



2021 ESG REPORT

BGIS 

TABLE OF CONTENTS



// 1.0 Introduction	3
1.1 Approach	3
1.2 A Message from our CEO	6
1.3 About BGIS	8
// 2.0 Governance & Ethics.	16
2.1 Materiality Assessment	18
2.2 Compliance & Risk Management policies	22
// 3.0 Environmental	21
3.1 Our Commitment	21
3.2 Our Environmental Impact	23
3.3 Climate Risk Management	28
3.4 Performance of Key Sustainability Initiatives	30
3.5 Sustainable Procurement.	32
3.5.1 Sustainable Cleaning Consumables.	33
3.5.2 Salt Reduction Initiative	33
// 4.0 Social & Human Rights.	34
4.1 People and Culture Highlights from 2021	34
4.2 A Company that Cares: Our Human Rights Principles/Diversity & Inclusion	36
4.2.1 Diversity, Equity and Inclusion.	37
4.2.2 Indigenous Engagement	39
4.3 Health & Safety / Wellness	43
4.3.1 Mental Health & Well-Being	44
4.4 Charitable Donations and Community Engagement	45
// 5.0 About this Report.	48
5.1 Data Assurance	49
5.2 Appendix	50
5.2.1 UN SDGs.	50
5.2.2 SASB.	53
5.2.3 GRI Index	54
5.2.4 TCFD.	59



1.0 INTRODUCTION

1.1 Approach: Growing with Purpose and Intent

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’s leadership team and ESG committee.

“
Readers will find two constant themes woven throughout this entire report, shaping the way we have evolved and responded as a company: Innovation and Responsible Supply Chain.”

A second year into the pandemic, 2021 was a year that tested the lessons learned in 2020 while pivoting to new business models, addressing new challenges, and standing up for issues that we feel strongly about. Readers will find two constant themes woven throughout this entire report, shaping the way we have evolved and responded as a company: Innovation and Responsible Supply Chain.

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

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

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

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



Our 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). • BGIS commitment will align with the goals of the Paris Agreement, to limit global warming to 1.5°C.
<p>Environment</p>   	<ul style="list-style-type: none"> • Reducing energy consumption, natural resource use, and greenhouse gas emissions in our operations and client’s portfolios • Driving significant change as we lead programs and initiatives to reduce energy and GHG emissions, improve waste diversion and reduce waste generation, reduce water consumption, and promote biodiversity.
<p>Diversity & Inclusion List</p>  	<p>BGIS remains committed to the promotion of an equal, diverse and inclusive workplace</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 supplier’s 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 move through the phases of the COVID 19 pandemic and beyond • 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.
<p>Reporting Period</p>	<p>The 2021 Environmental, Social, Governance Report is reporting on our activities from January 2021 to December 2021, unless explicitly stated otherwise.</p>

Forward Looking Statement

This report contains certain forward-looking statements based on BGIS's 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



In reflecting on 2021 BGIS remained true to our values and culture of caring and innovation, making significant progress towards our ESG objectives.

The mental health and well-being of our team members and their families continued to be an important area of focus at BGIS, and we made a number of investments to support this priority. BGIS expanded Wellness programs around the world driven by our Director of Wellness. These programs included subsidized fitness memberships and fitness equipment, virtual yoga and nutrition classes, as well as investing in Tele-Health programs in Regions where available, affording team members and their family's access to a medical professional 24x365. Further, BGIS supported several youth mental health organizations, such as Kids Help Phone and Cam's Kids Foundation, to support this demographic of our society that has been heavily impacted by the challenging restrictions put in place by many governments during the pandemic. Our Company conducted several fundraising events and raised over \$250,000 for mental health and youth charities, including making a \$500,000 commitment to support Kids Help Phone's operations and initiatives to support indigenous youth.

BGIS implemented a flexible work environment where operationally possible to help mitigate the risk of virus spread, and also reduce the stress and anxiety for our team members, many of which were challenged by having to care for children and elderly parents while delivering on their work commitments. Team Members were able to leverage the robust technology infrastructure and virtual collaboration tools ensuring resilience in our operations globally.

BGIS further demonstrated our commitment to diversity and inclusion in 2021 with the creation of a Joint Venture with Des Nhede Community, to deliver on a vision to create one of Canada's first Indigenous owned Facility Services providers, leveraging BGIS's technologies and industry expertise to create meaningful employment and job training opportunities for indigenous youth. Further, BGIS was recognized by the Chartered Institute of Procurement & Supply (CIPS), the largest professional body serving this sector globally, with their Global Excellence Award for our leadership and innovation in Diversity & Inclusion. BGIS also launched the "Women of BGIS" with hundreds of team members participating in events that support the mentoring and development of our talented young ladies and encourages the attraction and retention of these talented team members. I am also very proud of the talented female leaders within BGIS including 40% of my Global Executive Team.

BGIS continued to demonstrate its' commitment to our veterans with programs both in Australia and the United States, to support the hiring and training of Veterans and their spouses. BGIS was recognized by the US Department of Defense with the Gold Hire Vets Medallion, as well as being named Employer of the Year by YesVets. In the US our skilled veterans make up almost one third of our growing 1200 team member workforce, and we are all very proud and extremely honored that they chose BGIS to be their employer of choice.

BGIS has continued to drive opportunities for energy efficiency and has partnered with our clients to create decarbonization roadmaps, to support their carbon reduction and ESG objectives. In 2021 BGIS' initiatives have resulted in a reduction of over 20,000 tons of CO2 emissions across our portfolio. Other sustainability initiatives include our Smart About Salt and Green Cleaning Program, which has resulted in 5000+ metric tons of salt being eliminated from winter operations, and close to 100 metric tons of waste being avoided through more efficient packaging of the BGIS selected 100% bio-degradable ECO Logo 2792, sustainable cleaning products. Further, BGIS introduced a zero-waste decommissioning solution for a number of our clients reducing construction waste by 100's of thousands of tons as well. Across our operations we reduced more than 35,000 m3 of water through the implementation of low flow plumbing fixtures, smart irrigation programs, and indigenous plantings and hardscaping techniques used in landscaping design.

At this time of writing BGIS has now grown to over 9000 team members globally, and I could not be any more proud of their commitment to supporting our clients' operations throughout this challenging past year. At BGIS we recognize the important role that we play in serving our communities and that many of our clients' businesses are essential to the effective functioning of our society. We support telecommunications, banking, healthcare, cloud enterprise, government operations, transportation, specialty retail, utilities and many other sectors. This report is a testament to your efforts and determination to make a difference, and to contribute to making the world a better place!



Gordon Hicks, C.M.
CEO & Proud Member of the BGIS Team



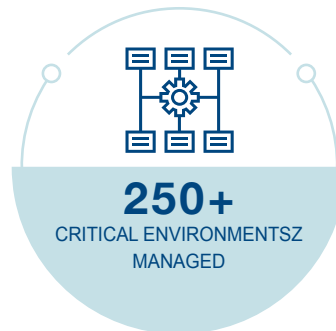
1.3 About BGIS

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

With a global team of over 8,125 dedicated team members, our purpose is to provide efficient and leading-edge service solutions for our clients so they can perform at their best, while ensuring a sustainable, safe and comfortable environment for all. We are a technology enabled, technically led global integrated facilities management (“IFM”) provider focused on providing disruptive business solutions for our clients, through a culture of caring, innovation and high-performance.

BGIS manages over 40,000 client locations totaling more than 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.



CANADA



310M+
SQ. FT. MANAGED



5,350+
TEAM MEMBERS

US



23M+
SQ. FT. MANAGED



830+
TEAM MEMBERS

UK



13M+
SQ. FT. MANAGED



380+
TEAM MEMBERS

APAC



161M+
SQ. FT. MANAGED



1,565+
TEAM MEMBERS

Our Values


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

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 daring, innovation and high-performance.



