across BGIS Canada client portfolios, and we are further expanding our use of bio-based cleaning products through **the BGIS Sustainable Cleaning Services** solution.



3.5.3 Supplier Innovation Awards

BGIS partners with our Subcontractors to collaboratively develop, implement and continuously improve our service offerings and optimize our Clients' Real Estate portfolios. One example of how we encourage our subcontractors to lead with innovation is our annual **Supplier Innovation Awards**. BGIS holds annual events where we recognize subcontractors who have showcased their thought leadership and innovation to improve economic, social, and environmental sustainability for BGIS and our clients. **In 2022, over 60 submissions were received globally** (from North America, Asia-Pacific and UK/Europe) and were evaluated by a committee comprised of sustainability and supply chain experts, looking for innovative and sustainable contributions with an impact on operational efficiency and operating cost savings.

The 2023 Global Supplier Innovation Award Winners are:

ENERGY EFFICIENCY IMPROVEMENTS AND CARBON REDUCTION

Autoflame Service & Support (U.K. / E.U.)

- Intelligent Boiler Sequencing introduced to optimize performance & to improve boiler longevity.
- Reduce fuel consumption by 15% and reduce overall emissions by 30%.

TALK5

Main Facilities PTY Ltd (Asia-Pacific)

- Saving lives through better communication - Voice and audio, AI-enabled system that speaks and listens to workers of cultural and linguistic diversity.
- Remove language barriers - Allows workers to complete audits, checklists, surveys & inspections, with voice. Converts the results into a PDF in the worker's chosen language.

UTILIZECORE TECHNOLOGY

DVM Industries (North America)

- Service delivery monitoring & planning platform - Allows delivery of asset data and service delivery validation to customers – streamlines compliance inspections, documentation, before & after photos and more.
- Real-time inclement weather management - Ability to view Client sites and forecasted weather to proactively dispatch notifications ahead of inclement weather using multiple weather integrations.

HYBRID HEAT PUMPS

Trane Technologies (North America)

- Reduce carbon and natural gas emissions - Installation of multiple heat pump rooftop units across financial institutions.
- Differentiates through expertise for this specific technology - Expertise in utilization in the marketplace, as well as future innovations around the solution.



4.0

Social & Human Rights

BGIS' reporting on Social and Human Rights focuses on how we manage our relationships with team members, suppliers and the community. It also includes how health and safety are achieved, including mental health and well-being.

4.1 People and Culture Highlights from 2022

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 an 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.

2022 New Team Members

Metric	US	Canada	UK	APAC
New Hires	363	1,478	206	727
New Hires – Male	273	882	181	495
New Hires – Female	90	596	25	232
Boomerangs (i.e. Rehires)	5	145	16	16
Team Member Referral Bonuses Paid (CAD)	\$147,024.30	\$652,000	\$120,600.00	\$275,567.50

Global Team Member Gender Representation

Canada 2022

	Full Time	Part Time	Population Distribution	Directors
Canada Female	1984	82	35.79%	123
Canada Male	3644	61	62.2%	247

US 2022

	Full Time	Part Time	Population Distribution	Directors
US Female	220	14	20.1%	9
US Male	918	12	79.89%	33

UK 2022

	Full Time	Part Time	Population Distribution	Directors
UK Female	56	0	13.76%	3
UK Male	345	6	86.24%	13

APAC 2022

	Full Time	Part Time	Population Distribution	Directors
APAC Female	480	47	29.98%	6
APAC Male	1189	42	70.02%	8



BGIS Apprenticeship Programs

BGIS is very proud to offer apprenticeship programs in the communities in which we operate, fostering career growth and developing.



Apprenticeship in the UK

BGIS offers a range of Apprenticeship programs in the UK including:

- Level 3 (advanced apprenticeships): Building Services Engineering, Service and Maintenance Engineer (Standard)
- Level 3 (advanced apprenticeships): NVQ Diploma in Electrotechnical Services (Maintaining Electrotechnical Systems)
- Level 3 (advanced apprenticeships): Installation Electrician / Maintenance Electrician (Standard)

BGIS supports these courses via the Apprenticeship Levy. The Levy is funded by BGIS at no cost to our Team Members.

Regular meetings are held to foster open dialogue with the apprentices, ensure they are doing well with both their studies and work.

BGIS also takes the time to celebrate Apprentice Week in February and reward our apprentices with quarterly events, activities, guest speakers and additional training sessions.

BGIS has a dedicated Apprenticeship Supervisor, who is available to our apprentices for support or to answer any questions. Additionally, all apprentices have a mentor within the business.

In 2022, BGIS awarded the Apprentice of the Year to Michael Farrell.



Apprenticeship in APAC

BGIS' Apprenticeship Program in Australia includes apprenticeships for HVAC, Hydraulic, Carpenter and Electrical trade skills, and works in tandem with state-based TAFE.

TAFE is a government-run system in Australia that provides education after high school in vocational areas like trades.

In 2022, BGIS hired 22 apprentices including:

- 3 Indigenous people hired making up 14%
- 4 females were hired making up 18%
- 8 were mature age making up 36%

BGIS works with the following organizations to reach potential applicants for our Apprenticeship Program in Australia.



Soldier On - Delivering support services that enable current and former Australian Defence Force (ADF) personnel and families to return to civilian life.



Clontarf - The Clontarf Foundation exists to improve the education, discipline, life skills, self-esteem and employment prospects of young Aboriginal and Torres Strait Islander men and by doing so equips them to participate more meaningfully in society.



