



Corporate Sustainability Report 2019

BGIS 

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A Letter from our CEO



BGIS is pleased to provide its global Corporate Sustainability Report for 2019. This report will summarize the significant environmental, social, governance, and innovation achievements of BGIS over the last year.

As we have grown and expanded our product

offerings, we have become a global leader in the provision of integrated facility management services, project delivery services, energy and sustainability solutions, building performance and asset management, workplace planning and advisory, real estate management, and consulting services.

We have developed and implemented 46 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 2019, 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 2019, BGIS continued to manifest our global tagline, 'Enabling Innovation'. This tagline speaks not only to one of our core values of 'Passion for Innovation' but serves as a reminder to all of our team members to embrace change and constantly challenge the status quo. As 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 who is constantly looking for ways to drive operating efficiencies, enhance a customer's brand and their clients' experience, and finding ways to contribute to increased productivity and the resiliency of their operations. We're proud to have developed strategic partnerships with innovative companies, suppliers,

and best-in-class manufactures, and will continue to expand our operations through organic business growth and strategic acquisitions globally.

There were many exciting achievements in 2019, including BGIS being named one of Canada's Best Corporate Citizens by the Corporate Knights. I was honoured to have been named as a member of Canada's Clean50 list for 2019, and BGIS was also named 2019's Top Corporation in Supplier Diversity by Women Business Enterprises Canada.

This year's Corporate Social Responsibility reporting has been guided by the United Nation's 17 Sustainable Development Goals, which has enhanced our understanding of BGIS's operational impact on the environment and communities in which we do business. As we move forward into 2020, BGIS will look towards prioritizing the UN's SDGs and implementing ways to contribute to their realization.

At BGIS, our culture is founded on caring, innovation, and high-performance. Our values of Unwavering Integrity, Creating Memorable Customer Experiences, Passion for Innovation, Living Sustainability, and Relentlessly Building Team Member Engagement, create the foundation with customized programs for each leading to behaviours that breathe life into our culture every day. 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 they have with our clients and their customers is a memorable one, providing a service experience that is so exceptional that they share their story with others. We want clients to know that we genuinely value their relationship 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!