Values

Unwavering Integrity	Passion for Innovation	Relentlessly Building Team Member Engagement	Delivering Memorable Customer Experiences	Living Sustainability
<ul style="list-style-type: none"> • 100% annual audit compliance • Canada’s Safest Employer Excellence Award 2020 • Most Innovative Use of Safety Technology — Canada’s Safest Employer in 2021 • Global Scorecard – “Do what we say we are going to do” by Region 	<ul style="list-style-type: none"> • BGIS Global SAM program • COE matrix structure • Remote Command Centre • Digital FM • Integrated Asset Management Approach • Monthly Regional Innovation Forums (Target 3 Innovations per Quarter) • Innovation Library/Portal 	<ul style="list-style-type: none"> • >75% Global Team Member Engagement • Best employer programs • Tuition assistance and training programs • Incentive structures aligned to goals • Extensive global diversity programs • Team Members First Program • Virtual Health Programs • Onboarding Concierge 	<ul style="list-style-type: none"> • 100% Likelihood to Recommend • 100% achievement of KPIs and savings guarantees • 10% growth in MCE program participation YOY • 99.8% Client Retention 2021 <div style="text-align: center;">  </div>	<ul style="list-style-type: none"> • Energy & sustainability practice • Top 50 Corporate Citizen from 2018 – 2021 • 2018 Green Award – Sustainable Supply Chain • Sustainability Reports from 2009 – 2021 • BEIC Founder & Chair

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.



Passion for Innovation

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



Living Sustainability

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



Delivering Memorable Customer Experiences

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



Relentlessly Building Team Member Engagement

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



Creating Value for our Stakeholders

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 support for our communities through environmental and social sustainable initiatives.

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

Clients

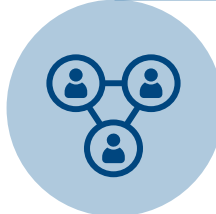
Consistently develop and implement innovative solutions to fulfill clients' needs and also reduce environmental impact and energy use while generating cost savings and efficiencies

Excellent management of assets and execution of commitments.



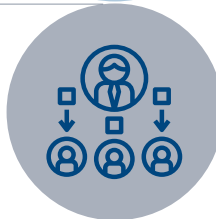
Team Members

- Jobs including wages, benefits
- Opportunity for training and advancement
- Inclusive workplace
- Workplace safety.



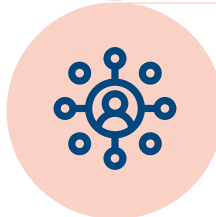
Suppliers

- 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's 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’s 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 2021.



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.

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.



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 2021

Award / Category	Organization	Country
Most Innovative Use of Safety Technology	Canada's Safest Employer	
Best Initiative to Build a Diverse Supply Base	CIPS Excellence in Procurement	
Green Supply Chain Award	Supply & Demand Executives	
Partner of the Year - Innovation, Sustainability and Memorable Customer Experiences	Shell "One Team" Award	
Top 5 Corporate Citizens	Corporate Knights	
Sustainability Award	Royal Institute of Chartered Surveyors (RICS)	
Base Services Contractor of the Year Award	Australian Government Department of Defence	
Partners in Sustainability Award	Premises and Facilities Management	
Health and Safety Award - Gold	RoSPA	
Military Friendly Employer - Bronze Award	Military Friendly	
HIRE Vets Medallion - Gold Award	US Department of Labor	
Employer of the Year Award	YesVets	



2.0 GOVERNANCE & ETHICS

ESG Leadership and Task Force

BGIS’s 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 2021, we focused on addressing materiality, increasing the global content withing our reporting, and refined our reporting standards. In 2022, our aim is to further our stakeholder and global engagement and execute on initiatives within our four priority areas: Diversity, Equity and Inclusion, Employee Wellbeing, Climate Action, and Integrity and Ethics.



ESG Board Oversight

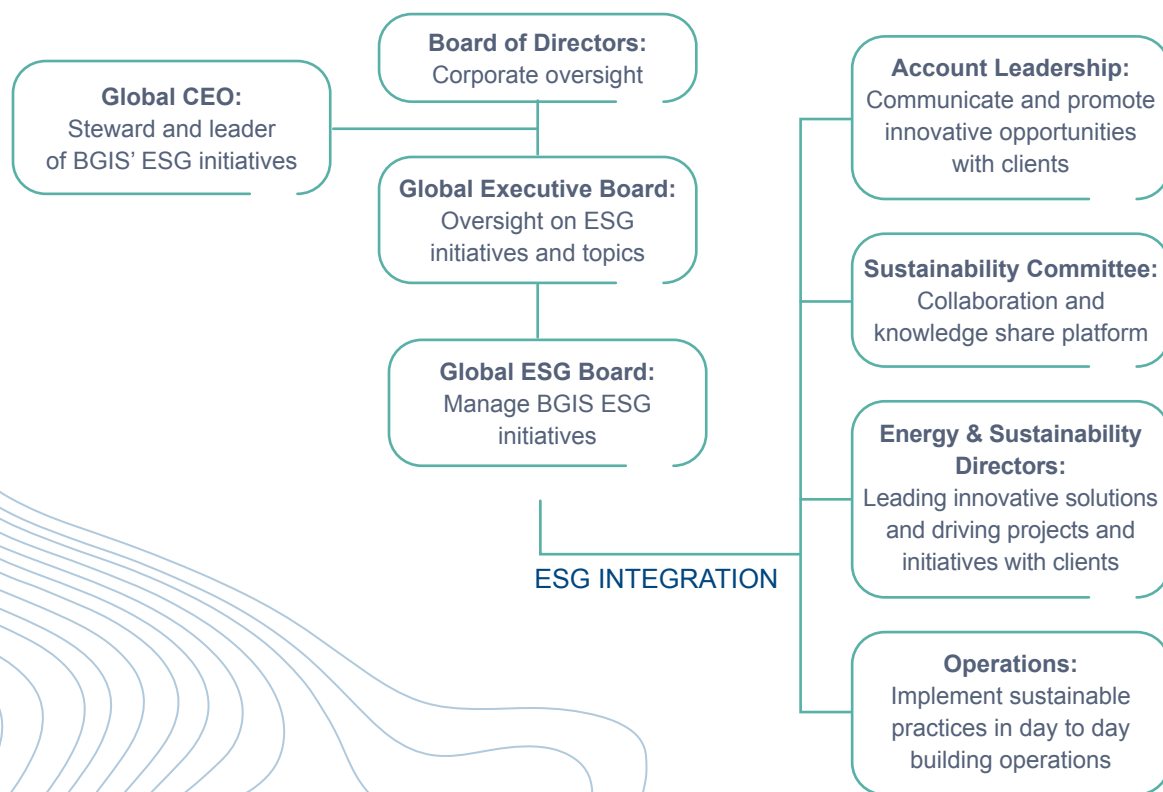
The purpose of the ESG Board is to assist the Global Executive Board in fulfilling its oversight responsibilities with regards to sustainability, environmental, health and safety, diversity, equity, inclusion, community, governance, reputation, and social responsibility matters relevant to BGIS. The ESG Board will oversee BGIS’s ESG initiatives such as climate risk and energy reduction. The ESG Board will meet on a regular basis to provide the duties and responsibilities outlined below:

The ESG Board Charter Responsibilities

- Recommend to the Global Executive Board BGIS overall strategy with respect to ESG matters.
- Oversee BGIS policies, practices, and performance with respect to ESG matters.
- Oversee BGIS reporting standards in relation to ESG matters.
- Identify, set, and monitor progress towards sustainability related goals.

Review emerging risks and opportunities associated with ESG topics relative to BGIS that have the potential to impact business, operations, and clients.

We established reporting principles based on BGIS’s core values. The ESG Board met frequently and regularly, typically every two weeks to track progress towards our ESG goals. Moving forward our ESG Board plans to update our priorities on a yearly basis based on ongoing stakeholder dialogue and data gathering. We intend to expand our engagement to our stakeholders such as clients, communities, suppliers, team members, Board of Directors, and industry to broaden our approach to ESG.



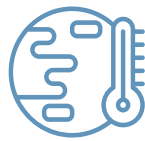
2.1 Materiality Assessment

Our ESG Board prioritizes the issues addressed within this report that rank high in terms of relevance to our business and stakeholders as well as our ability to make a difference in the world. The ESG team held a materiality session in 2021 with global leaders from Canada, USA, UK, and Australia. Stakeholders were engaged from several areas of the company, including team members from finance, legal, marketing, professional services, procurement, and people & culture. The intent of the materiality exercise was to identify priority topics for ESG reporting and to develop our 2022 ESG strategy. The team analyzed which issues are most important to BGIS through two lenses: Impact to BGIS and Stakeholder importance. BGIS' materiality assessment included decision making as it related specifically to areas where we are confident in our ability to have the most significant impact on both our Clients and our Vendor partners. With innovation as the driving force behind our assessment, four priority topics and two key themes were identified to frame our ESG strategy (graphic below). The four priority topics define the focus areas for BGIS to make meaningful change for our team members, communities, and clients.



Integrity and Ethics:

Ensuring we uphold our values and operate our business with honesty, transparency, fairness, and respect.



