

# Corporate Sustainability Report 2018



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## Introduction

# A Letter from our CEO



BGIS is pleased to provide its global Corporate Sustainability Report for 2018. This report will summarize the significant environmental, social, governance, and innovation achievements of BGIS over the last year.

2018 was an exciting year as it marked BGIS's 25-year anniversary of providing facility management services across the corporate real estate (CRE) industry. As we grow and evolve our product offerings, we continue to be a leading provider of integrated facility management services, project delivery services, energy and sustainability solutions, building performance management, workplace advisory and management, real estate management, and consulting services.

We have developed and implemented over 40 Carbon Neutral Studies for our clients, which is the initial building block to achieving carbon neutrality. This innovative approach identifies opportunities and investments to significantly reduce a building's energy consumption and greenhouse gas (GHG) emissions.

In 2018, BGIS received nearly \$500,000 in electricity incentive rebates for its clients in Canada. Through various projects, like rooftop unit (RTU) replacements, LED lighting retrofits, building control upgrades, and HVAC retrofits, BGIS was able to achieve significant energy and GHG emission reductions, in addition to cost savings for our clients.

In 2018, we launched our global tagline, 'Enabling Innovation'. This tagline speaks not only to one of our core values of 'Passion for Innovation', but acts as the rallying cry for our business, because we know that in a world besieged with disruption, organizations must innovate to thrive. Most importantly, our customers are facing this same challenge and they need a partner that challenges the status quo and is constantly looking for ways to drive operating efficiencies, enhance a customer's brand and their client experience, and increase productivity while contributing to the resiliency of their operations. We're proud to have developed strategic partnerships with innovative companies, suppliers, and best-in-class manufacturers, and will continue to expand our operations through organic business growth and strategic acquisitions globally.

There were many exciting achievements in 2018, including BGIS being named a top three corporate citizen by Corporate Knights, I was honoured to become a member of Canada's Clean50 list for 2019, we were named one of Canada's Safest Employers, we received the Green Supply Chain award, and BGIS was the first in our industry to achieve ISO 45001 certification globally.

At BGIS, our culture is founded on caring, innovation, and high-performance. Our team members go above and beyond to prove that we truly care for each other, our customers, our environment, and our communities. Every member of our team ensures that each interaction with our clients and their customers is a memorable one, providing a service experience that is so excellent that they would share their story with others. We want clients to know that we genuinely care about their wellbeing and that we are constantly looking for new ways to help them be successful.

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

A handwritten signature in black ink, appearing to read 'Gordon I. Hicks'.

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

## Introduction

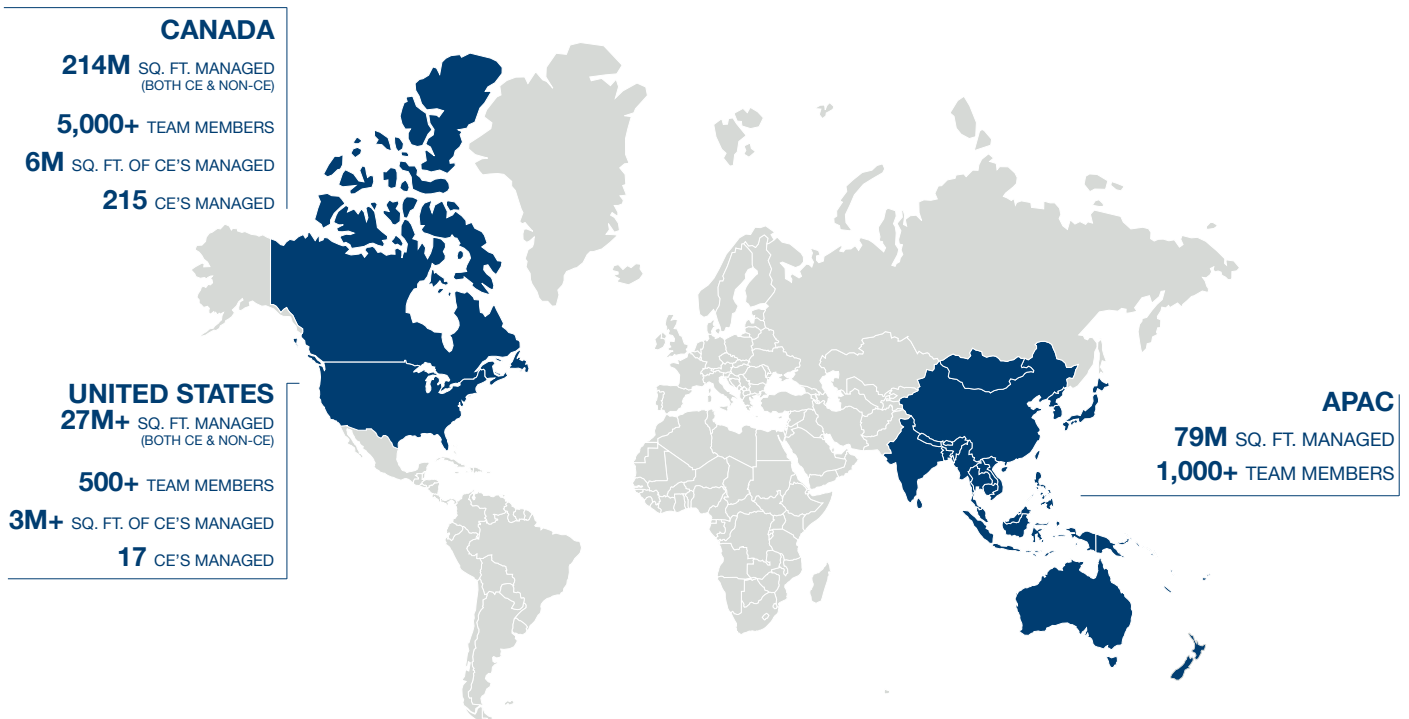
# Who We Are

### A Leader in the Corporate Real Estate Industry

Having a combined global team of over 7,000 allows BGIS to continually strive to understand the evolving challenges our clients are facing and in turn, produce innovative solutions. Globally, BGIS manages over 40,000 client locations totaling more than 320 million square feet across several markets, including Government, Higher Education, Utilities, Telecommunications, Financial Services, Oil & Gas, Healthcare, and Cloud Enterprise.

In addition to managing a diverse portfolio of corporate offices, retail, colleges, hospitals and industrial assets, BGIS is a world leader in the management of data centers and other critical environments.

Currently operating in three global regions, including Canada, the United States and Asia Pacific, BGIS has operations in 16 countries with over 45 offices globally.



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



**233+**  
CRITICAL  
ENVIRONMENTS  
MANAGED



**7,000+**  
TEAM MEMBERS  
GLOBALLY



# Industry Affiliations



# BGIS Values

## Mission

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

## Vision

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

## Values



### ***Unwavering Integrity***

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



### ***Passion for Innovation***

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



### ***Living Sustainability***

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



### ***Delivering Memorable Customer Experiences***

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



### ***Relentlessly Building Team Member Engagement***

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

# Highlights From 2018

## New Team Members



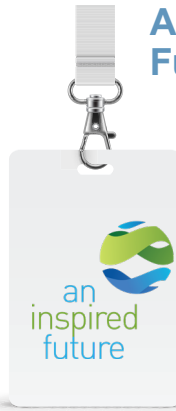
**1,137**  
IN CANADA  
86 were boomers

**129**  
IN APAC

**85**  
IN US

**1,348**  
GLOBALLY

## An Inspired Future



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



Reported our verified GHG Inventory on the CSA CleanStart Registry



### Carbon Neutral Retrofit Projects

Last year, BGIS began four carbon reduction projects that represented a diverse and unique set of implementation strategies. Each strategy dovetails into our client's strategic asset management approach.