New South Wales Rugby League School to Work Program - The NRL utilises the positive profile of the game of Rugby League to support young Indigenous Australians with work experience, mentoring and leadership opportunities to ensure they successfully complete school and transition into further study, training or meaningful employment.

4.2 A Company that Cares: Our Human Rights Principles/Diversity & inclusion

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 Team Member Benefits Spend 2022

2022	US	Canada	UK	APAC
Total Team Member Benefits Spend (CAD): \$	\$12,892,873	\$5,465,892	\$1,038,584	\$923,775



BGIS Sustainable Cleaning Services

In 2021, BGIS decided to transition to a self-perform model for janitorial services for two of our Alberta, based Clients. This decision allowed us to act as disruptors to the industry with the introduction of a more robust compensation offering for janitorial team members. BGIS provides pay ranges that are higher than industry standard and offer benefits and paid vacation for full time team members. We are also working on translating our standard documents in multiple languages to be more inclusive with our approach. In 2022, BGIS hired 283 team members for our Alberta teams.



Innovation & Technology Driven

- Robotic autonomous scrubbers
- Occupancy sensors – right size cleaning levels
- Digital attendants – user feedback



Social Leadership Driving Industry Change

- Higher hourly wage than market standard – driving fair wages to the underrepresented
- Benefits package
- Paid time-off vacation days



Sustainability

- Sustainable Cleaning Product biotechnology solution with no harmful VOCs
- 100% biodegradable Eco Logo UL2792 Certified
- Shipped in a highly concentrated solution resulting in a net reduction in shipping/GHG's, storage and plastic container waste



Operational Excellence

- Disney Ambassador Training
- Skilled and experienced management team
- Structured and process driven

BGIS' approach to human rights is grounded in our culture and values. Our goal is to ensure that our workforce reflects the diversity that exists in the community from which we recruit and employ Team Members.

By implementing and managing diversity and inclusiveness, we are proactively ensuring that women, visible minorities, persons with disabilities and indigenous 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 (UNGPs). 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.



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.

Our Program:

BGIS recognizes that each employee's unique experiences, perspectives, and viewpoints add value to our ability to create and deliver the best service for our clients. Our journey in this area remains focused on being deliberate about how we foster an environment where all team members regardless of their background can come to work and feel that they belong, are heard, valued and respected.

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

Our Pillars include (1) Inclusive Connections (2) Develop Our Future (3) Be Deliberate & Targeted and (4) Being Visible in the Community.

2022 Overview of Accomplishments:

In 2022 the BGIS Campus Program continued to focus on building diversity by expanding our reach with universities, colleges and trade schools and provided placement and co-op opportunities for student and new graduates. In 2022, 47% of our interns identified as women, 8% Indigenous and 29% were identified as visible minorities groups.

New in 2022 – BGIS introduced new **Employee Resource Groups** which are employee-led to help team members learn more about each other with an opportunity to build a shared community while also advancing goals related to DEIB. Employee Resource Groups are a powerful way to prioritize the well-being of our teams and work to move ideas into action. Joining our National Indigenous Committee and Women of BGIS group, BGIS welcomed the Pride Committee — supporting our 2SLGBTQ+ community and allies and the new Abilities Committee — supporting persons with different abilities and allies.

Partnerships are critical to success as it can help accelerate our progress and our reach. In 2022, grew our relationship with existing partners: Canadian Centre for Diversity & Inclusion, Equitek, Pride at Work, Prosperity Project, Ready Willing & Able and Indigenous Link.

BGIS Awareness & Education Events:

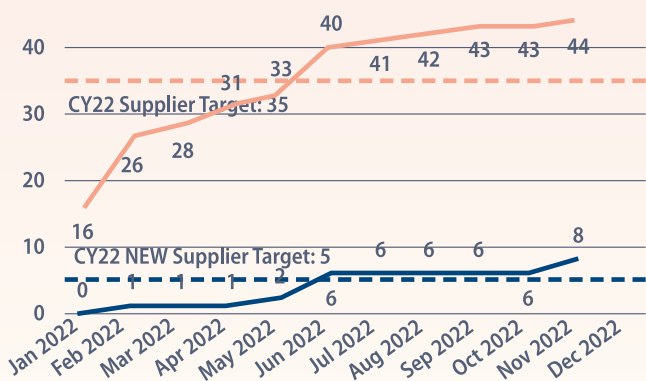
- 75+ participants for a session focusing on Recruiting and Retaining Indigenous Talent
- 500+ participants for the Annual BGIS International Women’s Day Event
- Indigenous reflection and education with Orange Shirt Day, Truth and Reconciliation Week and Indigenous History month events.
- Supporting the BGIS Indigenous Liaisons team and establishment of the Indigenous toolkit.
- 300+ participated in BGIS Indigenous Design Presentation
- Establishment of our Sharing Circle communication channel
- 75+ participants in Bringing Stories to Life - Real People, Real Stories supporting LGBTQ2+
- 80+ participants inn Making Meaningful Conversations : Inclusive 2SLGBTQIA+ Communication
- Launched both Pride and Persons with Disabilities ERG in 2022
- Eight BGIS team members participated in Mentor Day for Persons with disabilities
- 150+ participants in National AccessAbility Week
- Recognizing Disability Employment Awareness in October
- Celebrated diversity day – with over 150 participants
- Facilitated Inclusive leader session to over 100 leaders across BGIS
- Coordinated “Dress for Success” which include the collection of care package for women in need
- Roundtable Event -The Masterful Manager – Reclaim, Manage and Own Your Time
- 200+ Participants in BGIS Technical Careers Showcase
- Launched the first BGIS Supplier ESG Survey Assessment, and fostered continued growth of our Supplier Diversity Program exceeding our 2022 target