Climate Action:

Prioritizing reducing our environmental footprint and mitigating the worst effects of climate change across our operations, our clients, and our supply chain.



Diversity, Equity, and Inclusion:

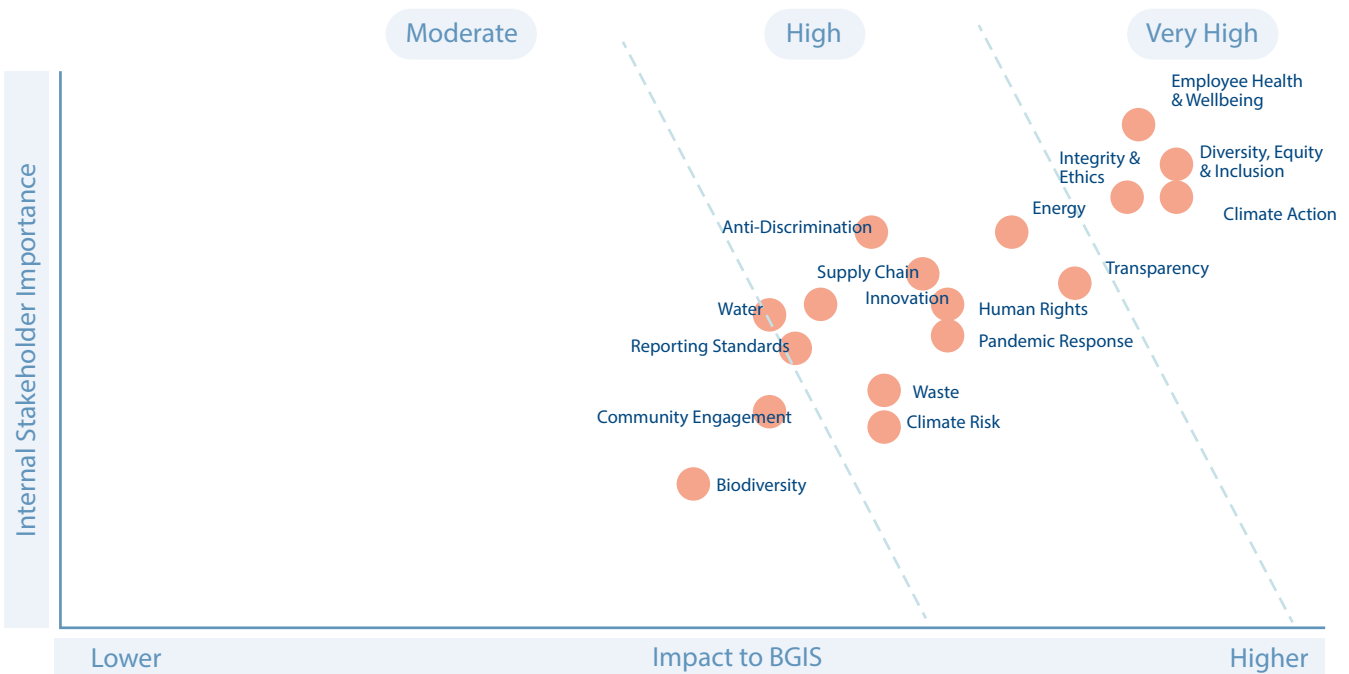
Understanding the root causes of disparities in our society and promoting populations that have been underrepresented and marginalized. Promoting justice, impartiality, and operating in a manner that's truly inviting to all.



Employee Wellbeing:

Supporting our team members in their health and wellness journeys, providing resources to reduce health risks, improve productivity, and increase engagement.





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:



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.



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.



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.



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.



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.

3.0 ENVIRONMENTAL

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 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.

3.1 Our commitment

BGIS has signed the Science-Based Targets initiative (SBTi) commitment letter and are working to verify the GHG emission targets with SBTi. 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. 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.

IPCC April 2022 Update:

Limiting warming to around 1.5°C (2.7°F) requires global greenhouse gas emissions **to peak before 2025** at the latest and be reduced by **43% by 2030**.

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.

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



Waste coffee costs businesses millions in disposal fees and is damaging the planet.

The BGIS UK team partnered with bio-bean to recycle post-consumer coffee grounds for processing into biomass to fuel our client buildings. We deployed a tactical agreement with a major client across key contracts to segregate coffee waste from general waste. BGIS Professional Services designed and solutioned a biomass system purely on waste coffee fuel provided by secondary buildings and local coffee chains.



Innovation Spotlight

Virtual Presence: Remote Vision

Balancing the need for technical presence with travel and social distancing measures to benefit the planet.

BGIS Team Members in the USA and UK have solutioned a **Hands-free Remote Collaboration Headset**. This headset creates an opportunity for remote presence at BGIS sites to perform activities like operational assessments, site tours, training, and more. No travel is required, reducing client costs, fuel and GHG emissions. Enables remote group participation on a video call.

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.



As part of our efforts to contribute to a sustainable future, BGIS tracks its energy and water consumption, GHG emissions, and waste generation. This is supported and driven by our ISO 14001:2015 certified environmental management system and Global Environmental Policy. Our ISO 14001 certification is renewed and externally audited on an annual basis.

The following corporate policies guide our daily practice:

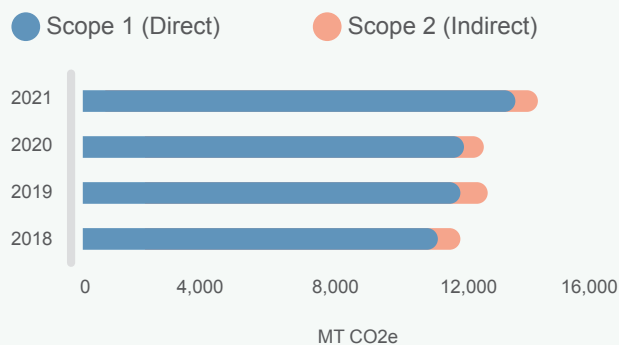
- CORP-SUS-10674-EN Sustainability Policy
- CORP-PSV-10591-EN Energy Management Policy
- CORP-SSM-10648-EN Sustainable Procurement Policy
- CORP-ENV-10454-EN Environmental Policy.

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.

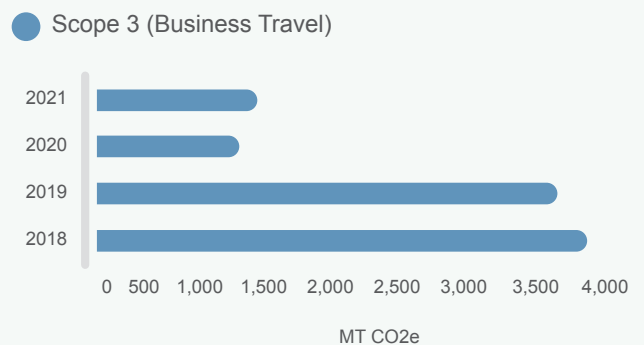
Sustainability is at the heart of everything we do, with both social and environmental commitments embedded into our operations.

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 2021 GHG inventory includes direct and indirect emissions from our corporate facilities in Canada, APAC, , the UK, and the US, our vehicle fleet of 1,428 vehicles, and business travel. This includes emissions from electricity and steam consumption, and fugitive refrigerant emissions.

Scope 1 and 2 Emissions



Scope 3 Emissions





Our Footprint

Award / Category	2016*	2017*	2018	2019	2020	2021
Global Scope 1 Emissions (tCO2e)	5,935	6,940	11,091	11,855	11,928	13,306
Global Scope 2 Emissions (tCO2e)	365	498	672	642	509	405
Global Scope 3 Emissions (tCO2e)	910	1,331	3,809	3,580	1,098	1,709
Total Water Consumption (m3)	4,129	11,592	6,356	5,998	5,236	4,361
Total Waste Generation Head office (MT)	34.8	36.6	42.3	43.1	19.1	10.5

Our Footprint

2021 Total Energy	211,914 GJ
Buildings - Electricity	12,610 GJ
Buildings - Steam	1,124 GJ
Buildings - Chilled Water	280 GJ
Buildings - Natural Gas & Propane	8,961 GJ
Vehicle Fleet - Fuel	188,932 GJ

Congruent with our previous Corporate Sustainability Reports, our base year is the 2016 fiscal year; this report compares values with our base year, as well as 2016. Our 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. Occupant engagement and education will drive the culture shift towards a sustainable future. Throughout 2021, we held engagement sessions with our team to foster a culture of sustainability at BGIS. Our industry experts led webinars on sustainability, innovation, and restoration. We also celebrated Waste Reduction Week with daily communications showcasing BGIS innovations and tips to reduce waste, promote circularity, and improve recycling.