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

Introduction

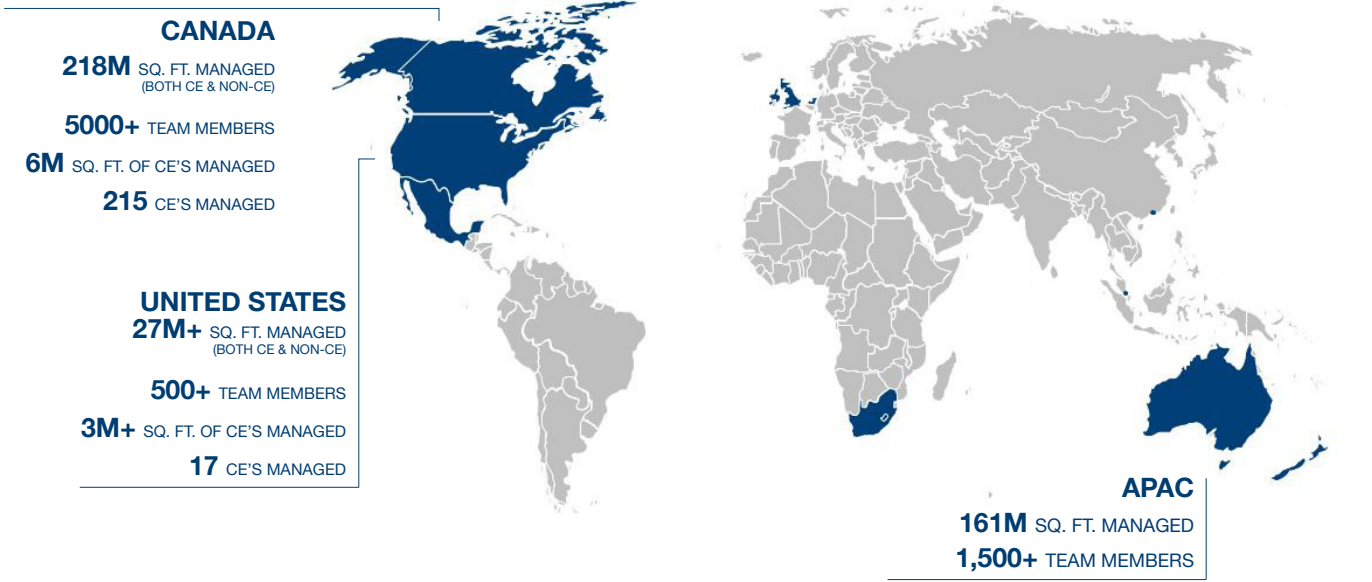
Who We Are

A Leader in the Corporate Real Estate Industry

With a combined global team of more than 7,000, BGIS continues to expand our global reach and strives to produce innovative solutions for our clients. In 2019 we have maintained our position as a role model for sustainable operating practices and portfolio strategy. Globally, BGIS manages more than 40,000 client locations totaling more than 400 million square feet across a range of markets, including Government, Higher Education, Utilities, Telecommunications, Financial Services, Oil & Gas, Healthcare, and Cloud Enterprise.

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

Currently operating in North America, United Kingdom and Asia Pacific, BGIS has operations in 16 countries with over 45 offices globally.



400+ 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 2019

New Team Members



986
IN CANADA
115 were boomerangs

597
IN APAC

60
IN US

1,643
GLOBALLY



2019 Charity Casino

2019's Charity Casino was held in support of the Canadian Cancer Society, with a total of \$97,262 raised for the CCS.



Reported our verified GHG Inventory on the CSA CleanStart Registry



Carbon Neutral Retrofit Projects

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



Charitable Contributions

Support for over 90 charitable and not-for-profit organizations resulting in over \$600,000 in charitable donations globally.



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



2019's Top Corporation in Supplier Diversity

Recognized by Women Business Enterprises Canada as 2019's Top Corporation in Supplier Diversity

Leadership in Sustainability

As part of the United Nation’s 2030 Agenda for Sustainable Development, the organization 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 an internal engagement program, by which we have prioritized six goals and identified several sub-targets which are material to our global business. These goals are referenced throughout BGIS’s 2019 Corporate Sustainability Report (CSR). In addition to the six goals prioritized below, we have highlighted areas in which our business positively impacts other important SDGs throughout this CSR. A detailed summary of our practices and policies, in alignment with the UN SDGs, is provided in Annex A.



Global Reporting Initiative (GRI) Standards

GRI Standards provide the framework for comprehensive and consistent sustainability reporting. This report has been prepared in reference to GRI disclosures for select material topics, including energy, greenhouse gas emissions, waste, and our supply chain. We are working towards assessing all material topics and using the GRI standards as a set to prepare future Corporate Sustainability Reports.

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. BGIS’s commitment to contributing to a sustainable future aligns with the UN Sustainable Development Goal 13, 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.



For a more detailed outline of BGIS’s practices in support of UN SDG 13, please refer to Annex A.

In 2016, we established and put into action our 20/20/20 program, a goal to reduce carbon, energy, waste, and water in our offices by 20% by 2020. In addition to our own buildings, BGIS brought the 20/20/20 program to our clients’ managed facilities, with the goal of providing opportunities to our clients that would allow them to achieve the same reductions.

Through the efforts of this program, we achieved great success across the board, nearing or exceeding targets in all areas, including:

- 15% per capita reduction in Building GHG in our major Canadian offices
- A 14% per capita reduction in Building Energy (GJ/FTE) in our major Canadian offices
- A 50% per capita reduction in waste generation in our Head Office
- A 49% per capita reduction in water consumption by 49% at our head office.

To view all these measurements in detail, please refer to the “Reducing our Footprint” page located in the Environmental section of this report.

We are currently in the process of setting new sustainability targets for our global operations and facilities. These updated targets will align with our commitment to the UN SDGs and GRI Standards.

In addition to our commitment to driving sustainability in accordance with the UN SDGs and GRI Standards, in 2020, we are exploring both LEED and WELL certifications for our Head Office in Canada.

Sponsoring IFMA Climate Change Report

At BGIS, we believe sustainable operating practices are vital to assist the global effort to mitigate climate change. Through enabling innovation and seeing change as opportunity, we strive to be a role model for sustainable operating practices within the corporate real estate industry. Our commitment and accomplishments to social and environmental well-being coupled with innovative programs and technologies, drive significant operational cost reductions in our clients' real estate portfolios while enabling us to live our values and contribute positively to the environment and the communities in which we operate. BGIS is proud to sponsor the 2019 IFMA Climate Change report as we believe it will serve as a key resource in improving our industry's impact on the environment.

Reporting Accountability

In addition to posting our verified 2019 GHG Inventory Report on the CSA CleanStart Registry for the seventh consecutive year, BGIS participated in two other reporting initiatives. As a supplier, 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.