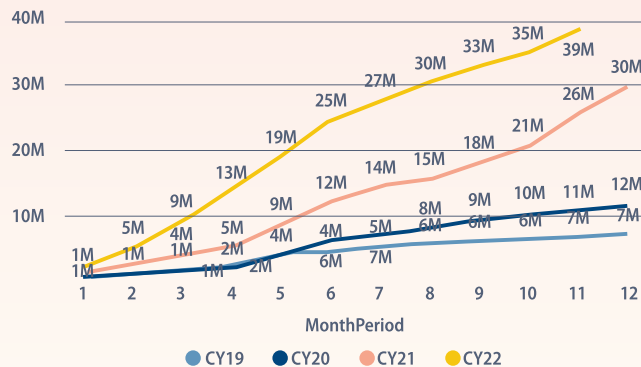
4.2.2 Indigenous Engagement APAC:

- National rollout on meeting room name changes to significant Indigenous names
 - » To ensure we are creating a culturally safe environment for our Teams and visitors to our offices across the nation we have renamed numerous office spaces, break-out rooms and boardrooms to incorporate culturally significant names and places of the region/location that we are operating in.
- Advertised and Promoted Identified Roles
 - » As part of our attraction and recruitment campaign to attract more Indigenous employees to BGIS we have included identified roles into our advertising campaigns. Identified positions are positions where an employer may identify that a position is to be filled only by a person with a particular background/attribute.
- Growth across the Indigenous Procurement Supplier list & spend

Indigenous Supplier Engagement



Total Indigenous Supplier Spend (Cumulative)



- Winner of many awards wins and nominations across our sector
 - » Supply Nation – Corporate Member of the Year – Winner - Brian Pierce & Procurement Team
 - » Supply Nation – Advocate of the Year – Finalist
 - » CoreNet Global Australia Chapter – Diversity and Inclusion Excellence – Winner - Rikki Cooper
 - » Facilities Maintenance Association – Industry Leader in Diversity – Winner - Rikki Cooper
 - » Women in Defence – Indigenous – Finalist – Rikki Cooper
- Indigenous Employee Representation
 - » Increased indigenous employee representation, an average of 3-4% of permanent employees who identify as Aboriginal and/or Torres Strait Islander, which is inline with the national average
- Indigenous Uniform & Indigenous branded vehicles
- Gowns for Graduation
 - » Over 100kgs of Gowns donated to remote Indigenous Communities that will assist students to attend their Prom/Formal after completion of High School
- Guest Speaking opportunities to advocate and promote Indigenous engagement across the Property and Facilities sectors
- CareerTrackers Placements
 - » CareerTrackers is a national purpose-driven organisation that supports pre-professional Indigenous university students and links them with employers to participate in paid, multi-year internships. CareerTrackers students complete university with high marks, industry experience and bright futures and BGIS annually offers 10+ placements to prospective Indigenous Interns.
- 2022 Apprenticeship Program Intake – 27 placements
 - » Two x Internal COT
 - » Six x Females
 - » Six x Indigenous
 - » One x Ex Defence
 - » Five x NRL Schools to Work
- Murals & Yarning Circles





BES BGIS JV

In the APAC region, BGIS has a Joint venture Partnership with majority indigenous owned business Bennelong Energy Services.

BGIS is very pleased to announce a Joint Venture partnership with Bennelong Energy Services (BES), a majority Indigenous owned and operated electrical & security maintenance and service company. They provide electrical services, security & CCTV services, boiling and chilled water services, and bundled services to government departments and corporate and industrial organisations.

BES is a long-standing vendor to BGIS, providing services to our client accounts across the eastern states of Australia. In addition, the two businesses have got to know each other's credentials and values through the four years of collaborating on the Bennelong Cup. This long-term relationship has enabled us to understand the synergies between our organisations and led to us formalising the relationship with a minority shareholding.



Canada

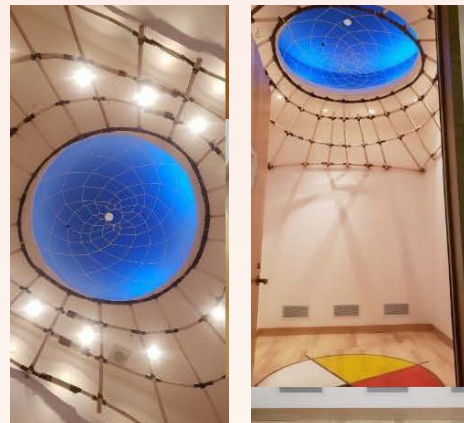
BGIS has committed to the recruitment and advancement of our Indigenous team members.

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, and participating in significant holidays or historical recognition dates. We have created the Indigenous Engagement Committee (IEC) to oversee the fulfillment of our Indigenous engagement goals.

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.



Ela Hultsi

BGIS has formed a Joint Venture with Des Nedhe Group. The Result is Ela Hultsi Facilities Management and it is an Indigenous-owned leader in the provision of Facilities Management & Construction Services. Des Nedhe Group owns 51%, which is wholly owned by English River First Nation with BGIS as minority owner at 49%.