To read which strategies were used to reduce carbon emissions at these client locations, please refer to the *Environmental* section of this report.

## Charitable Contributions

Support for over 80 charitable and not-for-profit organizations resulting in over \$500,000 in charitable donations globally.



### Zero Carbon

Participated in the CaGBC Zero Carbon Trade Mission to Netherlands and Austria for leading industry professionals



### Canada's Safety Employers: 2018 Gold Winner

Recognized as one of Canada's Safest Employers for 2018 by Canadian Occupational Safety (for the second consecutive year).

## Our top five sustainability initiatives from 2018:

- 1 Undertook 15 LEED retail projects, one WELL project, and one Green Globes project. Achieved LEED Gold Certification for two LEED EBOM volume projects totaling 6.1 million square feet.
- 2 Completed 732,000 square feet in recommissioning or commissioning, and 890,000 square feet in Energy Audits. In addition, BGIS completed over 2,000 total commissioning projects.
- 3 Completed 40 carbon neutral studies with an additional 20 studies in progress. Two carbon neutral projects started design and one carbon neutral project has obtained funding for implementation.
- 4 Completed Waste Audit studies for over 1.1 million square feet of building portfolio.
- 5 Implemented smart retail controls platform for nearly 200 sites, showing average energy savings of 22 per cent.

# Leadership in Sustainability

## An Inspired Future®

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

## Reporting Accountability

In addition to posting our verified 2018 GHG Inventory Report on the CSA CleanStart Registry for the sixth successive year, BGIS participated in two other reporting initiatives. As a supplier to some of our clients, we were invited to report to the Carbon Disclosure Program (CDP Worldwide) and the Ecovadis Corporate Sustainability Ratings. Our scores improved over our initial submissions to these systems and we will continue with these programs with the goal of improving our scores in the years ahead.

## ISO Certifications

### Enterprise Risk Management (ERM)

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

### Commitment to the Planet

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

### Occupational Health and Safety

BGIS is proud to be one of the first global companies to achieve the ISO 45001:2018 certifications for Canada, United States, Australia, and New Zealand. The discipline and rigour of the ISO approach helps our business by providing a global framework that guides organizations to improve employee safety, reduce workplace risks, and overall enabling innovative, safer working conditions, all over the world.

### Information Security Management

In early 2018, BGIS achieved ISO 27001:2018 certification in Canada to ensure our standards were to the highest degree to keep our information assets secure. This family of standards help us manage the security of our assets, including financial information, intellectual property, employee details, and information entrusted to us by third parties. This is the best-known standard providing requirements for an information security management system (ISMS), which is a systematic approach to managing sensitive company information so that it remains secure.

# Sustainable Vision, Targets and Goals

Our vision for a more sustainable future will be achieved by creating a net-positive impact from our operations on the planet and assisting our clients in doing the same. 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.

In 2016, we established our 20/20/20 goal, which is a 20 per cent reduction in Building GHG per Full Time Employee (FTE) by the year 2020, based on a 2016 base year in Canada. This was measured by carbon intensity per FTE (t CO<sub>2</sub>e/FTE). We are extremely proud to share that we already surpassed that goal in 2018! We managed to reduce our carbon intensity per FTE by 27.33 per cent.

We reduced our Building Energy (GJ/FTE) by 27.43 per cent in Canada, and our waste in our Head Office by 36.39 per cent. In an effort to reduce water usage at our head office in Markham, we have begun planning for renovations that will also significantly reduce paper products and electricity. To view all of these measurements in detail, please refer to the “Reducing our Footprint” page located in the Environmental section of this report.

## Awards & Recognition



### Canada's Safest Employer

BGIS was recognized, for the second year in a row, as one of Canada's Safest Employers for 2018 by Canadian Occupational Safety. Publicly recognized for our efforts and achievements in the Services category, this award distinguishes companies from all across Canada with outstanding accomplishments in promoting the health and safety of their workers. Companies are evaluated on a wide range of occupational health and safety elements, including employee training, occupational health and safety (OHS) management systems, incident investigation, emergency preparedness and innovative health and safety initiatives.



### Gold HIRE Vets Medallion

In 2018, BGIS was awarded the Gold HIRE Vets Medallion Award by the US Department of Labor – the only veterans hiring award given at the federal level. Its criteria allows for the highest level of recognition for employers who are committed to veteran careers, including recruiting, employing, and retaining. Employer's recognized by this award set an example for other employers of the importance of prioritizing and encouraging successful veteran hiring and retention. This award signals to veterans that an employer is committed to and supports these heroes.



Did you know?

Veterans represent nearly **30%** of BGIS's workforce in the United States.



### Canada's Clean50 List for 2019

In September 2018, BGIS's CEO, Gord Hicks, was honoured as a 2019 member of Canada's Clean50 list for the second time. Canada's Clean50 recognizes 50 leaders in sustainable development and clean technology, selected from an initial pool of more than 500 nominees from across Canada. The nominees reflect a wide range of industries, and showcase how their innovations, programs, and strategies are helping to reduce energy and waste and improve Canada's sustainability record.

### Best 50 Corporate Citizens

Corporate Knights, a media, research, and financial information products company, annually chooses the Best 50 companies that set the standard for sustainability leadership in Canada. In 2018, BGIS was among those 50 selected from a pool of 232 Canadian companies with revenues over \$1 billion. These companies were each evaluated on a set of up to 17 environmental, social, and governance indicators relative to their industry peers using publicly available information. BGIS is proud to have achieved this recognition as it represents our dedication and contribution to creating a more fair and sustainable world.

### Green Supply Chain Award

Supply and Demand Chain Executive (SDCE), the executive's user manual for successful supply and demand chain transformation, selected BGIS as a recipient of an SDCE Green Supply Chain Award for 2018. The Green Supply Chain Award recognizes companies that make green initiatives or sustainability a core part of their supply chain strategy and work to achieve measurable sustainability goals within their own operations and supply chains. The awards also recognize providers of supply chain solutions and services assisting their customers in achieving measurable sustainability goals.

### Sustainability Integration within Real Property Services

Through the work we do with our client, both BGIS and Public Services and Procurement Canada (PSPC) have taken a leadership position in embedding greenhouse gas emission reductions into the design and approval stages of both renovation and new construction projects. In addition, BGIS is incorporating sustainability engagement with various stakeholders through a test pilot of a Sustainably Occupant Engagement Program, helping define an occupant engagement framework that includes all stakeholders within the built environment.

### Recognition from the World Wildlife Fund

Each year, the World Wildlife Fund (WWF) Canada publicly celebrates the people and organizations that have stepped up to protect nature at a time when wildlife needs our help the most. For the second consecutive year, BGIS was recognized as the top fundraiser for the WWF CN Tower Climb Challenge, raising over \$20,000 for WWF.

### Gord Hicks Receives Honorary Doctorate from Carleton University

In 2018, our CEO, Gord Hicks, received an honorary Doctorate from Carleton University in Ottawa, Ontario. He was honoured during Carleton's Spring Convocation by the Faculty of Engineering and Design, of which he graduated from in 1987 with a degree in Mechanical Engineering. The faculty honoured Gord "in recognition of his extraordinary commitment to a sustainable low-carbon future, through innovation, leadership, and advocacy for the highest standards of practice in energy-efficient buildings".



BGIS's John Downey, NCR Procurement, was also attending the ceremony as a proud father, watching his daughter, Madison Green, graduate with an engineering degree in sustainable and renewable energy.)