The Path to Zero Carbon A BGIS Perspective



What's New in Waste



Healthy Population Healthy Planet



Restoring our Earth — What Does Sustainability mean to you? Insights from our next generation



Changing the world through Sustainable Procurement

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 facility. We are relentless in our pursuit of innovation within our own operations, finding smarter ways of working that reduce waste, boost efficiency, and improve business outcomes. 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 and protecting equitable treatment for a diverse workforce and removing systemic barriers to attracting new talent.

Sustainability with our Clients

Our Professional Services Centre of Excellence is at the forefront of innovation at BGIS, developing and implementing new energy and sustainability programs regularly.

Part of our core business strategy is to work with clients to reduce their energy consumption, generate guaranteed savings and reduce the impact on the climate. 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, waste management services and waste audits, and environmental compliance monitoring.

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



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.

Sustainability Certifications in 2021



25,104,502 sf

PORTFOLIO FLOOR AREA WITH SUSTAINABILITY CERTIFICATION



6 LEED

CERTIFICATIONS ACHIEVED



76 BOMA BEST

CERTIFICATIONS ACHIEVED



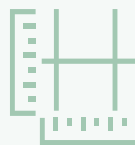
86 BUILDINGS

REPORTED IN ENERGY STAR

BGIS provides energy and sustainability services for



37,400 LOCATIONS



168.7 M sf



\$48.1M CDN
2021 REVENUE FROM SUSTAINABILITY SERVICES



CO₂

Immediate, impactful action is necessary to curb the worst effects of climate change.

Zero Carbon

BGIS leverages proven experience in sustainability, building systems, engineering, capital planning, and integrated facilities management to tackle today's climate crisis.

In 2021, BGIS continued to provide carbon neutral strategies for our clients, allowing us to operationalize the vision outlined in strategies and studies and measure the impact of various initiatives.

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



3.3 Climate Risk Management

BGIS has contractually embedded energy cost reduction guarantees into our commercial models and contracts — upwards of \$300,000 per year. We have a substantive financial and strategic opportunity to deliver industry leading services by guaranteeing outcomes for GHG and sustainability BGIS develops services and products to support our Clients to reduce their consumption, improve building operating efficiency, measure and track GHG, consumption and energy, while providing programs and innovations to support implementation into their business practices.

We are responsible for our Clients’ facility operations including projecting costs for climate-related risks such as the cost of energy and energy consumption due to global warming, disasters and clean-up, and building operational impacts from climate change.

As a service provider and consultant, we use climate-related scenario analysis for the purposes of modeling forecasts of energy consumption and costs. These are used to forecast costs and risks associated with our commercial service delivery contracts and our obligations to meet our Clients’ requirements.

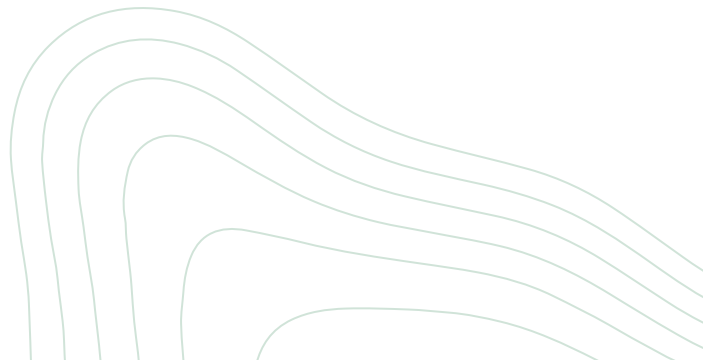
Annually, BGIS’s Enterprise Risk Management Group reviews risks with each of the Corporate Services and Account Groups, using Risk Prioritization Criteria to determine which identified risks need action and tracking. A Corporate Risk Register is created with a section for each group/account and these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





EV Charging Solution Expansion

In 2021 BGIS made a significant leap to expand 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.

With a journey that began in 2015, our services now include the ability to support full turn-key solutions for EV Charger installations as well as technical service support for ongoing maintenance. Over the past 2 years BGIS has expanded our ability to scale our solution to meet our Clients' evolving business needs. With the infrastructure in place to quickly react to the increased demand for EV Charging services, we will continue to develop our capabilities across the globe.

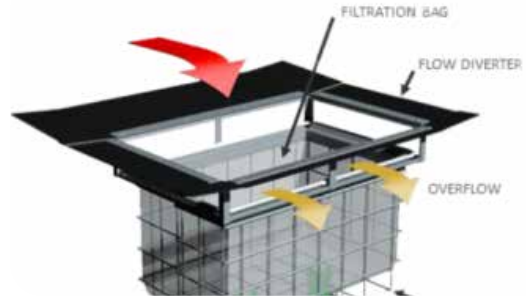
Innovation Spotlight – Protecting our Oceans

BGIS is leading innovative solutions on the Australian coast, preventing ocean pollution, and protecting marine life.



Floating Sea Bins

Driving sustainable practices and good citizenship, these floating sea bins are installed to collect waste that floats across the surface of the ocean. The bins are fixed to a boat pound, pontoon or wharf, or are anchored. The catchment is emptied daily, reducing waste debris, pollution and contamination around the harbour.



Ocean Protect Drain

The Ocean Protect Drain is a system of custom-made gully pit baskets with filtration liners installed into existing stormwater drains. The gully pit baskets capture and prevent pollutants from entering the ocean.

3.4 Performance of Key Sustainability Initiatives

In 2021, the performance of BGIS’s key sustainability initiatives includes results related to Energy and Carbon, Water and Waste Management.

Energy & Carbon



Smart Building Initiatives
savings of 930t CO₂



Energy and Carbon neutral projects
savings of 19,000t CO₂



Lighting retrofits
8,100 MWh annual savings

Innovation Spotlight: Closing the Loop on Food Waste

BGIS is shifting from the take-make-waste linear economy to a circular economy that is regenerative and restorative by design. We're implementing solutions that reduce waste and pollution, keep products in use, and regenerate natural systems. One example of this in action is on-site mechanical composting; turning food waste into a nutrient source that is put back into the landscaping.

Water



Initiated implementation of approximately 1000 Water Bottle Filling Stations across 130 buildings across Canada.



34,700 m³ water saved through sewer rebate programs

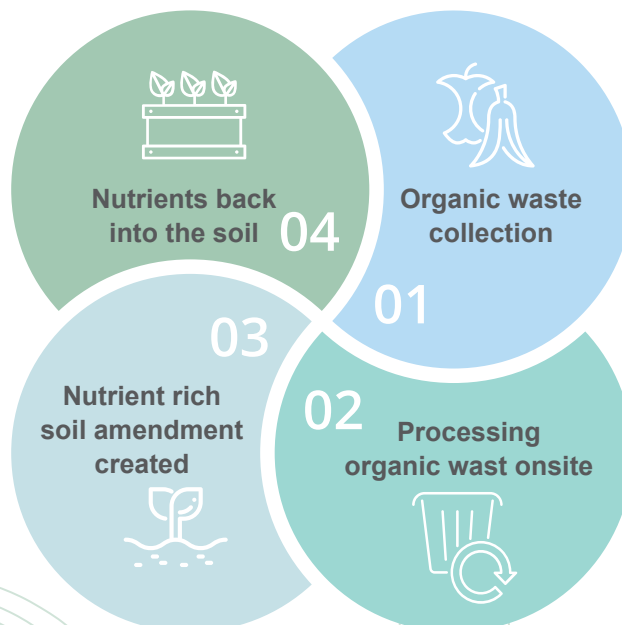
Waste



Onsite mechanical composting implemented at 5 buildings — Reduction in landfill waste haulage emissions by 20%



Rolled out over 750 central recycling stations across 40 buildings, resulting in an improved diversion rate of 15 – 30%



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. 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.



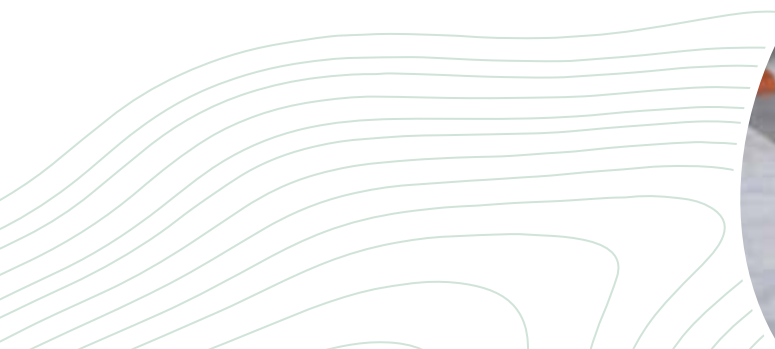
Produced locally or regionally with reduced packaging through zero emission or hybrid vehicles, bio-diesel engines, with noise-reduction and fuel-saving retrofits.