Indigenous Engagement Activities in 2022

- 75+ participants for a session focusing on Recruiting and Retaining Indigenous Talent
- Indigenous reflection and education with Orange Shirt Day, Truth and Reconciliation Week and Indigenous History month events.
- Supporting the BGIS Indigenous Liaisons team and establishment of the Indigenous toolkit.
- 300+ participated in BGIS Indigenous Design Presentation
- Establishment of our Sharing Circle communication channel
- BGIS Hosted a session on June 21st Two Paths: A virtual event in honour of National Indigenous Peoples Day, hosted by BGIS's Indigenous Engagement Director.
- Won Canadian Aboriginal Supplier Council (CAMSC) – Corporation of the Year.
- Recognized with a CORENET Remmy award for BGIS' Indigenous Engagement Program developed for a client and being implemented across BGIS.



BGIS Indigenous Communication Committee

In the fall of 2020, BGIS launched our Indigenous Communications Committee to support Indigenous communications and engagement across BGIS accounts, Indigenous communities, potential vendors, and with clients. The committee has doubled in size since 2020, with over 60 team members. Over the last two years we have facilitated and supported:

- Indigenous reflection and education with Orange Shirt Day, Truth and Reconciliation Week and Indigenous History month events.
- Supporting the BGIS Indigenous Liaisons team and establishment of the Indigenous toolkit.
- Establishment of the BGIS Indigenous Marketplace to highlight Indigenous companies.
- Supporting Indigenous recruitment with Human Resources.
- Establishment of our Sharing Circle communication channel.

Supplier Diversity and Inclusion

At BGIS, we work with over 12,000 subcontracted suppliers globally and we believe that sustainability and supplier diversity and inclusion 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 and inclusion initiatives are:

- Providing 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.
- We 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 and self-identified diverse suppliers which include their company offerings and their contact information; and promotional material provided to us by diverse suppliers.
- We 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.
- BGIS is currently a proud corporate member of and supports the following North American certification organizations:
 - » Canadian Aboriginal and Minority Supplier Council (CAMSC)
 - » Canadian Council for Aboriginal Business (CCAB)
 - » Women-owned Business Enterprises (WBE Canada)
 - » Canada's LGBT+ Chamber of Commerce (CGLCC)
 - » National Minority Supplier Development Council (MNSDC)





- Annually we participate in and frequently sponsor events held by certifying councils.
- Promoting 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. Diversity and Inclusion which is part of Sustainability is weighted at a minimum of 10% in the selection criteria of RFPs.

Where opportunities arise, we provide mentoring/ coaching support to diverse suppliers on submitting successful bids; expanding corporate memberships to include more certification organizations and we revised our RFX documents to include supplier diversity and inclusion questions.

In 2022, BGIS attended annual events for WBE Canada, CAMSC & CGLCC and participated in B2B Matchmaker events for WBE Canada, CGLCC & IWSCC.

In 2022, we achieved \$87.1+M in Diverse Supplier Spend, exceeding goal of \$86.6M. Since 2016, BGIS has \$219.8M with Diverse Suppliers.

2022 Diverse Supplier Program Priorities:

- Continue to grow Diverse Supplier spend
- Enhance the Engagement Strategy & Awareness program within BGIS teams (Canada & U.S.)
- Sustainable Procurement policy revision
- Increasing engagement with existing & potential suppliers
- Including diverse suppliers for every RFX activity
- Expanding self-certification process.

BGIS is very proud to have been recognized for our Sustainable Procurement and Supplier Diversity efforts with recent awards which most recently include:

- Canada - 2022 Canadian Aboriginal Supplier Council (CAMSC) – Corporation of the Year.
- APAC - Supply Nation Supplier Diversity Awards – Corporate Member of the Year.

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.

BGIS' Health, Safety & Environment Team provided leadership in developing and delivering this program. The Quality, Facility Management Office, and IT Teams were key partners on this initiative and the program would not be a success without all the Accounts and Team Members who participated in the Near Miss and Hazard Reporting program.

Region	2020 LTIR	2020 TRIR	2021 LTIR	2021 TRIR	2022 LTIR	2022 TRIR
Canada	0.33	0.91	0.29	1.13	0.29	0.90
US	0.14	1.16	0.25	0.50	0.82	1.23
APAC	0.50	1.09	0.95	1.75	0.54	1.56
UK	0.21	0.21	0.22	0.44	0.00	0.00
Global	0.34	0.91	0.41	1.13	0.41	1.09



Innovation Spotlight

In 2022, BGIS was awarded Canada's Safest Employer Award for Best Wellness and Psychological Safety Program.



4.3.1 Mental Health & Well-Being – SDG 3

Mental Health and Well-Being

At BGIS, we take a holistic approach defining well-being as positive physical, mental, financial, and social health. In line with our Core Values, we are committed to creating a culture of wellness that is psychologically safe and healthy, where we provide an environment for individuals to participate and contribute to the workplace in a manner that is inclusive, respectful and allows everyone to perform at their very best.

In 2022, over 3,300 team members provided feedback through our first Global Well-Being Survey, which helped to assist in shaping our future direction. Many initiatives and programs were undertaken, including the expansion of our mental health practitioners, launching our virtual well-being buddy sessions, updating our fitness reimbursement program, and implementing a new

offering, TELUS Healthcare Online. We continued to focus on team member physical health by hosting our annual Flynn Fitness Friday 6-week program, as well as hosting over 100 BGIS Balance Virtual Yoga sessions, which included stretch and mindfulness, core strength, as well as chair yoga. Additionally, we continued to offer mental health training, leader accommodation training and many health and wellness webinars to continue to educate and create awareness around important topics.