## Enabling Innovation



### Automated Work Order Creation

In 2018, two of our team members developed coding of macros that allowed front end automation for simple work order creation and Tech Landlord set-ups and updates. This innovation allowed our team to auto-create over 4,000 work orders for client programs delivered by our Tech Services team, without adding additional admin resources to manually create them. The auto creation allows our team to focus on more value-added tasks for our clients by reducing cumbersome administrative tasks.



### Smart Retail Controls

In collaboration with our partners, BGIS developed our Smart Retail Controls technology, which is a web-enabled controls solution that allows for real-time monitoring and control (day or night) of any building's HVAC and lighting systems. Within the web portal, all energy metering and control data points can be viewed providing a holistic and comprehensive means to proactively manage the performance of a distributed real estate portfolio. Alerts, warnings, and optimization measures are automatically triggered and proactively responded to by the BGIS remote command centre. After conducting a pilot project with some of our clients in 2018, we were able to save an average of 20 per cent in energy cost savings.



### GoSpaces

In 2017, BGIS launched a workplace productivity and employee engagement mobile application for clients in the corporate real estate industry called "GoSpaces". The app encourages productive employee behaviors through gamification, which is then translated instantly into financial, environmental and wellness benefits in real-time. Through 2018, BGIS was able to avoid 22,216kg of CO<sub>2</sub>, contributed 4,611 hours for this initiative, and save approximately \$321,313 company dollars. Through the use of GoSpaces, BGIS has also contributed to planting a total of 67 trees.



## Governance

# Enabling Innovation from the Top

In the spring of 2019, BGIS was acquired by private equity firm, CCMP Capital Advisors, LP. CCMP's best practices and management experience across a broad investment portfolio is proving to be a wonderful source of innovation and our management team and team members are embracing this opportunity to take BGIS to the next level of service excellence and to enhance our value proposition.

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



**Mike Greidanus, President, Canada**

Our culture at BGIS continues to be one of caring, innovation, and high performance. As partners, innovators and change agents, we remain committed to relentlessly pursue better business performance for our clients. From this very foundation we launched our new global tagline in 2018: "Enabling Innovation", as a reflection on successes and as future inspiration at our 25-year anniversary.

With the well understood impact of buildings on the environment, the real estate & facility management industry has a tangible role to play when it comes to reducing energy, waste, greenhouse gas, and water consumption. Of course, BGIS is a people company and our culture of caring extends to giving and volunteering in the communities where we work and live. With this in mind, our commitment to our core value of "Living Sustainability" remains as important as ever.

A handwritten signature in black ink, appearing to read "Mike Greidanus".



**Mark Marquis, President, US**

One of our key differentiators is our commitment to leading our industry to a more sustainable future and do so by implementing programs and innovative technologies that help our clients reduce their waste, water, and energy consumption. We value the importance of corporate sustainability, and in turn, actively look to do business with clients and suppliers whose vision, mission, values, and cultures align closely with ours.

We believe that our focus on corporate social responsibility, supporting both the environment and our communities, has played a large role in our success. We will continue to execute on our strategy of becoming a global technically-focused real estate and facilities management services provider, with sustainable business practices remaining at the forefront of our daily operations.

A handwritten signature in black ink, appearing to read "Mark Marquis".



**Dana Nelson, President & Managing Director, APAC**

Having just joined the organization in 2019, I'm inspired to be part of a company with a genuine and progressive corporate culture. I have observed our people go the distance to care for each other, our customers, our environment, and our communities. There are many examples outlined in this report that prove we live the principles of sustainability every day. We don't just deliver cost effective innovative solutions, but we strive to make memorable customer experiences with every interaction.

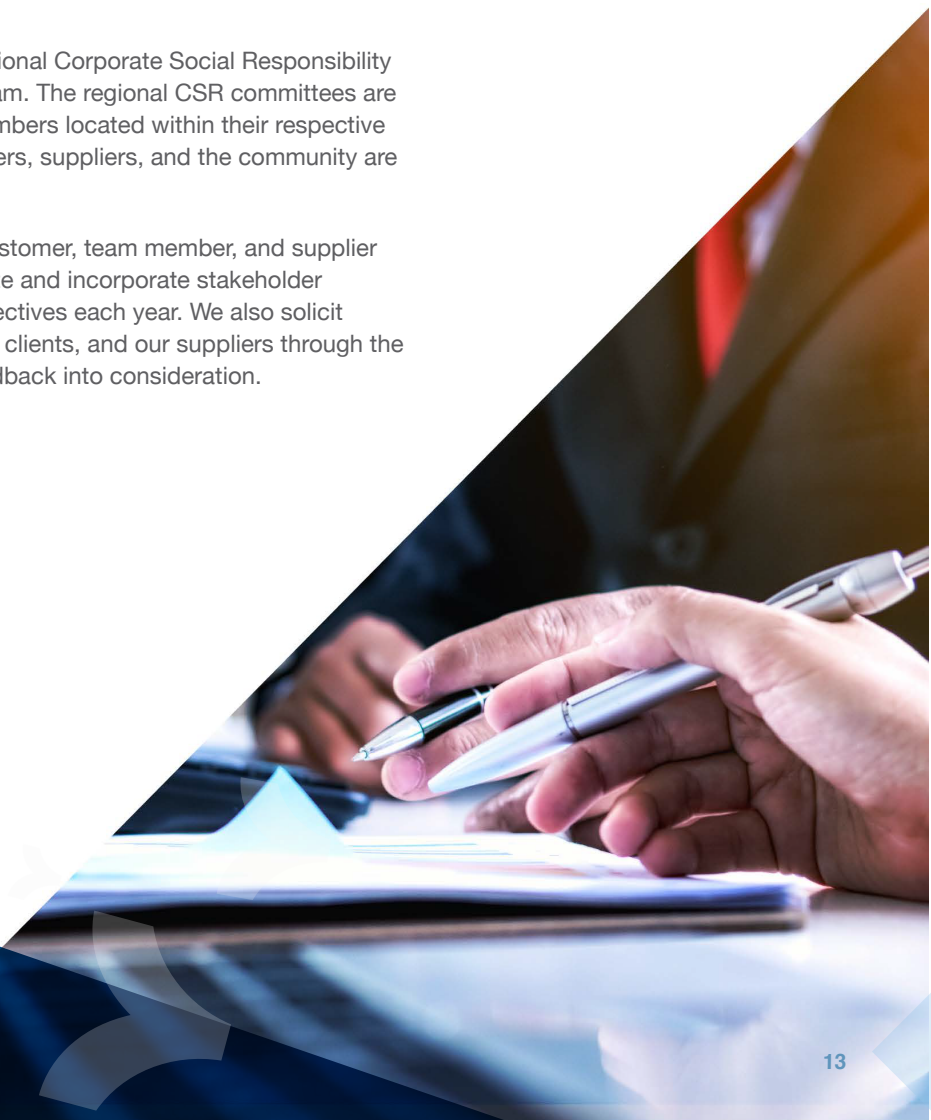
A sustainability mindset and new thinking can be transformative, with countless opportunities ahead for us.

A handwritten signature in black ink, appearing to read 'Dana'.

## Our Stakeholders and Contributions

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

BGIS utilizes engagement methods, such as 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 take all feedback into consideration.