Awards & Recognition



2019's Top Corporation in Supplier Diversity

BGIS has become an active and committed Corporate Member of Women Business Enterprises Canada (WBE Canada). BGIS has demonstrated its dedication to continually working on advancing its Supplier Diversity programs internally, impacting the success of women-owned businesses specifically, and the resulting growth of the Canadian economy.

WBE Canada celebrated a decade of leadership in supplier diversity at its 10th Anniversary Conference and Gala this past November 14, an event aimed at supporting female entrepreneurship and supplier diversity in Canada.

At the event, BGIS took home the Top Corporation in Supplier Diversity award for 2019 for their continued success and dedication to advancing supplier diversity within the organization.



Gold HIRE Vets Medallion

BGIS's commitment to hiring Veterans was recognized by multiple organizations in 2019. BGIS was awarded the 2019 Gold HIRE Vets Medallion Award by the US Department of Labor — the only veterans hiring award given 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 retaining. Employers 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.

BGIS also received the 2019 Gold Level Award from US GI Military Friendly Victory Magazine, the 2019 Hire-a-Vet Award and 2019 Patriotic Recognition by the US Department of Defense.



Did you know?

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



Canada's Clean50 List for 2019

Chief Executive Officer Gord Hicks was honoured to be named as a 2019 member of Canada's Clean50. This is the second time that Hicks has been recognized by Clean50 for his leadership and commitment to sustainability. 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; 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 2019, 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. This is the third year in a row that BGIS has received this accolade, an honour awarded to companies who set the standard for sustainability leadership in Canada. BGIS is proud to have achieved this recognition as it represents our dedication and contribution to creating a fairer and more sustainable world.

Sustainability Integration within Real Property Services

Through the work we do with our client Government of Canada, 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 renovations and new construction projects. The focus has been on studying how to maximize carbon reductions in the highest emitting existing buildings. To date, BGIS has developed a plan to address more than 50% of the total emissions from the entire portfolio of buildings we are managing on behalf of Canada. We are also implementing several carbon neutral retrofit projects identified in the plan as well as expecting additional funding in the coming years to continue the decarbonization of the portfolio.

In addition, BGIS has implemented several sustainability programs to improve our operations. These include composting, BOMA Best Assessments, electronic consumer waste recycling as well as the installation of water bottle filling stations and low-flow water fixtures. Also, in partnership with PSPC, we established an innovation hub where we will be piloting new technologies such as AI assisted waste sorting, off-peak battery storage for electric car charging, remote water fountain metering to share outcomes with occupants as well as a communication strategy through central displays to improve occupant engagement in the buildings.

Recognition from the World Wildlife Fund

Each year, the World Wildlife Fund Canada (WWF) 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 \$22,000 for WWF.

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 rigor 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 27001:2013 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.



Enabling Innovation



Digital Facility Management (DFM)

In 2019 BGIS started a DFM project that included a multi-million dollar investment into a refresh of our proprietary Facility Management software solution, RealSuite. With BGIS line of business experts and a team of inhouse UX Designers at the heart of the project, the groundwork was laid for the next generation of the BGIS FM Technology solution. The newest version of the BGIS platform will be available for use in our Client environments by late 2020. It will include advanced digital technology options, will enhance accessibility and user interface and will be the building block that drives our technically-led remote Facility Management solutions.

Smart Retail Controls

In collaboration with our partners, BGIS developed a smart building 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 with some of our clients in 2017/2018, BGIS has now rolled out this platform across more than 1,000 of our clients' facilities. Using this platform, we can save an average of 20 percent in energy consumption in these previously uncontrolled facilities. To date, BGIS has saved our clients 60,000 GJ with our smart retail controls program.



Innovation in Procurement

In 2019, BGIS Strategic Sourcing conducted a BGIS Industry Consultation to assist with the development of a strategy to promote environmentally friendly and sustainable cleaning consumables. The purpose of the project was to engage, collaborate with, and gather information from cleaning industry experts and providers who are aligned with BGIS's mission to create the world's cleanest and safest workplaces. The feedback was used to assist BGIS in improving our specifications and identify manufacturers whose products will help execute our value of "living sustainability". Our objective was to ensure that our suppliers are using the most environmentally sustainable cleaning consumables (solutions and paper products) and creating a safe, sustainable workplace for cleaning staff and building occupants.