Collaborating with our Corporate Social Responsibility Committee we coordinated three cancer awareness events; The Princess Margaret Walk to Conquer Cancer; The Terry Fox Run and The CIBC Run for the Cure, raising over \$75,000 for cancer research. We followed these three events with a virtual Breast Cancer Awareness Session, that included a panel of team members who shared their personal insights based on their unique experiences, as well we had a Breast Radiologist join to educate team members on the importance of screening.

Furthermore, we were the proud recipient of two industry recognized Wellness Awards. The Workplace Benefits Award for Mental Health Program for employers with greater than 5,000 employees, which recognizes an organization that has developed an innovative and effective mental health program or initiative to support and encourage the psychological well-being of its employees. The second award was the Canada's Safest Employer Award for Best Wellness and Psychological Safety Program. This award recognizes an organization that excels in promoting and protecting employee psychological safety (mental health) and overall wellness, including fitness, nutrition and other health factors. These awards showcase our efforts as we continue to make Team Member mental and physical wellness a priority at BGIS.



4.4 Charitable Donations and Community Engagement

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 1-4. In 2022 BGIS made over \$500,000 dollars in charitable donations to various charities and not-for-profit organizations across the globe.

Throughout 2022, BGIS' activities include staff fundraising, donation matching, volunteering, corporate donations and pro bono work as we participated in and contributed to many worthy causes such as:



Mental Health & Children’s Health Initiatives

In support of mental health initiatives and children’s health, BGIS teams across Canada helped raise over \$385,000 through their annual golf tournaments. Every year, our team members work hard to create amazing events, benefitting many great charities. In Alberta, our team members work with Telus as one of the founding members of the Telus Future Friendly Foundation. In Quebec, donations benefit Bell Let’s Talk. In Ontario, it’s Kids Help Phone, Sick Kids, and Cam’s Kids that receive donations. In British Columbia, team members give back to the BC Children’s Hospital and Ronald McDonald House.



Bell Let’s Talk - In September 2010, Bell launched the Bell Let’s Talk mental health initiative, the largest corporate commitment to mental health in Canada focused on four key action pillars: fighting the stigma, improving access to care, supporting world class research and leading by example in workplace mental health. Since then, Bell Let’s Talk has committed more than \$139 million to Canadian mental health initiatives.



TELUS Future Friendly - The Foundation connects youth to a world of opportunities by supporting grassroots charities across the country.



Kid’s Help Phone - Kids Help Phone is Canada’s only 24/7 e-mental health service offering free, confidential support to young people in English and French.



Cam’s Kids - BGIS is a founding sponsor of Cam’s Kids, which is a not-for-profit Corporation established in 2015, to support young people struggling with anxiety www.camskids.com in memory of Cameron Hicks. The foundation engages hundreds of high

school, college and university students across Canada in its’ Ambassador programs and through its website and partnership with Kids Help Phone, creating awareness of resources available to support young people in coping with this debilitating mental health condition.



Sick Kids Foundation – Their mission is to inspire communities to invest in health and scientific advances to improve the lives of children and their families in Canada and around the world.



Ronald MacDonal House (RMHC) - Today, RMHC is part of the fabric of Canada’s paediatric health care system. Across Canada, RMHC’s 34 programs provide families with a sick child with a home to stay at where they can sleep, share meals, do laundry, and connect with other families, making their journey a little easier.

In 2022, BGIS team members pitched in to create a new children’s playground at Perth Children’s Hospital. Our Project Delivery Services team provided pro- bono project management services for the construction of the playground.

Melbourne-based BGIS staff from Corporate and Casey Hospital spent the day sorting toys for sick children who will spend Christmas at Monash Children’s Hospital. In the lead up to Christmas, the Monash Health Foundation receives gifts and monetary donations to purchase toys, with BGIS donating \$1000 worth of gifts to the foundation.

BGIS also supports organizations like Make a Wish and RUOK? In Australia.

Supporting Women

Our team members across the Greater Toronto Area (GTA) had the opportunity to purchase gift cards as a team to support the York Region Women’s Centre. The Gift Card program allows families who may be stretched to cover expenses such as rent, utilities, and groceries. Others may be dealing with difficult life circumstances which have had a huge impact on them, their families, and most importantly their finances. This support helps mothers give their families a wonderful Christmas experience and helps them with their day-to-day needs. BGIS staff across GTA sponsored 15 families in need through The Gift Card program this year.



Habitat for Humanity - BGIS team members across Australia supported Habitat for Humanity, which provides housing for women in crisis situations, by volunteering with the not-for-profit organisation to assist female-headed households and women experiencing homelessness by renovating and improving housing and shelter facilities.



Refuge – in support of women and children against domestic abuse – charity ballet session was held in October of 2022 along with several other initiatives throughout the year.



BGIS’ Habitat for Humanity APAC team



Cancer Research Support

- In 2022, the Canadian team members walked, jogged, and ran their way to raising over \$65,000 towards cancer research. Throughout the year, over 200 of our team members participated in events such as the Princess Margaret Walk to Conquer Cancer, the Terry Fox Run and the CIBC Run for the Cure.
- BGIS also supports Australia’s Cancer Council.

Men’s Health

- For Movember, BGIS team members world-wide grew some great moustaches and helped raise funds and awareness for men’s health. BGIS was able to raise over \$10,000 (CAD) for the Movember Foundation and racked up 1027 kilometers for the Movember Move challenge.