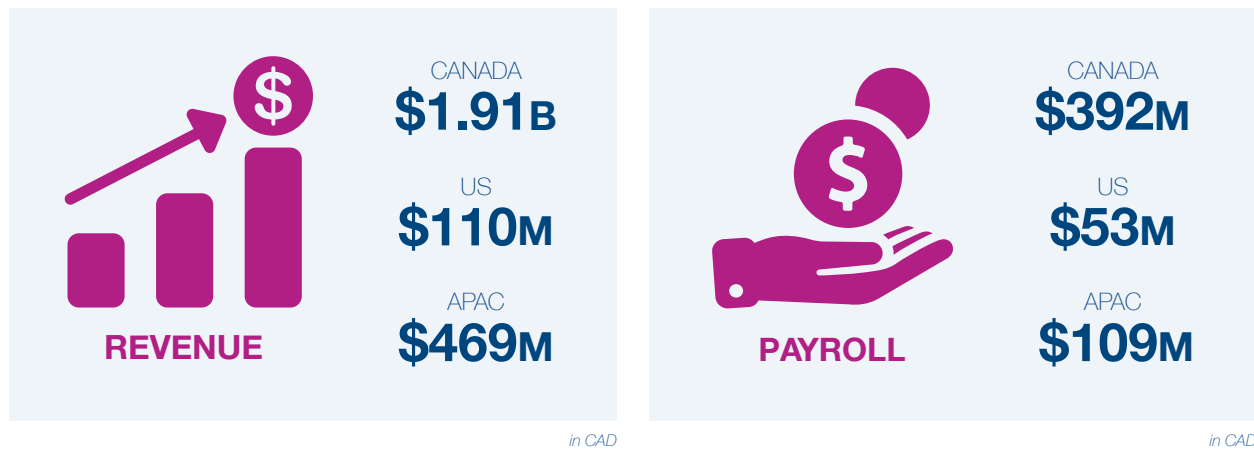




## Economic

# Economic Performance

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



## Company Growth

Throughout 2018, we continued our focus on strengthening relationships with our clients globally by providing them with the best possible service. We continued to grow our technical workforce through acquisitions and organically in an effort to bring economic value to our customers, while improving the quality of service and customer experience. Further, we continued to invest in our business analytics team to support the provision of strategic reporting for our clients. We were able to leverage Smart Building Technology and the Internet of Things (IoT) to produce innovations that enabled us to expand our service offerings through their introduction. Our Automated Work Order Creation technology allowed us to focus our time on serving our clients, rather than spending time manually creating work orders, which was formerly a monotonous and time-consuming task. In collaboration with our partners, we developed our Smart Retail Controls technology, which is a web-enabled controls solution that allows for real-time monitoring and control (day or night) of any building's HVAC and lighting systems, which was able to save an average of 22 per cent in energy cost savings. We are excited to roll out our Smart Retail Controls technologies to more of our clients throughout 2019.

“...web-enabled controls solution that allows for real-time monitoring and control (day or night) of any building's HVAC and lighting systems, which was able to save an average of **22 per cent in energy cost savings.**”

## Team Member Benefits

In order to foster growth for our team members and allow them to expand on their relevant knowledge and skills, we offer a tuition assistance program (TAP). Through the TAP, BGIS was able to reimburse \$422,000 for our team members' academic studies in 2018. We also invest and utilize an online learning system that provides our team members access to instructor-led training and webinars, as well as web-based courses, books, and other online learning assets that are designed to enhance professional development. We will continue to enhance these programs and encourage our team members to further their professional development in a formal setting, become involved in industry associations, continue academic development, and use our many internal training programs to help them grow and develop their skills.

Our team members have access to a comprehensive flex health benefit package, pension program, and payroll deduction program (dependent upon the region). The flex health benefit package is designed to cater to the many different needs of our team members and is customizable, so team members are able to choose the level of coverage that works best for themselves and their families.

BGIS encourages team members to live an active and healthy lifestyle, and as a result, offers a health and wellness benefit that allows team members to receive a credit to put towards fitness memberships and/or the purchase of fitness-related equipment. BGIS also has a pension matching program, through which we match a portion of our team member's annual contributions towards their pension plan.

“The flex health benefit package is designed to cater to the many different needs of our team members and is customizable, so team members are able to choose the level of coverage that works best for themselves and their families.”

# BGIS's Supply Chain

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

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

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

At the 2018 An Inspired Future summit, BGIS recognized our top suppliers who have adopted innovative practices to improve efficiencies and increase operational sustainability. The award recognized suppliers who demonstrated thought leadership and innovations for the purpose of improving economic, social, and environmental sustainability.

We launched a new BGIS Supplier Sustainability program whereby we asked our key strategic service providers to adopt our objectives to reduce water, waste and energy usage, and implement meaningful initiatives to benefit our environment. To support this program, we asked them to submit: a baseline for water, waste and energy usage, their goals for reduced usage, and their sustainability achievement results.

In 2018, BGIS was the recipient of the:

- 2018 Green Award by the Supply and Demand Chain Executive Magazine; and
- The ISSA Canada's Environmental Stewardship Award



## Supplier Diversity in North America

Supplier Diversity is a strategic initiative that ensures BGIS is inclusive in our Strategic Sourcing and Procurement practices. This is achieved by providing non-traditional and underrepresented suppliers accessibility to BGIS procurement with an equal opportunity to become a supplier. A BGIS Diverse Supplier is certified by third party as 51+ per cent owned, operated, and controlled by traditionally under-represented groups, including women, Indigenous peoples, visible minorities, and LGBTQ+.

In 2018, BGIS renewed its corporate membership with the Canadian Aboriginal & Minority Supplier Council (CAMSC) and became a corporate member of Canadian Council for Aboriginal Business (CCAB) and Women-owned Business Enterprises (WBE Canada). In 2018, BGIS spent \$7+ million with diverse suppliers in Canada and began expanding the program to the US.

## Partnerships through Supply Nation

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

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





## Environmental

# Sustainability is at the Heart of Our Business

It's no doubt that one of the biggest threats against humanity today is climate disruption and the extreme fluctuations that can and will likely occur in our weather systems. Buildings are a leading cause of GHG emissions globally, which poses a serious threat to our environment, health, and economy. BGIS is in a unique position to demonstrate leadership and educate the industry on the meaningful impact of environmental sustainability and will continue to use our influence and expertise to reduce energy use in our buildings. We will continue to promote conservation and sustainable business practices within our own offices, our client's portfolios, and with our suppliers and team members. Our hope is that our sustainable business practices will set an example in the corporate real estate industry and contribute to the global shift of finding opportunities to help combat climate change around the world.

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

Aligning with one of our values, Living Sustainability, we make informed decisions 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, and both social and environmental commitments are embedded into our daily operations. BGIS will continue to work closely with our global offices to expand our Green Committee initiatives.

In order to provide more comprehensive data as it relates to GHG emission, energy and water consumption data, 2018 was a milestone for BGIS as it marks the first year that all of our global offices followed the GRI Inventory reporting guidelines.



## Global

### Office Sustainability

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

## North America Initiatives

### Canada’s Green Committee

Canada’s Green Committee and 11 regional Corporate Social Responsibility (CSR) committees continue to lead on various CSR initiatives. Team members across Canada participated in numerous Green Committee-led events, including the WWF CN Tower Climb, Earth Hour, Smart Commute Week Challenge, waste reduction week, the Great Shoreline Cleanup and local Park Cleanups. We also have electric vehicle charging stations at our head office in Markham, Ontario, Canada, and continue to encourage team members to work remotely when possible in an effort to reduce emissions caused by commuting.

### BGIS’s Recognition from Clients

In 2018, BGIS aided our clients in several sustainability initiatives. One of our most notable and recognized achievements was working with a client to introduce a unique temperature regulation innovation, in addition to a record number of solar panels that had been installed across that client space. The temperature regulation allows the building space to be heated and cooled by a geothermal loop. We are proud to be a part of some of the clean building technologies that exist and will contribute to transform the built environment to net zero.