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.





3.5.1 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. **By the end of 2021, 60% of BGIS managed locations completed the transition to bio-based cleaning solutions.**

The resulting reductions have been:

- **Estimated 88 MT of CO2e emissions.**
- **Zero Ozone Depletion Potential (ODP) of cleaning products**
- **Packaging free of polystyrene and chlorinated plastics**

3.5.2 Salt Reduction Initiative

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

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

The expected results from 2021 RFx tenders are:

- **59 contracts with 11 SASC certified suppliers.**
- **Certified suppliers use on average 40% less salt**
- **Estimated reduction of salt use by 4,290 metric tons annually - equivalent to 3 salt silos.**



4.0 SOCIAL

BGIS’s 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 2021

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.

2021 New Team Members

METRIC	US	Canada	UK	APAC
New Hires	284	1,490	187	607
New Hires – Male	235	982	167	73
New Hires – Female	49	508	20	31
Boomerangs (i.e. Rehires)	11	107	16	6
Team Member Referral Bonuses Paid (CAD)	\$105,890	\$445,000	\$46,560	\$94,120

Global Team Member Gender Representation

Canada 2021

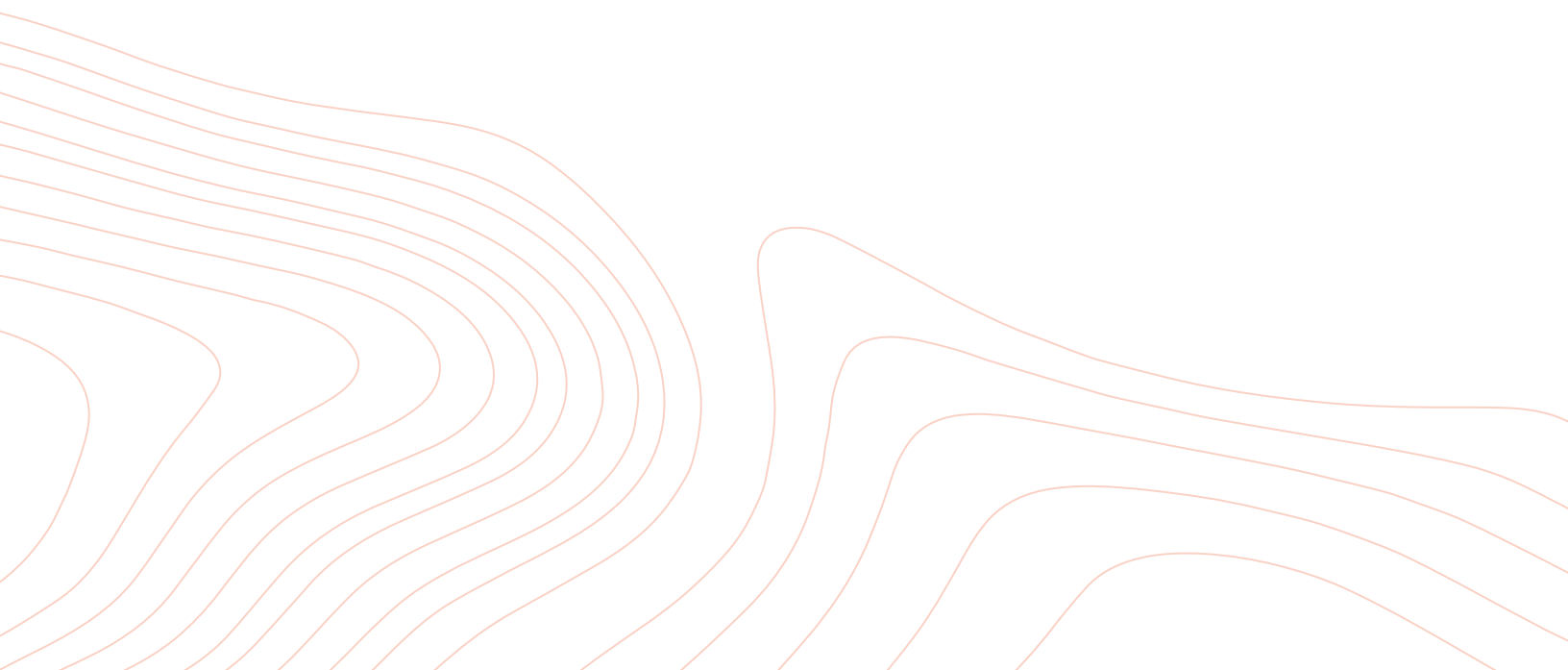
	Full Time	Part Time	Population Distribution	Directors
Canada Female	1770	55	35%	42
Canada Male	3409	46	65%	113

US 2021

	Full Time	Part Time	Population Distribution	Directors
US Female	131	2	16%	6
US Male	689	3	84%	20

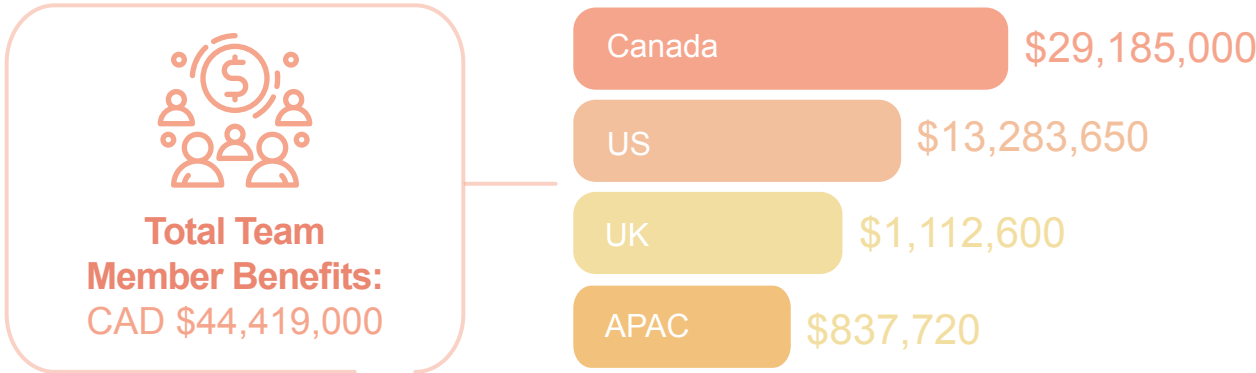
UK & APAC 2021

	Full Time	Part Time	Population Distribution	Directors
APAC Female	358	47	28%	7
APAC Male	1010	90	72%	11
UK Female	52	0	14%	3
UK Male	316	4	86%	6



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.



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. BGIS has 326 Janitorial professionals working for our team in Alberta as of 2022.

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

By implementing and managing diversity and inclusiveness, we are proactively ensuring that women, visible minorities, persons with disabilities and aboriginal peoples are equitably represented within the organization. We will not discriminate on the basis of race, age sex, religion, color, disability, or other grounds prohibited by U.N. Guiding Principles on Business and Human Rights (UNGP). We are equally committed to the maximum utilization of our Team Member potential within employment opportunities at BGIS.

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

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.



Women of BGIS

In 2021, we continued our efforts to address the issue of gender disparity. Women of BGIS is an initiative that encourages the growth, support and advancement of the female workforce within BGIS. Much like a mentorship program, this is a safe space where women of all ages in different levels of their careers can share stories of encouragement, career goals and advice. Acting as an internal networking opportunity the goal of this group is to foster growth of females, encouraging them to obtain higher roles in leadership.



Passionate, Innovative, Courageous, Empathetic, Supportive:
these are just a sampling of words to describe the Women of BGIS.

Women supporting and inspiring women together launched our Women of BGIS brand with a logo and pledge. Here is just a snapshot of our Achievements:

- 25 Plus events / lunch and learns completed
- 36 Round Table sessions and Fireside Chats
- +1000 Women Connected
- Over 30 Mentors supporting Mentees from various communities

The WOB are giving back to our communities, connecting with young people at campus events, participating in speaking engagements supporting various community events / organizations.