BGIS' Monash Volunteer Gift Wrapping team



Some of BGIS' Nourish Delivery team volunteers

Supporting the Families of the Communities in which we Operate:

- BGIS New Zealand team members distributed food hampers to families doing it tough at Christmas time. Through Nourish Trust families that could use support receives two boxes filled with fruit, vegetables, eggs, pantry staples and some treats, valued at \$150. BGIS New Zealand team helped deliver 2800 boxes to over 1400 families in need.
- In 2022 we held a special food drive for flood relief victims in Australia.
- Volunteering supporting both Oz Harvest and Foodbank organisations in Australia.
- Participated in the Holiday Drive for the Magic of Christmas Australia
- Toy Mountain our Canadian team members at the Innovation Centre helped build a mountain of toys! Every year, businesses, schools, organizations, community groups and CTV viewers collect toys to help build Toy Mountain. These toys become presents for thousands of kids and teens in the Greater Toronto Area!
- Gold Coast University Hospital by supporting their excellence awards and Christmas fundraising activities.
- Casey Hospital: we support the Monash Health Foundation with volunteers for Christmas gift wrapping and making toy donations.



BGIS' Legacy Volunteer team

Supporting our Veterans

- BGIS US supported veterans through the work of Heroes Linked, an organization that provides resources and support for veterans transitioning back into the civilian life. Multiple BGIS US team members signed up to donate time to be advisors providing guidance about professional growth and career development, as well as veteran job placement and veteran transition support. Additionally, BGIS team members in Alabama held a pants drive for veterans during the month of September.
- The BGIS US team organized a golf tournament in support of Save the Brave and the JED foundation. The golf tournament is planned for Save the Brave's mission to connect veterans through outreach programs to build strength of character. The company works with veterans to provide camaraderie and stress management programs. The JED foundation aims to protect mental health and prevent suicide for teens and young adults. The foundation partners with high schools, colleges, and universities to strengthen their mental health, substance misuse, and suicide prevention programs and systems and to engage full school communities in this collaborative work.
- Veteran's causes including Soldier On and Legacy - BGIS is a long-standing Platinum Pledge Partner of Soldier On Australia and the Soldier On Pathways Program that enables serving and ex-serving, veterans and their families to secure their future careers, in collaboration with pledge companies and education partners.



5.0

About this Report



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 four global regions, Canada, United States, UK, and Asia Pacific, BGIS occupies over **50** offices globally, both owned and leased locations, and leases a service fleet of over **2,000** 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 2022.**



5.1 Data Assurance

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.

5.2 Appendix

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 Sustainable Development Goals

SDG SUB-TARGET	BGIS Contribution
<p>SDG 3: Ensure healthy lives and promote well-being for all at all ages</p> 	<p>Our Team Members: 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>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>Our Clients: BGIS provides HSE compliance audits and reviews on an ongoing basis for our clients. HSE/ Env oversight in projects from initial stages to project completion ensure that processes are documented in plans and specs and requirements are communicated to consultants and contractors during project meetings.</p>
<p>SDG 5: Achieve gender equality and empower all women and girls</p> 	<p>Our Team Members: In 2022, we continued our efforts to address the issue of gender disparity by expanding our Women of BGIS initiative globally. Women of BGIS is an initiative that encourages the growth, support and advancement of the female workforce within BGIS.</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>
<p>SDG 6: Ensure availability and sustainable management of water and sanitation for all</p> 	<p>Our Clients: 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.</p> <p>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.</p>
<p>SDG 7: Ensure access to affordable, reliable, sustainable and modern energy for all</p> 	<p>Our Clients: BGIS energy and sustainability teams work closely with the operators to find energy and other operational efficiencies that can be easily implemented and provide savings to the owner. We encourage clients to invest in low carbon technologies and renewable energy as a pathway to carbon neutrality.</p>

SDG SUB-TARGET **BGIS Contribution**

SDG 10: Reduce inequality within and among countries



Our Team Members: 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.

SDG 11: Make cities and human settlements inclusive, safe, resilient and sustainable



Our Clients:
Our waste management solutions reduce waste to landfill, and promote sustainable use and disposal of materials. BGIS facilitates third party certifications such as BOMA BEST, LEED, Green Globes, and WELL for multiple locations each year. BGIS has installed several electric vehicle charging stations for clients, which enhances the electric vehicle charging infrastructure and reduces pollution from commuting.

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

SDG 12: Ensure sustainable consumption and production patterns



Our Clients & Our Suppliers:
BGIS is committed to doing business with companies that operate in a sustainable manner and who share the same commitment to environmental protection as we do.

We provide annual reporting on sustainability deliverables for our clients, including waste generation and diversion, water consumption/reduction and energy consumption/reduction. As part of An Inspired Future® BGIS Strategic Sourcing hosts a Supplier Innovation Award session. In support of our strategic vision for a sustainable future, BGIS recognizes top suppliers who have adopted innovative practices to improve efficiencies and increase operational sustainability.

BGIS has a strong focus on waste reduction and diversion and the transition to a circular economy. Through initiatives such as organics collection development and deployment, centralized waste bin programs, electronic consumer waste collection, and occupant engagement we bring solutions that marry environmental sustainability and client’s needs.

SDG 13: Take urgent action to combat climate change and its impacts



Our Team Members:
BGIS is committed to reducing our GHG emissions and associated energy use. We have partnered with Shell Fleet Solutions' Accelerate to Zero to decarbonize our vehicle fleet.