## Asia-Pacific (APAC) Initiatives

### Sustainability Initiatives

In 2018, our APAC team expanded our programs into client accounts whenever possible, which resulted in some significant waste diversion. We implemented a ‘Thinking Smarter’ mindset and sought out opportunities to implement technologies through IoT, augmented reality, machine learning, and artificial intelligence. A number of resource preservation strategies are used in order to decrease energy use and efficiency (through LED installation, window blind automation, and operational optimization), decrease GHG emissions (through two “no fly” weeks and a solar panel installation and battery technology trial), water conservation through the installation of high WELS rating taps, and decreasing waste (through pre-loved stationaries campaign, e-waste and battery recycling, coffee ground waste collection, and worm farming).

### Client Renovations

Our Australian team was tasked with renovating a client site with the large majority of the waste being diverted to recycling. The renovations that took place included a 30,000 square metre demolition, services upgrade, and fit out. 15 staff floors were worked on, causing 2,300 employees to have to be relocated. 4,000+ moves occurred, and the building’s NABERS star rating went from a 3 to a 5, which is a huge improvement in terms of sustainability. 1,800 plants were installed and 730 tonnes of waste was removed from the site with 74 per cent of that being recycled material.



## Sustainability with Our Clients

BGIS commits to the sustainable energy reduction of our clients' portfolios, and has a comprehensive Energy Management Policy to measure, manage, conserve, and report on utilities that are based off the Plan-Do-Check-Act continual improvement framework, utilizing various inputs in which to base decisions. BGIS provides clients with portfolio level sustainability roadmaps, which combines our in-depth knowledge of a client's portfolio with industry expertise to drive performance towards net zero. The BGIS Professional Services team consists of 80 industry professionals which 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**.

### Carbon Neutral Studies

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

In 2018, BGIS completed 40 carbon neutral studies for our clients with 20 additional carbon neutral studies in progress at the time this report was written. This has allowed us to operationalize the vision outlined in the studies and measure the impacts. Implementation has required integrated complex collaboration between stakeholders, including builder, building owner, operator, occupant and consultant. This has resulted in a framework that has yielded harmonious project delivery. In addition to conducting these studies, BGIS is leading two Carbon Neutral Projects through design phase.

### Carbon Dashboards

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

## Carbon Neutral Retrofit Projects

In 2018, BGIS had begun four carbon reduction projects in client locations that represent a diverse and unique set of implementation strategies. Each strategy was designed to dovetail into our client's strategic asset management approach. The key in identifying where there are opportunities to decarbonize align with other initiatives to minimize disruption and maximize value. The strategies used to reduce carbon emissions were as follows:

- The client conducted a feasibility study while BGIS is delivering the project. BGIS is conducting a mid-life refit project to fully embrace the client's ambitious green strategy focusing on carbon emission reduction, with a target of approximately 80 per cent reduction in carbon emissions after project completion.
- Another mid-life refit project in the works began with BGIS conducting a carbon neutral study. The recommendations in the study were used to inform the strategic direction of the refit. Delivered in multiple phases, when complete, the refit is targeting a 67 per cent reduction in carbon emissions.
- The third project demonstrates the opportunity to deliver a carbon reduction project concurrent with an otherwise planned restacking project. The client elected to take advantage of the disruption incurred by re-stacking the client location to implement recommendations from the BGIS carbon neutral study. The project is targeting an approximate 80 per cent reduction in carbon emissions.
- The final project demonstrates that carbon reduction doesn't always require major, tenant disruptive, project work. In this case, the client asked BGIS to deliver a project defined by the BGIS carbon neutral study which focuses on a major overhaul of the heating, ventilation, and air conditioning (HVAC) systems. When implemented, the proposed project aims to reduce carbon emissions for this building by approximately 70 per cent.

## Environmental and Energy Associations

### 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.



### Building Energy Innovators Council (BEIC)

The BEIC is an industry-driven council 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.



## 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.



The BGIS APAC team conducted a 30,000 square metre renovation that resulted in 730 tonnes of waste, with 74 per cent being recycled. Huge improvement was made to the client site, which led to the building's NABERS score rating to go from a 3 to a 5-star rating.

## 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.



## World AEE Conference

BGIS was represented by two team members at the 2018 World Energy Engineers Congress (WEEC) hosted by the Association of Energy Engineers (AEE) held in Charlotte, North Carolina. One of the team members, who happens to be the President of the AEE Canada East chapter, chaired a session focusing on "Carbon Neutrality through Energy Efficiency & Innovation". We were lucky to have speakers from various organizations who spoke on a broad range of topics, from science based targets driving meaningful impact, specific case studies demonstrating the application of deep retrofit and high performance design in action, project identification and carbon neutral feasibility, strategic planning from site to portfolio, and topics related to the value of moving towards a low carbon built environment. BGIS presented "Ordinary Measures and Equipment when Combined Achieving Extraordinary Results", which focused on work we have been doing around carbon neutrality for the buildings we manage on behalf of one of our clients. Using BGIS's database of Carbon Neutral Studies, we were able to demonstrate that as an industry, we don't have to apply bleeding edge technology to achieve carbon neutrality, but can use innovative and creative approaches using commercially available technologies to achieve extraordinary results.

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“ The BGIS APAC team conducted a 30,000 square metre renovation that resulted in 730 tonnes of waste, with 74 per cent being recycled.”

# Reducing Our Footprint

## Energy, GHG Emission and Water Consumption

Our greenhouse gas (GHG) emissions are calculated following the ISO 14064-1 standard and we use the Operational Control approach, which accounts for all GHG emissions based on the control of operations. For the first time, our 2018 GHG inventory includes our growing operations in the United States (US) and Asia-Pacific (APAC) regions. Prior to 2017, data for these regions were not included in our report. Our GHG inventory includes direct and indirect emissions from our corporate facilities in Canada, APAC, and the US, our vehicle fleet of 1,070 vehicles, and business travel. This includes emissions from electricity and steam consumption, and fugitive refrigerant emissions. The following calculation methodology was used:

### Energy Intensity

Total Canada building energy of 23,745 GJ / 5,928 FTE = 4.01 GJ/FTE

Total (Canada, US, APAC) building energy of 26,271 GJ / 7890 FTE = 3.33 GJ/FTE

### GHG Intensity

Canada building GHG emissions of 742.5 tCO<sub>2</sub>e / 5928 FTE = 0.125 tCO<sub>2</sub>e/FTE

Total Canada company GHG emissions of 12,551 t CO<sub>2</sub>e / 5,928 FTE = 2.12 t CO<sub>2</sub>e/FTE

Total (Canada, US, APAC) company GHG emissions of 14,900.6 / 7890 FTE = 1.89 tCO<sub>2</sub>e/FTE

### Water Intensity

Water consumption for Canada head office only of 5,387 m<sup>3</sup> / 1,106FTE head office = 4.87 m<sup>3</sup>/FTE (Head Office)

Baseline Comparison Breakdown				
	2013	2016	2017	2018
<b>Canada Building Energy GJ/FTE</b>	4.57	5.11	4.89	4.01
<b>Canada Building GHG tCO<sub>2</sub>e/FTE</b>	0.149	0.172	0.185	0.125
<b>Total Canada GHG t CO<sub>2</sub>e/FTE</b>	2.87	2.02	1.87	2.12
<b>Head Office Water m<sup>3</sup>/FTE</b>	4.87	2.31	2.79	4.87

Congruent with our previous Corporate Sustainability Reports, our base year is the 2013 fiscal year; this report compares values with our base year as well as 2016. Our water data accounts only for our head office in Markham, Ontario, Canada. The intensity values in the charts are calculated on a per employee basis of the facilities specific to each data set.