We are pleased to partner with the following organizations and look forward to adding more each year.

- Canadian Women Construction Association
- Founding Member of the Prosperity Project
- Calgary Women’s Emergency Shelter
- National Center for Missing & Exploited Children
- CAM’s Kids
- Empower Women
- Dress for Success
- York Region Women’s Centre to provide a mentor for a day
- Adsum House for women & Children in Halifax



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

In 2021, BGIS continued to include the Canadian Centre for Diversity and Inclusion (CCDI) in our program. CCDI is an organization that provides support to employers in areas of diversity and inclusion/human rights/equity to effectively address the full picture of diversity, equity and inclusion within the workplace. They focus on the topics of inclusion that are relevant in Canada and the regional differences that shape diversity by addressing the issues that move employers from compliance to engagement. Partners since 2020, BGIS team members have access to resources, training and information on the value of diversity, equity and inclusion.



4.2.2 Indigenous Engagement

Reconciliation Action Plan Australia

We continue to make strong inroads with Indigenous engagement in Australia and are excited to share that Reconciliation Australia has endorsed BGIS to progress to the next step in our journey with a 'Stretch' level Reconciliation Action Plan (RAP) in 2022. This follows the significant outcomes we've achieved with our 'Innovate' level RAP, including increasing our spend with Indigenous vendors to \$17.45M, growing our Indigenous employment from five people who identify as Aboriginal or Torres Strait Islander in 2015 to 46 as of December 2021, and developing our partnerships with Indigenous not-for-profits and community organisations, such as Clontarf Foundation, Supply Nation, Careers Trackers, Cowboys House and Taoundi Aboriginal College.



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.

BGIS Two Paths Program A Corporate Response to Truth and Reconciliation

In Spring of 2021, Two Paths – Teioháte – BGIS’ Corporate Response to the TRC Call to Action #92 – Business and Reconciliation, was created as a Road Map for BGIS’ Indigenous Engagement Journey.

The two paths are that of the non-Indigenous organization (i.e. BGIS) undertaking the journey of Business Reconciliation as well as that of the Indigenous Community, which could be either an Indigenous business or an Indigenous group/organization (i.e. Band Council, Native Women’s Association of Canada).

Teioháte translates to Two Paths/Roads in the Mohawk Language. This honours the Two Row Wampum belt which is the symbolic record of the first agreement between Europeans and the Haudenosaunee on Turtle Island/North America.



Indigenous Relationship Building and Community Engagement

Through various career fairs in Atikameksheng Anishnawbek (Northern Ontario) BGIS has been able to connect with prospective applicants and Indigenous employment agencies. By working with local employment agencies, our goal is to broaden our reach and recruitment of Indigenous talent.

Additionally, the Federal Government Account Team (RP1-ON) Indigenous Engagement Committee meets quarterly with stakeholders from Atikameksheng Anishnawbek to continue to highlight opportunities within BGIS for job seekers, Project Management & Facility Management tender opportunities for Indigenous-owned businesses, and other potential collaborative opportunities.

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](#) 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.
- In 2021 we implemented a self-identification platform using our third-party supplier compliance platform where suppliers who qualify as diverse can self-identify.
- 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 America 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.

The 2021 “Action Plan for Advancing Supplier Diversity” which was presented to and is supported by the BGIS Executive Leadership team was successfully executed. Supplier diversity and inclusion is now incorporated in Account Lead’s performance objectives. Where opportunities arise, we provide mentoring/ coaching support to diverse suppliers on submitting successful bids; expanding corporate memberships to include more certification organizations in the U.S.; and we revised our RFx documents to include supplier diversity and inclusion questions.

Since 2016 our spend with diverse suppliers has doubled each year. In 2021, we surpassed a very aggressive goal of \$60million spend by 31% achieving \$78.7million. Since 2016, BGIS has spent \$157.8 million with diverse suppliers in North America.

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

In 2021, we surpassed a very aggressive goal of \$60million spend by 31% achieving \$78.7million.



2021 Green Supply Award by the Supply & Demand Chain Executive Magazine.



2021 CIPS Excellence in Procurement Award for Best Initiative to Build a Diverse Supply Base, a global award by the Chartered Institute of Procurement & Supply



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	2019 LTIR	2019 TRIR	2020 LTIR	2020 TRIR	2021 L TIR	2021 TRIR
Canada	0.41	1.48	0.31	0.88	0.23	1.05
US	0.38	0.58	0.14	1.16	0.25	0.50
APAC	0.82	1.97	0.5	1.09	0.64	1.52
UK	NA	NA	0.21	0.21	0.22	0.44
Global	0.53	1.34	0.33	0.93	0.30	1.02



Innovation Spotlight

In 2021, BGIS won the Top Award for Most Innovative Use of Safety Technology for our Near Miss and Hazard Reporting App in RealSuite from Canada's Safest Employer Awards.



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 2021, we started in earnest to lay the foundational groundwork for mental health and well-being across the organization. Our goal was to create a comprehensive and holistic focus on well-being and enhance visibility of the BGIS Balance Well-Being Program as well as actively work to empower team members to continuously improve their overall well-being; and decrease stigma around mental health in the workplace.



Initially, we established our global well-being policy and reviewed and updated existing policies. For example, our sick day and flex day policies were rewritten with a mental health and well-being lens. A dedicated well-being@bgis.com email was set up so team members can ask questions, as well as provide suggestions

and feedback. Additionally, we updated our BGIS Balance portal page on IntraZone, our internal team member intranet. This page serves as a one stop shop for all things well-being.

The continued toll the pandemic was taking on team members' mental health and well-being provided an opportunity for all of us to make a difference by becoming more aware of how to support colleagues' physical health as well as those with mental health issues and thus decrease the potential for harm. We continued to promote and introduce health and wellness tools and resources such as our LifeWorks Employee Assistance Program, with new CareNow programs, physical activity apps; LIFT Session and Manulife Vitality, virtual yoga and fitness classes, as well as provide health and wellness education via regular BGIS Balance communications and webinars. Stress and Resiliency training sessions to equip team members with strategies to deal with the continued challenges they were facing were implemented across the country. In an effort to hold our leaders accountable for building and sustaining a culture of wellness and ensuring they have the skills and ability to do so, we provided Leader Mental Health training, where over 750 leaders across North America participated. Following Suicide Awareness Day, we launched LivingWorks Starts Suicide Awareness and Prevention training with all of our committee members both globally and regionally, as well as many HR leaders. Additionally, we partnered with Sunlife to implement their Workplace Mental Health Risk Assessment with leaders from East to West. The results of this report provided insight and have assisted in determining our future direction as we continue to develop our mental health and well-being strategy at BGIS.

To end the year, we launched our Global Well-Being Commitment Statement that our CEO, as well as all of our Regional Country Leaders endorsed. This statement highlights BGIS' commitment to mental wellness and well-being within our organization and showcases that we will continue to promote a culture of caring, innovation, and high performance by providing the knowledge, resources, opportunities and support-networks to do so.

4.4 Charitable Donations and Community Engagement



\$167,000
donated
to global charitable initiatives

We aspire to use our capabilities and influence to bring about positive change. Our commitment to sustainability is matched by our commitment to the communities around us. Even during times of strife, BGIS and our Team Members continue to demonstrate generosity and kindness in their communities as outlined by the UN SDG 1-4. In 2021 BGIS made over \$167,000 dollars in charitable donations to various charities and not-for-profit organizations across the globe.

Soldier On

BGIS supported Soldier On’s March On campaign to raise money for vital support services for veterans and their families. Several members from our Defence team took on the Aussie 10 Peaks; Australia’s highest peaks all located in Kosciuszko National Park. The four-day trekking challenge totalled 96km, with participants encountering ferocious headwinds, snow, hail, rain, flooding and even white outs. Thanks to generous donations from BGIS, our partners and individual supporters, the team raised a whopping \$52,000, which will greatly assist the delivery of holistic services to the veteran community.

Aussie Ark

BGIS has partnered with Aussie Ark, a not-for-profit working to save endangered Australian wildlife from extinction, to supply kangaroo cull as a food source for the tasmanian devils at the native animal sanctuary. In 2021, BGIS donated \$7,000 to Aussie Ark and a freezer to store the meat. BGIS further supported Aussie Ark through regular team volunteering events at the organisation’s facility in Barrington Tops, as well as through the provision of building materials for new animal enclosures.