Our Clients:
BGIS leverages proven experience in sustainability, building systems, engineering, capital planning, and integrated facilities management to tackle today’s climate crisis. We provide strategic long and short-term roadmaps to achieve zero carbon goals, while implementing solutions today to reduce impact on the climate tomorrow. In 2022, BGIS continued to lead our clients on their carbon neutral journeys, allowing us to operationalize the vision outlined in strategies and studies and measure the impact of various initiatives.

5.2.2 Sustainability Accounting Standards Board (SASB)

Code	SASB Reference	2022 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 meters)	46.45M square meters
IF-RS-000.C	Number of buildings under management with owner operational control (number)	40,000
IF-RS-000.D	Number of leases transacted, categorised by: (1) tenants and (2) real estate owners	Not applicable to BGIS
IF-RS-000.E	Number of appraisals provided	Not applicable to BGIS
IF-RS-410a.1	Revenue from energy/sustainability services (reporting currency)	Revenue from energy and sustainability services totalled more than \$59M CAD in 2022.
IF-RS-410a.2	Floor area and number of buildings under management provided with energy and sustainability services (square meters, number)	21.4M locations, comprising of over 14.5M square meters of buildings were provided with energy and sustainability services in 2022.
IF-RS-410a.3	Floor area and number of buildings under management that obtained an energy rating (square feet, number)	Portfolio floor area with sustainability certification:4,679,298 square meters 1 LEED certification 46 BOMA BEST certifications 83 Buildings Reported in Energy Star 2,448 WELL Health Safety Rating Achievements 15 NABERS Energy & Water Ratings
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 associated with professional integrity, including duty of care	Not available for this reporting period.

5.2.3 GRI Content Index

GRI 2: General Disclosures 2021

		2022 Disclosure Reference	Omission
2-1	<ul style="list-style-type: none"> a. legal Name b. nature of ownership and legal form. C. location of it's headquarters d. countries of operation 	<ul style="list-style-type: none"> a. BGIS b. BGIS is a privately owned entity. c. BGIS headquarters is 4175 14th Avenue, Markham ON, Canada d. BGIS operates in 10 Countries, including: <ul style="list-style-type: none"> Australia Canada Hong Kong Ireland New Zealand Netherlands Singapore South Africa United Kingdom United States 	
2-2	<ul style="list-style-type: none"> a. list all entities included in sustainability reporting. 	BGIS	
2-4	<ul style="list-style-type: none"> a. Specify the reporting period and the frequency of its sustainability reporting b. specify the reporting period for its financial reporting and, if it does not align with the period for its sustainability reporting, explain the reason for this; c. report the publication date of the report or reported information; d. specify the contact point for questions about the report or reported information. 	<ul style="list-style-type: none"> a. The report covers our activities from January 2022 to December 2022. Frequency is annually. b. Consistent with a. c. July 2023 d. marketingcommunications@bgis.com 	
2-4	<ul style="list-style-type: none"> a. report restatements of information made from previous reporting periods and explain: <ul style="list-style-type: none"> i. the reasons for the restatements; ii. the effect of the restatements. 	No restatements	
2-5	<ul style="list-style-type: none"> a. describe its policy and practice for seeking external assurance, including whether and how the highest governance body and senior executives are involved; b. if the organization's sustainability reporting has been externally assured: <ul style="list-style-type: none"> i. provide a link or reference to the external assurance report(s) or assurance statement(s); ii. describe what has been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process; iii. describe the relationship between the organization and the assurance provider. 	<ul style="list-style-type: none"> a. BGIS has undertaken third party verification of the GHG inventory. b.i The verification statement will be posted in the CleanStart Registry. B.ii. The verifier provides a reasonable level of assurance for the GHG inventory. B.iii. The verifier is an independent, third party to BGIS. 	

	2022 Disclosure Reference	Omission
<p>2-6</p> <p>a. report the sector(s) in which it is active;</p> <p>b. describe its value chain, including:</p> <p>i. the organization’s activities, products, services, and markets served;</p> <p>ii. the organization’s supply chain;</p> <p>iii. the entities downstream from the organization and their activities;</p> <p>c. report other relevant business relationships;</p> <p>d. describe significant changes in 2-6-a, 2-6-b, and 2-6-c compared to the previous reporting period.</p>	<p>a. government, education, healthcare, utilities, finance, telecommunications, property, resources, oil & gas and sport & leisure.</p> <p>b. i., ii, iii. About BGIS page 7, stakeholders page 11, sustainable procurement page 31, supplier diversity page 45</p> <p>c. no significant changes.</p>	
<p>2-7</p> <p>a. total number of employees, and a breakdown of this total by gender and by region;</p> <p>b. i. Total number of permanent employees, and a breakdown by gender and by region;</p> <p>ii. temporary employees, and a breakdown by gender and by region;</p> <p>iv. full-time employees, and a breakdown by gender and by region;</p> <p>v. part-time employees, and a breakdown by gender and by region;</p> <p>c. describe the methodologies and assumptions used to compile the data, including whether the numbers are reported:</p> <p>i. in head count, full-time equivalent (FTE), or using another methodology;</p> <p>ii. at the end of the reporting period, as an average across the reporting period, or using another methodology</p>	<p>a. b. Total Team Members , Page 34-35</p> <p>c. head count at the end of the reporting period</p>	<p>b.iii. non-guaranteed hours employees, and a breakdown by gender and by region is not available for this reporting period.</p>
<p>2-28</p> <p>a. report industry associations, other membership associations, and national or international advocacy organizations in which it participates in a significant role</p>	<p>Industry Affiliations, Page 11</p>	
<p>2-29</p> <p>a. describe its approach to engaging with stakeholders, including:</p> <p>i. the categories of stakeholders it engages with, and how they are identified;</p> <p>ii. the purpose of the stakeholder engagement;</p> <p>iii. how the organization seeks to ensure meaningful engagement with stakeholders.</p>	<p>Stakeholders, page 10</p>	