## Energy and GHG Emissions

BGIS remains committed to reducing the GHG emissions of our fleet by 2020. In 2018, we increased our fleet by 150 vehicles, and GHG emissions per vehicle decreased by 1.6 per cent from the base year in 2013. The overall GHG emissions from the vehicle fleet increased approximately by 139.5 per cent compared to the base year due to the expansion in our mobile tech team size, and the inclusion of the United States and Asia-Pacific numbers in the 2018 GHG inventory. Building Energy Intensity is the total GHG emissions related to building energy use across all buildings in Canada. Compared to our base year of 2013, our Building Energy Intensity decreased by 26.13 per cent. BGIS's total GHG Intensity incorporates GHG emissions related to buildings, vehicle fleet, and air travel for Canada operations, and that value decreased by 12.25 per cent compared to our base year.

### Expanded Building Energy & GHG Intensity Comparison

	2013	2014	2015	2016	2017	2018
<b>Canada Building Energy Intensity GJ/FTE</b>	4.57	3.34	4.76	5.11	4.89	4.01
<b>Total Canada GHG Intensity t CO2e/FTE</b>	2.87	2.40	1.66	2.02	1.87	2.12

## Waste Diversion and Water Use

Our water intensities (measured at BGIS head office in Markham only) saw no change in 2018 compared to our base year. Our waste intensity saw a significant decrease in 2018 of 36 per cent compared to 2016.

### Expanded Head Office Waste & Water Intensity Comparison

	2013	2014	2015	2016	2017	2018
<b>Head Office Water Intensity m3/FTE</b>	4.87	6.45	3.83	2.31	2.79	4.87
<b>Head Office Waste Intensity lb/FTE</b>	-	-	-	132.6	131.38	84.35

# Growing Our Team

BGIS understands the importance of creating and sustaining an exceptional workplace in which our team members can strive to achieve their career aspirations and set their course for a fulfilling life journey. We pride ourselves on being an organization that encourages ‘working from home’ where possible and finding a healthy work-life balance. We will continue to support our team members and be accommodating in finding an arrangement that allows them to work in a sustainable and productive manner that best suits them and their family.

We are firm believers that we have the best team members in the industry. We embrace diversity and put tremendous efforts into attracting, retaining, and recognizing one another for a job well done, and rewarding actions that go above and beyond the traditional line of duty. We know the importance of having a fulfilling career, but understand it only forms one part of the whole experience. Our holistic Total Rewards program aims to incentivize team members to grow and recognize them for their contributions by providing pay for performance, endorsing wellness and a healthy work-life balance, and by promoting an innovative, high performing and caring culture that supports our team members’ desire to make meaningful contributions in our communities.

Our company provides team members the opportunity to join industry associations at no cost to them. These industry associations are an excellent source for professional development, networking, and enabling team members access to industry information and resources. BGIS encourages continuous education to further develop their knowledge and reimburse them for any associated fees, up to \$1,500 per team member per year. Many of our team members hold leadership roles within these associations and have been recognized within them for their outstanding contributions.



**\$346,750**  
IN TEAM MEMBER  
REFERRAL BONUSES



**\$422,165**  
IN GLOBAL TUITION  
REIMBURSEMENTS

Team Member Statistics			
	CANADA	US	APAC
<b>Staffing</b>	4,857 full time 33 part time 175 contract	526 full time 3 part time	937 full time 25 part time 61 contract
<b>New Hires</b>	1,137	82	139
<b>Gender Breakdown (Male / Female %)</b>	Full time: 66M / 34F Part time: 58M / 42F Contract: 51M / 49F	Full time: 84M / 16F Part time: 33M / 67F Contract: NA	Full time: 61M / 39F Part time: 16M / 84F Contract: 36M / 64F
<b>Tuition Assistance</b>	\$422,165	\$11,734	--



# Company Programs and Initiatives

## Inspiring Excellence Peer Recognition Program

We believe in the importance of peer recognition and fostering a culture where saying ‘thank you’ for a job well done is second nature. Through our ‘Inspiring Excellence’ Peer Recognition Program, we are able to recognize team members for going above and beyond, across all levels of the company, through a monetary reward that increases with each tier. Awards range from peer-to-peer ‘High Five’ and ‘Thank You’ cards, to nomination-based Quarterly and Annual Awards, which are voted on by our team members. All of these awards provide our team members with a sense of acknowledgment, recognition, and appreciation. 2018 marked the first year that this program was implemented across all of our BGIS offices globally, and we handed out a record 1,764 Inspiring Excellence Awards.



## Memorable Customer Experience Program

The Memorable Customer Experience (MCE) program is a recognition program that was designed as a way to share, connect, and inspire by instilling pride and ownership within team members at all levels of the company. The program encourages team members to make meaningful connections with customers and enhance the customer experience with every interaction. These stories are then shared amongst our team as a way to encourage others to do the same. It’s crucial that BGIS is continuously innovating and enhancing the value of our services, and the MCE program ensures that our team members are constantly motivated to make a positive impression with the people they interact with daily. This program reinforces behaviours that are at the core of our culture of caring.



## Young Leaders Program

Started in 2017, BGIS was proud to officially launch the Young Leaders program at the beginning of 2018. This program aims to equip BGIS’s young leaders, who are our key connectors, with the knowledge of business essentials and professional values to help them grow within our organization and our industry. The program offers inter-generational and cross-functional learning for an ‘on the ground level’ of collaboration between young leaders, mentors, and executive facilitators. Through a series of lab sessions, leadership talk series, and online-learning courses, our young leaders are given the opportunity to learn, explore, and observe different aspects of the business, while interacting with other young leaders within the organization in the process.



## First Steps Initiative

The First Steps Indigenous Initiative involves BGIS working with the Vocational Institute of Australia to run a Certificate II program in Customer Engagement training out of our help desk office in Adelaide. The aim of First Steps is to provide an opportunity to learn, practice and develop the competencies and skills required by the customer service industry with a focus on customer service skills. BGIS provides call centre and customer service training, allowing Indigenous job seekers to gain valuable insight and work experience. The four-week program provides cultural-specific Indigenous support and ongoing mentoring during the ‘call centre’ training as part of the jobseekers’ transition to employment.

## Inspirational Management Training (IMT) Program

The Inspirational Management Training Program is a mandatory management development curriculum for all people managers at BGIS. This program incorporates a streamlined learning path catering to the core skills required for all people managers at BGIS. The topics covered include a variety of management essentials tailored to the BGIS way and are delivered in a series of online modules and interactive WebEx sessions. Key areas of focus include recruitment and selection, total rewards, succession planning, and performance management. This is an excellent opportunity for managers to develop and enhance their team management skills and to support them in growing their teams’ skill set while also achieving their own personal career goals.

# Diversity and Inclusion

As a global organization, both Diversity and Inclusion remain a top priority throughout all of our daily operations. Having a diverse set of team members allows us to have a wide-range of perceptions and ideas brought to the table that enable innovation. Those innovations lead to solutions, allowing us to excel in the corporate real estate (CRE) industry. Because of our commitment and ability to look beyond race, creed, gender, disability, religion, and sexual orientation, we are provided with the opportunity to attract and retain the best talent the CRE industry has to offer.

BGIS's Diversity and Inclusion Committee allows us to gain valuable insight to better understand our people and promote a positive culture that supports diversity and inclusion, and ensures all people are represented equally. Inclusion isn't just applied in its literal sense at BGIS; to us, inclusion means recognizing, valuing, and fully leveraging the diversity amongst our team members to its fullest potential. It's celebrating and utilizing the differences of backgrounds and experiences within our team to drive innovation and take our operations and expertise to the next level.