The BGIS Strategic Sourcing team along with the BGIS Green Team evaluated the market options made available through this consultation. The successful proponents will benefit from the increased business opportunities for distribution of their products as a preferred supplier to the janitorial service providers BGIS engages with, as their output specifications will be used as a minimum standard and included in BGIS cleaning contracts. Putting Sustainability and Innovation at the forefront of our procurement activities makes our work much more meaningful and worthwhile, far beyond the traditional value drivers for delivering financial savings and compliance.

GOVERNANCE

Enabling Innovation from the Top

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

BGIS continues to be led by our three regional Presidents, along with our 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 continues to guide our efforts in minimizing the environmental impact of our clients' real estate operations, as he continues to advocate for environmental stewardship across our industry.



Mike Greidanus, President, Canada

Having first started with BGIS over 20 years ago, I am very proud to be a BGIS Team Member because we have been relentless over the long term in living sustainability. Social, Economic and Environmental imperatives are core to how we seek better business performance for our customers, to how we operate and to how we innovate. The best innovation at BGIS comes hand in hand with embracing the many dimensions of diversity and this provides BGIS access to the best talent, collectively engages us and brings new perspectives which are essential to innovation.

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.



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 while enhancing operations and resiliency. It's truly a win/win for business and the environment. 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.



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.

Our Stakeholders and Contributions

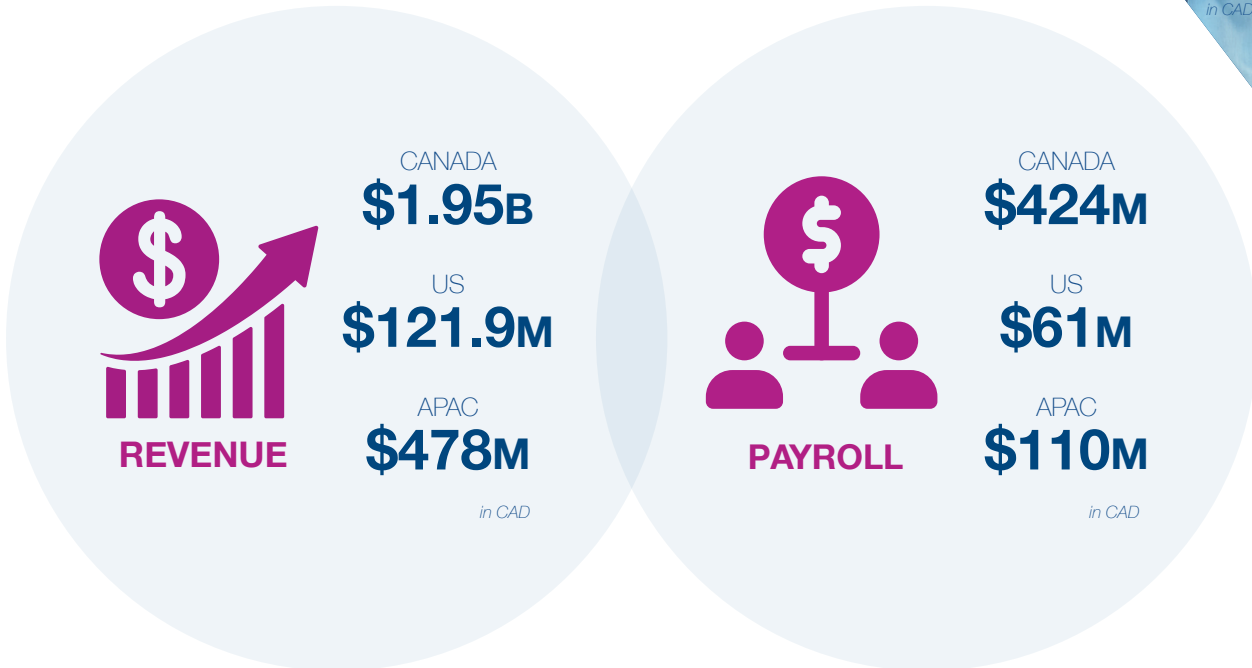
BGIS donates to organizations that are making a positive difference in our communities which are determined by our regional Corporate Social Responsibility (CSR) committees and our senior leadership team. The regional CSR committees are established on a voluntary basis from team members located within 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 accept all input for 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 data demonstrates BGIS's economic contribution to the communities in which we operate.