Vision Australia

We have supported Vision Australia, our client and a leading national provider of blindness and low vision services in Australia by donating to the annual Carols by Candlelight fundraising event. The donation of \$10,000 to Carols by Candlelight, one of Australia’s most beloved Christmas celebrations, raises money for the organisation’s many services that support families with children who are blind or have low vision.

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.

BGIS-Airon Garden

BGIS was proud to support the President of Airon, Rick Gorka, his daughter/Florist Kaleigh, and BGIS-Airon team members who created an accessible community garden space in partnership with Seniors and Supportive Living Homes. With the help of the community and BGIS-Airon team members, harvested vegetables were donated to food share, and seasonal flowers were made into boutique arrangements to brighten the common spaces in the Long Term Care Facilities that BGIS-Airon service.

#WorldBeeDay

We were honoured to support our client at the 111 Sussex building in Ottawa who installed an apiary with six beehives in support of World Bee Day.



Women’s Centre of York Region

The People and Culture team and the Women of BGIS Committee partnered with the Women’s Centre of York Region on June 25th, 2021 to participate in a first time unique virtual mentorship opportunity that provided a learning experience for Women jobseekers looking for guidance and support. WCYR is a nonprofit organization that been a driving force in York Region for over 40 years, supporting women so they are able to thrive personally, socially and economically. They offer women in the community a range of programs and one-on-one support to help foster meaningful steps and actions. On June 25th, a number of our BGIS team members volunteered their day in support of the one day mentorship. Our mentees were provided an overview of BGIS, insight into the nature of work that is done as well as career guidance and advice.



Telus Friendly Future Foundation – Alberta Charity Golf Practice Round

BGIS Quebec Golf Tournament – PC Children’s Charity & Bell Let’s Talk

Thank you to all our Sponsors and Participants for a successful 19th edition of our BGIS Quebec Golf Tournament, presented by Superteck! Together we helped raise \$75,000 split between the PC Children’s Charity and Bell Let’s Talk.



Breast Cancer Awareness Month

On October 22nd BGIS members were invited to wear pink in support of Breast Cancer Awareness Month. Thank you to all members who joined in supporting this great cause!

Movember Foundation

BGIS is always excited to support the Movember Foundation. In 2021, we wanted to step up our game and get as many Team Members involved as we can. This year we as a global team raised an astounding \$22,889 (CAD) in support of men’s health.

Wigwamen

The Facility Management Office team led by Kim McConnell was looking to support a charity this holiday season that would show support for important causes and/or community support that the team believes in. In generous fashion a total of \$1,150.00 was donated to Wigwamen, a non-profit and charitable organization that was founded in 1972. It is Ontario’s oldest and largest urban Aboriginal housing provider, with 214 units scattered throughout the City of Toronto, a 92-unit apartment building for families and singles in Scarborough, a 60-unit apartment building in Northeast Scarborough, a 103-unit apartment complex for seniors in downtown Toronto, a 41-unit apartment building in Ottawa, a 145-unit apartment building in the Canary District of Toronto, and a 115-unit apartment building in Scarborough. Wigwamen is committed to providing decent, safe and affordable housing to thousands of Aboriginal and non-Aboriginal families, singles and seniors.



Some of the Charities We've Supported in 2021 include:



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 1,428 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 2021.

BGIS occupies **over 50 offices globally**, both owned and leased locations, and leases a **service fleet of over 1,428 vehicles**



5.1 Data Assurance

BGIS Environmental Footprint

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

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

Direct Emissions (Scope 1)

Vehicle fleet and building space heating from 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 A

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/>

5.2.1: UN SDG

UN SDG	SDG SUB-TARGET	BGIS Contribution
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>3.4 By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.</p>	<p>BGIS values the health and well-being of all our team members and has introduced programs such as flexible work arrangements encouraging our team members to work remotely and also have the flexibility to choose a schedule that strikes a healthy balance between their work and personal lives.</p>
	<p>3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents.</p>	<p>BGIS is registered to ISO 45001 Occupational Health and Safety Management System globally and has developed a comprehensive OHS program as part of the management system. Hazard identification and risk assessments must be done annually, and driving has emerged as a key risk to be managed.</p>
	<p>3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.</p>	<p>BGIS has a comprehensive health and dental plan for employees.</p>
	<p>3.9 By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination.</p>	<p>BGIS provides HSE compliance audits and reviews on an ongoing basis for our clients. HSE/ 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>5 GENDER EQUALITY</p>	<p>5.1 End all forms of discrimination against all women and girls everywhere</p>	<p>In 2021, 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>5.5 Ensure women’s full and effective participation and equal opportunities for leadership at all levels of decision making in political, economic and public life</p>	<p>Acting as an internal networking opportunity the goal of Women of BGIS is to foster growth of females, encouraging them to obtain higher roles in leadership.</p>

UN SDG	SDG SUB-TARGET	BGIS Contribution
	<p>6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally</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>6.4 By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity</p>	<p>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>7.2 By 2030, increase substantially the share of renewable energy in the global energy mix</p>	<p>BGIS encourages clients to invest in renewable energy as a pathway to carbon neutrality.</p>
	<p>7.3 By 2030, double the global rate of improvement in energy efficiency</p>	<p>BGIS energy managers work closely with the operators to find energy and other operational efficiencies that can be easily implemented and provide savings to the owner.</p>
	<p>10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard</p>	<p>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.</p>
	<p>11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage</p>	<p>BGIS has developed an inventory for the preservation and protection of cultural properties that enhance urban communities.</p>
	<p>11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management</p>	<p>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</p>

UN SDG	SDG SUB-TARGET	BGIS Contribution
	<p>12.2 By 2030, achieve the sustainable management and efficient use of natural resources</p> <hr/> <p>12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse</p> <hr/> <p>12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle</p> <hr/> <p>12.7 Promote public procurement practices that are sustainable, in accordance with national policies and priorities</p> <hr/> <p>12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature</p>	<p>BGIS' RFx evaluation process considers not only price, but technical competence of suppliers, their ability to make timely deliveries, quality, and performance of their products, and materials. Strategic Sourcing includes environmental performance as one of the important indicators of a product or service's overall desirability.</p> <hr/> <p>BGIS has a strong focus on waste reduction and diversion. Through initiatives such as organics collection development and deployment, centralized waste bin programs, electronic consumer waste collection, and occupant engagement we bring solutions that that marry environmental sustainability and client's needs.</p> <hr/> <p>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.</p> <hr/> <p>BGIS requires Sourcing Managers to review bid or contract specifications to encourage environmentally and socially-preferable products and services. BGIS' goal is to ensure that, wherever possible, specifications are amended to provide for the expanded use of sustainable attributes.</p> <hr/> <p>BGIS has implemented an occupant engagement program to increase awareness amongst building tenants on environmental sustainability and to increase their engagement on sustainability initiatives. We provide semi-annual presentations provided for BGIS employees regarding various sustainability topics, providing key action items as to how to reduce their environmental footprint both at work and at home.</p>
	<p>13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries</p> <hr/> <p>13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning</p>	<p>BGIS maintains a robust Business Continuity Management Program. The primary governance mechanism for this program is our Crisis Management Team. This team brings together all of the client account teams, lines of business, support functions, and subject matter experts to facilitate execution of business continuity plans as they relate to climate related hazards and natural disasters. BGIS has received ISO 22301 (Business Continuity Management System) Certification.</p> <hr/> <p>BGIS has developed an FM engagement program to empower and educate BGIS FM teams to reduce energy consumption and reduce waste.</p>

5.2.2 Sustainability Accounting Standards Board (SASB)

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

Code	SASB Reference	2020 Disclosure
IF-RS-000.A	Number of property management clients categorized by tenants and real estate owners (number)	Not available for this reporting period.
IF-RS-000.B	Floor area under management with owner operational control (square feet)	500,000,000 sqft
IF-RS-000.C	Number of buildings under management with owner operational control (number)	40,000
IF-RS-000.D	Number of leases transacted, categorized by tenants and real estate owners (number)	Not applicable to BGIS
IF-RS-000.E	Number of appraisals provided (number)	Not applicable to BGIS
IF-RS-410a.1	Revenue from energy/sustainability services (reporting currency)	Revenue from energy and sustainability services totalled more than \$50M CAD in 2021.
IF-RS-410a.2	Floor area and number of buildings under management provided with energy and sustainability services (square feet, number)	37,400 locations, comprising of over 168M sf of buildings were provided with energy and sustainability services in 2021.
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: 25,104,500 sf 2 LEED certifications 76 BOMA BEST certifications 86 Buildings Reported in Energy Star
IF-RS-510a.1	Brokerage revenue from dual agency transactions (reporting currency)	Not applicable to BGIS
IF-RS-510a.2	Revenue from transactions associated with appraisal services (reporting currency)	Not applicable to BGIS
IF-RS-510a.3	Total monetary losses as a result of legal proceedings associated with professional integrity (reporting currency)	Not available for this reporting period.