GRI 302: Energy 2016

103-1	Explanation of the material topic and its boundaries	Our Environmental Footprint, Page 24-25
103-2	The management approach and its components	Our Environmental Footprint, Page 24-25
103-3	Evaluation of the management approach	Our Environmental Footprint, Page 24-25
302-1	a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used.	Our Environmental Footprint, Page 24-25

		2022 Disclosure Reference	Omission
GRI 305: Emissions 2016			
103-1	Explanation of the material topic and its boundaries	Our Environmental Footprint, Page 24-25	
103-2	The management approach and its components	Our Environmental Footprint, Page 24-25	
103-3	Evaluation of the management approach	Our Environmental Footprint, Page 24-25	
305-1	The reporting organization shall report the following information: a. Gross direct (Scope 1) GHG emissions in metric tons of CO2 equivalent.	Our Environmental Footprint, Page 24-25	
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.	Our Environmental Footprint, Page 24-25	
GRI 401: Employment 2016			
103-1	Explanation of the material topic and its boundaries	Social & Human Rights, Page 34	
103-2	The management approach and its components	Social & Human Rights, Page 34	
103-3	Evaluation of the management approach	Social & Human Rights, Page 34	
401-1	a. Total number and rate of new employee hires during the reporting period, by age group, gender and region.	2022 New Team Members, Page 34	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 38	

		2022 Disclosure Reference	Omission
GRI 405: Diversity and Equal Opportunity			
103-1	Explanation of the material topic and its boundaries	Diversity, Equity & Inclusion, Page 39	
103-2	The management approach and its components	Diversity, Equity & Inclusion, Page 39	
103-3	Evaluation of the management approach	Diversity, Equity & Inclusion, Page 39	
405-1	<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 35. 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>

5.2.4 Task Force for Climate Related Financial TCFD (Task Force for Climate-Related Financial Disclosures) Guidance for All Sectors + Non-Financial Sector (Materials and Buildings)

Governance	2022 Disclosure
<p>a) Describe board's oversight of climate-related risks and opportunities</p>	<p>BGIS's global ESG governance structure is built into our corporate structure and leadership begins at the top with our global CEO, Gord Hicks.</p> <p>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.</p>
<p>b) Describe management's role in assessing and managing climate-related risks/opportunities</p>	<p>The ESG Board oversees BGIS's ESG initiatives such as climate risk and energy reduction. Responsibilities of the board include:</p> <ul style="list-style-type: none"> • Recommend to the Global Executive Board BGIS overall strategy with respect to ESG matters. • Oversee BGIS policies, practices, and performance with respect to ESG matters. • Oversee BGIS reporting standards in relation to ESG matters. Identify, set, and monitor progress towards sustainability related goals. • Review emerging risks and opportunities associated with ESG topics relative to BGIS that have the potential to impact business, operations, and clients.
Strategy	2022 Disclosure
<p>a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term</p>	<p>BGIS is in progress of assessing climate related risks and opportunities.</p>
<p>b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.</p>	<p>The impact of climate related risks and opportunities on our business, strategy, and financial planning will be detailed following the assessment of climate risks and opportunities.</p>
<p>c) Describe the resilience of the organization's strategy, taking into consideration different climate related scenarios, including a 2°C or lower scenario.</p>	<p>We are responsible for our Clients' facility operations including projecting costs for climate-related risks such as the cost of energy and energy consumption due to global warming, disasters and clean-up, and building operational impacts from climate change. We use climate-related scenario analysis for the purposes of modeling forecasts of energy consumption and costs. These are used to forecast costs and risks associated with our commercial service delivery contracts and our obligations to meet our Clients' requirements.</p> <p>Our Business Continuity Plans covers extreme weather on BGIS assets and Client assets.</p>

Governance	2022 Disclosure
<p>a) Describe the organization’s processes for identifying and assessing climate related risks.</p> <hr/> <p>b) Describe the organization’s processes for managing climate-related risks</p> <hr/> <p>c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization’s overall risk management.</p>	<p>2022 Disclosure</p> <p>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 on an annual basis include Climate related opportunities including Professional Services, Account Management, Supply Chain and Enterprise Risk Management.</p> <p>Our annual Business Continuity Planning process reviews the potential impact of climate-related disasters and builds the impacts into our corporate plans for mitigation and management of their occurrence. As well, each of our Corporate Departments review the potential impact of climate-related risks to our ability to deliver operations to our front line business groups and Clients.</p>
Metrics and Targets	2022 Disclosure
<p>a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.</p> <hr/> <p>b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.</p> <hr/> <p>c) Describe the targets used by the organization to manage climate related risks and opportunities and performance against targets.</p>	<p>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:</p> <ul style="list-style-type: none"> • Utility Reporting and Analysis • Energy Management and Energy Efficiency Programs • Sustainability Programs • Climate Impact Risk Analysis. <p>Refer to “Our Environmental Impact” section of our ESG Report.</p> <p>We have committed to the Science Based Targets initiative (SBTi). The BGIS commitment aligns with the goals of the Paris Agreement, to limit global warming to 1.5°C.</p>



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