In 2018, we had begun discussion and planning for creating a BGIS Diversity Map. BGIS's corporate head office in Markham, Ontario, Canada, now proudly displays a Diversity Map just outside of our lobby doors. We are incredibly proud of the diversity that lives within BGIS and wanted a way to showcase it for all to see. We invited each team member from our head office to add a 'pin' to the board to represent their heritage and where they're from. Our hope was that through this initiative, our team members would feel more unified and feel a sense of belongingness within BGIS and with each other.



## Diversity and Harmony Day

Each year, BGIS organizes diversity events across all of our regional head offices. We celebrate 'Diversity Day', or 'Harmony Day' as it's known in APAC, by hosting a pot luck lunch where team members of various cultural backgrounds gather at BGIS offices to bring together foods that represent their unique cultural and ethnic backgrounds. This day is to highlight the fact that 'everyone belongs'. This event often acts as a catalyst to engage our team to participate and respect the different cultural and religious diversity within our organization, fostering a culture of caring, understanding, and belonging.



## Hiring Our Heroes

In 2017, BGIS introduced the 'Hiring Our Heroes' program, an initiative led by the U.S. Chamber of Commerce, a non-profit organization that hosts career fairs and summits throughout the U.S. each year. In that same year, BGIS began a Corporate Fellowship program, which takes an active service member before they transition out of service and has them work with participating companies in a 12-week fellowship. We are proud of the success and talent this program has provided us with since its inception. The skill that comes out of the military fits extremely well in the Critical Environments (CE) business, which is one of our leading services offered in the U.S. People who come out of the military are comfortable with following procedures and processes, which is a requirement in the CE world.

In 2018, BGIS was awarded the Gold HIRE Vets Medallion Award for 2018 by the US Department of Labor. This award is the only veterans hiring award at the federal level. Its criteria allow for the highest level of recognition for employers who are committed to veteran careers, including recruiting, employing, and retention. These employers set an example for other employers of the importance of prioritizing and encouraging successful veteran hiring and retention. The award signals to veterans that an employer is committed to and supports these heroes.



## Celebrating Diversity

### Reconciliation Action Plan (RAP)

BGIS completed its Reconciliation Action Plan (RAP), which is an initiative led by Mission Australia, a charity whose mission is to contribute to reducing the gap in living standards between Aboriginal and Torres Strait Islander and non-Aboriginal or Torres Strait Islander Australians. The RAP is an agreed upon strategy between BGIS and Mission Australia on how we can contribute to reducing that gap through relationships, respect, and opportunities that align with our organizational values. Our goal through the RAP is to create a new generation of property management and facilities service professionals who reflect the communities we serve and exemplify the respectful relationships we aspire to between Aboriginal and Torres Strait Islander peoples and other Australians.

### INSPIRE Program

Officially launched in 2017, BGIS continued the Indigenous Students Participating in Real Environments (INSPIRE) program, which is a paid internship program that mentors and equips Indigenous Australian students with the skills, capabilities, and behaviours required to start and grow their careers within the industry and workplace. This 12-month program supports interns in developing qualifications in facilities management, construction management, project management, or property management sectors.

### Partnerships

BGIS partners with many organizations to further support and strengthen our diversity involvement. We are partnered with Indigenous Link, Canadian Aboriginal & Minority Supplier Council (CAMSC), COSTI, the Canadian Council for Aboriginal Business (CCAB), Canadian Council on Rehabilitation and Work (CCRW), and Women Business Enterprises (WBE) Canada. Through these partnerships, we are able to build a community presence, establish credibility, and enhance awareness and acceptance.

Indigenous Link is dedicated to building awareness and community presence for their corporate partners; CAMSC's vision is to be the nationally recognized, respected, and trusted partner, leading supplier diversity in all industry segments with proven results in wealth and job creation for Aboriginal and minority suppliers; COSTI Immigrant Services is a community-based multicultural agency providing employment, educational, settlement, and social services to all immigrant communities, new Canadians, and individuals in need of assistance; CCAB builds bridges between Aboriginal and non-Aboriginal peoples, businesses, and communities through diverse programming, providing tools, training, network building, major business awards, and national events; CCRW helps persons with disabilities find jobs or careers, and helps us hire and support persons with disabilities; and WBE Canada is a non-profit organization opening doors for Canadian women-owned businesses to supply chains across North America for any firm that is at least 51 per cent owned, managed, and controlled by women. We pride ourselves for these corporate partnerships and for supporting and highlighting the diversity that lives within our communities.

### Dolphin Disabilities Mentoring Day

For the second consecutive year, BGIS participated in Dolphin Disabilities Mentoring Day (DMD) through the Canadian Council Rehabilitation at Work (CCRW) and in support of Disability Employment Awareness Month (DEAM). This is an annual event held on the last Wednesday of October and provides people with disabilities an opportunity to be placed into a participating organization to spend the day with a mentor. In 2018, BGIS had our people leaders participate in this initiative, with over 50+ managers applying to be a mentee. We were able to accommodate eight to participate in the program. The mentees came to our site to spend the day with the managers and learned about BGIS and their respective role. We look forward to participating and working with the CCRW in the years ahead.

### International Women's Day

For the second year in a row, BGIS took the International Women's Day (IWD) global in 2018. New this year, we celebrated throughout the entire month of March. BGIS-Canada hosted IWD events nation-wide in five locations, our US team hosted an event in Seattle, and our APAC team held IWD events in three locations in Australia. The theme during many of these events revolved around mentorship and the value it plays in a person's career path.



### Women of Today

Officially created and launched by our team members, BGIS hosts quarterly Women of Today forums in order to support our team members' professional goals and aspirations. Participants hear first-hand how colleagues have defined success for themselves. Presenters also share their personal story of their journey which includes successes, challenges, and more importantly, positive ways to overcome hurdles and build confidence.



## Supplier Diversity

BGIS's Supplier Diversity Program continues to be a large focus for our Strategic Sourcing team. We provide non-traditional and underrepresented suppliers with an equal opportunity to become a supplier in an effort to give these companies the utmost support. By partnering with Indigenous Link, Canadian Aboriginal & Minority Supplier Council (CAMSC), COSTI, the Canadian Council for Aboriginal Business (CCAB), and Women Business Enterprises (WBE) Canada, we are able to reach and inform diverse suppliers of our program and provide them the opportunity to do business with us.

Each year, we strive to increase our diverse supplier spend and surpass the year prior, and in 2018, we began expanding the program to the US in order to further our diverse supplier reach. We continue to surpass our diverse supplier spend each year and are extremely proud to have spent \$7+ million on our diverse suppliers in Canada in 2018, which is a 111 per cent increase from the year prior. We are proud of these corporate partnerships and for being able to support and encourage these suppliers by giving them an equal opportunity to do business with us and will continue to expand this program globally.

## Community Engagement

Aligning with our corporate value of 'Living Sustainability', we constantly strive to create positive change in our society in addition to our natural environment. BGIS and its team members are committed to supporting our communities in any way we can. In 2018, we were able to support over 80 charitable and not-for-profit organizations, which resulted in over \$500,000 charitable donations globally. BGIS supports a wide variety of charitable causes, including hospitals, blood donation clinics, disaster relief non-profits, cancer research foundations, cleanup initiatives, animal rescues, shelters, and much more. Our donations take the form of direct contributions, event sponsorships, fundraising events, and the in-kind voluntary actions of our team members. BGIS team members are given the opportunity to suggest charities they are passionate about which are then taken into consideration for future fundraisers. BGIS also frequently matches what our team members are able to fundraise for certain initiatives. We believe that through our charitable contributions and fundraising that we positively impact our communities through this kind of financial support.