5.2.3 GRI Content Index

GRI 102: General Disclosure 2016

		Reference	Omission
102-1	a. Name of the organization.	BGIS	
102-2	a. A description of the organization's activities. b. Primary brands, products, and services, including an explanation of any products or services that are banned in certain markets.	Message from the CEO, page 6 About BGIS, Page 8	
102-3	a. Location of the organization's headquarters.	Page 50 4175 14th Avenue, Markham ON, Canada	
102-4	a. Number of countries where the organization operates, and the names of countries where it has significant operations and/or that are relevant to the topics covered in the report.	BGIS operates in 10 Countries, including: Australia Canada Hong Kong Ireland New Zealand Netherlands Singapore South Africa United Kingdom United States"	
102-5	a. Nature of ownership and legal form.	BGIS is privately owned. About BGIS, page 8	
102-6	a. Markets served, including: i. geographic locations where products and services are offered; ii. sectors served; iii. types of customers and beneficiaries.	MARKETS: government, education, healthcare, utilities, finance, telecommunications, property, resources, oil & gas and sport & leisure. GEOGRAPHIC LOCATIONS: As identified in GRI 102-4. SECTORS: corporate offices, retail, universities, schools, hospitals, venues & stadiums, institutions, bases, remote townships, warehouses, industrial assets and data centres CUSTOMERS: B2B	
102-7	a. Scale of the organization, including: i. total number of employees; ii. total number of operations; iii. net sales (for private sector organizations) or net revenues (for public sector organizations); iv. total capitalization (for private sector organizations) broken down in terms of debt and equity; v. quantity of products or services provided.	About BGIS, Page 8.	i.v. total capitalization not available for this reporting period.

		Reference	Omission
102-1	a. Name of the organization.	BGIS	
102-8	<p>a. Total number of employees by employment contract (permanent and temporary), by gender.</p> <p>b. Total number of employees by employment contract (permanent and temporary), by region.</p> <p>c. Total number of employees by employment type (full-time and part-time), by gender.</p> <p>d. Whether a significant portion of the organization’s activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees.</p> <p>e. Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries).</p> <p>f. An explanation of how the data have been compiled, including any assumptions made.</p>	Total Team Members, Page 35	
102-9	a. A description of the organization’s supply chain, including its main elements as they relate to the organization’s activities, primary brands, products, and services.	About BGIS, Page 8 Sustainable Procurement, Page 32 Supplier Diversity, Page 41	
102-12	a. A list of externally-developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes, or which it endorses.	Introduction, Page 3 Industry Affiliations, Page 12	
102-13	a. A list of the main memberships of industry or other associations, and national or international advocacy organizations.	Industry Affiliations, Page 12	
102-14	a. A statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy for addressing sustainability.	Message from the CEO, page 6.	
102-16	a. A description of the organization’s values, principles, standards, and norms of behavior.	Our Values, Page 9 – 10	
102-18	<p>a. Governance structure of the organization, including committees of the highest governance body.</p> <p>b. Committees responsible for decision-making on economic, environmental, and social topics.</p>	Governance, page 16	
102-40	a. A list of stakeholder groups engaged by the organization.	Creating value for our Stakeholders, Page 11	
102-42	a. The basis for identifying and selecting stakeholders with whom to engage.	Creating value for our Stakeholders, Page 11 – 12 Materiality, page 16	
102-43	a. The organization’s approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	Creating value for our Stakeholders, Page 11 – 12 Materiality, page 16	
102-44	<p>a. Key topics and concerns that have been raised through stakeholder engagement, including:</p> <p>i. how the organization has responded to those key topics and concerns, including through its reporting;</p> <p>ii. the stakeholder groups that raised each of the key topics and concerns.</p>	Creating value for our Stakeholders, Page 11 – 12 Materiality, page 16	

	Reference	Omission
102-1	a. Name of the organization.	BGIS
102-46	a. An explanation of the process for defining the report content and the topic Boundaries. b. An explanation of how the organization has implemented the Reporting Principles for defining report content.	About this Report, page 48
102-47	a. A list of the material topics identified in the process for defining report content.	Materiality, page 16
102-50	a. Reporting period for the information provided.	About this Report, Page 48
102-51	a. If applicable, the date of the most recent previous report.	About this Report, Page 48
102-52	a. Reporting cycle.	About this Report, Page 48
102-53	a. The contact point for questions regarding the report or its contents.	Page 62
102-54	a. The claim made by the organization, if it has prepared a report in accordance with the GRI Standards, either: i. 'This report has been prepared in accordance with the GRI Standards: Core option'; ii. 'This report has been prepared in accordance with the GRI Standards: Comprehensive option'.	About this Report, Page 48. This report has been prepared in accordance with the GRI Standards: Core option.
102-55	a. The GRI content index, which specifies each of the GRI Standards used and lists all disclosures included in the report. b. For each disclosure, the content index shall include: i. the number of the disclosure (for disclosures covered by the GRI Standards); ii. the page number(s) or URL(s) where the information can be found, either within the report or in other published materials; iii. if applicable, and where permitted, the reason(s) for omission when a required disclosure cannot be made. 6.3 When reporting the GRI content index as specified in Disclosure 102-55, the reporting organization shall: 6.3.1 include the words 'GRI Content Index' in the title; 6.3.2 present the complete GRI content index in one location; 6.3.3 include in the report a link or reference to the GRI content index, if it is not provided in the report itself; 6.3.4 for each GRI Standard used, include the title and publication year (e.g., GRI 102: General Disclosures 2016); 6.3.5 include any additional material topics reported on which are not covered by the GRI Standards, including page number(s) or URL(s) where the information can be found.	This content index demonstrates that our reporting is undertaken in accordance (core) with GRI Guidelines.
102-56	a. A description of the organization's policy and current practice with regard to seeking external assurance for the report. b. If the report has been externally assured: i. A reference to the external assurance report, statements, or opinions. If not included in the assurance report accompanying the sustainability report, a description of what has and what has not been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process; ii. The relationship between the organization and the assurance provider; iii. Whether and how the highest governance body or senior executives are involved in seeking external assurance for the organization's sustainability report.	About this report, Page 48

		Reference	Omission
102-1	a. Name of the organization.	BGIS	
GRI 302: Energy 2016			
103-1	Explanation of the material topic and its boundaries	Reducing our Footprint, Page 23 – 24	
103-2	The management approach and its components	Reducing our Footprint, Page 23 – 24	
103-3	Evaluation of the management approach	Reducing our Footprint, Page 23 – 24	
302-1	a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used.	Reducing our Footprint, Page 23 – 24	
GRI 305: Emissions 2016			
103-1	Explanation of the material topic and its boundaries	Reducing our Footprint, Page 23 – 24	
103-2	The management approach and its components	Reducing our Footprint, Page 23 – 24	
103-3	Evaluation of the management approach	Reducing our Footprint, Page 23 – 24	
305-1	The reporting organization shall report the following information: a. Gross direct (Scope 1) GHG emissions in metric tons of CO2 equivalent.	Reducing our Footprint, Page 23 – 24	
305-2	The reporting organization shall report the following information: a. Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO2 equivalent.	Reducing our Footprint, Page 23 – 24	
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.	Human Resource Highlights from 2021 (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 36)	

		Reference	Omission
102-1	a. Name of the organization.	BGIS	
GRI 405: Diversity and Equal Opportunity			
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	
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 34. 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 Disclosure (TCFD) Recommendations

Guidance for All Sectors + Non-Financial Sector (Materials and Buildings)

Governance	2021 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	2021 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. This will be addressed in future reports.</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. This will be detailed in future reports.</p>
<p>c) Describe the resilience of the organization's strategy, taking into consideration different climaterelated 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>

Guidance for All Sectors + Non-Financial Sector (Materials and Buildings)

Governance	2021 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	2021 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. This will be addressed in future reports.</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. This will be detailed in future reports.</p>
<p>c) Describe the resilience of the organization's strategy, taking into consideration different climaterelated 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. Our Business Continuity Plans covers extreme weather on BGIS assets and Client assets.</p>



4175 14th Avenue
Markham, Ontario L3R 0J2
marketingcommunications@bgis.com