### Golf Tournament Fundraiser Events

BGIS hosts a number of golf tournaments within Canada each year, and each year the fundraising record from the previous year is broken. We receive support from many of our partners, clients, and suppliers. In 2018, we are proud to have netted a record \$162,000 in donations from our Toronto Golf Tournament! These proceeds went directly to the SickKids Foundation and the Princess Margaret Cancer Foundation. We also had our 17th annual tournament in Montreal in support of the President's Choice Children's Foundation, raising over \$60,000 for their charity that supports families afflicted by illness or disability, as well as providing meals in schools for underprivileged Canadians.

### FareStart

Many of our US team members took part in FareStart initiatives in order to raise funds for the non-profit organization. FareStart provides real solutions to poverty, homelessness, and hunger, and has been helping people transform their lives through food for over 25 years. Through their restaurants, cafes, catering, and programs, they are able to provide meals to social services, shelters, and schools in the Seattle area. Participants of the programs gain practical work experience while giving back to their community in the process. BGIS is proud to play an active role in FareStart and contribute towards their community initiatives.

# Some of the Charities We've Supported in 2018





## Health and Safety

Our team members are the ambassadors of our organization and our greatest assets. We place a major emphasis on skill development by investing significant dollars into health and safety training and specific on-the-job training and development, which ensures everyone makes it home safe at the end of their work day. BGIS is committed to providing safe and healthy working conditions for the prevention of workplace injuries and ill health in addition to the training and resources we provide. The safety and well-being of our team members is inherent in the BGIS operating philosophy. We're also committed to complying with all applicable Health, Safety and Environment (HSE) legislation, adopting industry best practices, internal standards and guidelines subscribed to by us, and our clients.

Our aim is to drive a Goal Zero culture, essentially eliminating team member injuries by developing our workforce and giving our front-line team members the tools and knowledge necessary to complete their jobs safely. This is achieved through rigorous training and awareness programs that are part of our occupational health and safety management system that aligns with the International Organization for Standardization (ISO) 45001 standards. BGIS is proud to be one of the first global companies to achieve this important occupational health and safety certification for Canada, Unites States, Australia, and New Zealand. Being ISO 45001 certified is just one example of BGIS's continued commitment to safety.

We will continue to implement several performance improvement processes, such as near miss and hazard observation data collection, in addition to analysis to proactively identify leading indicators before they have the potential to lead to an injury in the field. BGIS is also very proud to have been recognized by the Canadian Commercial Retail Association as one of Canada's Safest Employers for the 2nd year in a row.

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



Recognized as one of Canada's safest employers for 2018 by Canadian Occupational Safety



## Lost Time Injury and Total Recordable Injury Rates

In 2018, we had significant business growth which affected our safety performance. Our Lost Time Injury Rates (LTIR) and Total Recordable Injury Rates (TRIR), although fluctuating annually, are consistently well below the benchmark within the Real Estate Property Management group as per the US Department of Labor’s Bureau of Labor Statistics (BLS). Performance for all accounts is monitored monthly and discussed at leadership meetings, and global results are reviewed at quarterly board meetings. When a recordable injury occurs, the account leadership must arrange for a meeting to discuss the injury with the worker and the HSE representative to determine how to prevent it from reoccurring. Lessons learned are then shared with the organization.

As BGIS grows through acquisitions, we must ensure we have a robust onboarding process as new team members transition and learn our safety culture. We will remain committed to enhancing our management systems to improve our performance and protect the well-being and safety of all our team members.

### TRIR AND LTIR COMPARISON CHART

	2016 BLS BENCHMARK	2017 BLS BENCHMARK	2017 CANADA	2017 US	2017 APAC	2018 CANADA	2018 US	2018 APAC
<b>TRIR</b>	3.2	2.7	0.69	0.54	1.32	1.19	0.22	1.50
<b>LTIR</b>	1.1	1.0	0.22	0.27	0.51	0.39	0.0	0.60



# Take Our Word for It



**Rikki Cooper**

**Senior Recruitment Consultant & Indigenous Liaison Mentor, APAC**

“Our RAP outlines how BGIS will endeavour to have a stronger positive impact on Indigenous Australians and our local communities in which we operate. BGIS believes in recognising and respecting the values, cultures and beliefs of Aboriginal and Torres Strait Islander peoples. Today, we acknowledge the past, and with respect, continue our commitment to working in partnership for a better, more prosperous future for all.”

**Lexine Moloney**

**Strategic Information Manager, APAC**

“In my time with BGIS I have watched Sustainability evolve from an initial strategy to living the value. It started with a groundswell of people making meaningful changes in their own actions to teams dedicated to driving environmental initiatives throughout our workplaces. This was taken a step further in 2018 when our teams expanded their focus to influence change within the spaces we manage and design of new spaces. I’m proud to work alongside people that are so passionate about the environment and an organisation that both guides and supports this passion.”



**Sherry Pelletier, SPHR & SCP**

**AVP, Human Resources, US**

“BGIS is acutely aware the success of our business is directly tied to the health of our planet and empowering the local communities in which we do business. It is vital to BGIS to find innovative solutions to support the evolving needs of our clients and business partners through practices that are environmentally friendly, socially responsible and economically viable.”

**Gurkirat Singh**

**Strategic Sourcing Manager, Canada**

“Working with BGIS, an industry leader in FM industry, has been a pleasant journey, I have enjoyed and learnt much during this time. Sustainability has been at the forefront of our sourcing initiatives. One of the core values at BGIS is “Living Sustainability” and we practice it to ensure our clients are also benefited from such initiatives, few being introduction of environmentally friendly cleaning solutions and effective usage of rock salt for snow management. Also, a very conducive and inclusive environment has been created for all of us to perform and grow, BGIS embraces and draws strength from its diversity of employees and their ideas. Additionally, Strategic Sourcing is also empowering and promoting diverse suppliers on on-going basis. This has further strengthened our supplier base and demonstrates BGIS’s commitment to Sustainable Sourcing.”



**Matthew LeBlanc**

**Senior Marketing and Communications Specialist, Canada**

“We stepped up engagement in 2018 and really brought BGIS together across North America in various ways. We were able to host really fun and engaging initiatives that our Team Members took and ran with across social media and internally. This renewed excitement invigorated my department and drove us to bring our organization’s engagement initiatives to another level in 2019. I know we can’t wait to plan out our 2020 events knowing how they will be embraced within the organization.”



## About This

### GHG Inventory Approach

The 2018 Corporate Sustainability Report is reporting on our activities from January 2018 to December 2018, unless explicitly stated otherwise.

This report addresses the activities of BGIS's global operations and contains Standard Disclosures from the GRI Sustainability Reporting Guidelines. Currently operating in three global regions, Canada, the United States and Asia Pacific, BGIS occupies over 40 offices globally, both owned and leased locations, and leases a service fleet of over 1,070 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.

The GHG emissions include 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 2017 GHG Inventory is posted on the CSA CleanStart Registry and has been third party verified to the ISO 14064-3 standard.

### Regional Head Office Information

CANADA - Innovation Centre, Global Head Office - 4175 14th Avenue, Markham, ON, L3R 0J2

US - 210 South Hudson Street, Suite 380, Seattle, WA, 98134

APAC - Level 36 World Square, 680 George Street, Sydney NSW 2000 GPO Box 172, Sydney, NSW 2001 Australia



**MEDIA INQUIRIES:**

Rebecca Brain  
Vice President, Business Solutions  
Tel: 647-465-4738  
Rebecca.Brain@bgis.com

**BGIS**

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