Company Growth

Throughout 2019, BGIS continued to focus on strengthening global relationships by meeting our commitment to provide the highest quality of service to all our clients. As part of our effort to bring economic value to our clients, we continued to grow our technical workforce both through acquisitions and organic growth, all while maintaining our focus on meeting and exceeding our clients' quality of service expectations. We continued to invest in our business analytics team to support the provision of strategic reporting for our clients and made a significant investment into the redesign of our proprietary FM software platform. We were able to continue to leverage Smart Building Technology and the Internet of Things (IoT) to produce innovations that enabled us to drive energy efficiency improvements and capture valuable data to support our clients with strategic portfolio decisions. In collaboration with our partners, we further developed our Smart Retail Controls technology product, 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. This solution has saved an average of 22 percent in energy cost savings for our clients. We are excited to roll out our Smart Retail Controls technologies to more of our clients throughout 2020.

“...we continued to grow our technical workforce both through acquisitions and organic growth, all while maintaining our focus on meeting and exceeding our clients' quality of service expectations.”

6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



BGIS's Supply Chain

Sustainable Procurement

BGIS is committed to doing business with companies that operate in a sustainable manner and 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 business partnership decisions. 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. Please refer to Annex A for information regarding BGIS's procurement processes' contribution to UN SDGs 6, 11, 7 and 12.

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;
- 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.

In 2019 we continued to support the 2018 launch of our 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.



Supplier Diversity

BGIS's Supplier Diversity Program continues to be a large focus for our Strategic Sourcing teams in the US, APAC and Canada. We provide non-traditional and underrepresented suppliers with an equal opportunity to become a supplier and support these companies. 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.

We continue to surpass our diverse supplier spend each year and are extremely proud to have spent \$11.6 million on our diverse suppliers in Canada in 2019. 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 we will continue to expand this program globally.

BGIS APAC's sustainable procurement approach is contained within the procurement purchasing guidelines PROC-G-014 which includes the requirement that our weighted evaluation criteria (minimum 5% weighting) that preferences Local, Diverse and Indigenous supply is included in all RFT's released by BGIS APAC. In 2019, our APAC team engaged 2,814 diverse vendors, including 453 Small and Medium Enterprises.

“ We provide non-traditional and Under-represented suppliers with an equal opportunity to become a supplier and support these companies.

10 REDUCED
INEQUALITIES

Supplier Diversity in North America – Canada & US

Supplier Diversity is a strategic initiative that ensures BGIS is inclusive in our Strategic Sourcing and Procurement practices. BGIS believes supplier diversity is an important contributor to its corporate

mission of ensuring we are being inclusive in our supply chain practices. This is achieved by providing non-traditional and under-represented 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+. BGIS's commitment to Supplier Diversity was recognized by Women Business Enterprises Canada, which awarded BGIS the 2019 WBE Award for Top Corporation in Supplier Diversity.

In 2019, BGIS renewed its corporate membership with the Canadian Aboriginal & Minority Supplier Council (CAMSC) and membership with the Canadian Council for Aboriginal Business (CCAB) and Women-owned Business Enterprises (WBE Canada). BGIS has also become a corporate member of National Minority Supplier Development Council (NMSDC).

“ 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+.”

Partnerships through Supply Nation - Australia

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.

**6,000+**

CANADIAN SUPPLIERS

1,200+

APAC SUPPLIERS

10,000+SUPPLIERS ENGAGED
GLOBALLY**2,800+**

US SUPPLIERS

**OVER \$2.3B**IN SUPPLIER PAYMENTS
GLOBALLY

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 the low carbon standard in the corporate real estate industry and contribute to the global shift of finding opportunities to help combat climate change around the world.

“ 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.”

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, 2019 was another milestone for BGIS as it marks the second 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.

In addition to the above, in 2020, we are exploring both LEED and WELL certifications for our global Head Office.

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.

“...water conservation through the installation of high WELS rating taps, and decreasing waste...”

ASIA-PACIFIC (APAC) INITIATIVES

Sustainability Initiatives

In 2019, our APAC team expanded our programs into client accounts whenever possible, which resulted in some significant waste diversion. We continued to implement 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 increase energy 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).

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, with a view to creating infrastructure that is net positive.



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



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. Please refer to Annex A for details on how BGIS is seeking to reduce its carbon footprint, in support of SDG 12 and 13.

In 2019, BGIS completed 46 carbon neutral studies for our clients, of which 10 have moved to the project phase. 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. As a result of the studies, nine carbon neutral implementation projects are currently underway representing an anticipated savings of almost 6,000 tonnes of GHG annually.



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.

“ The key in identifying where there are opportunities to decarbonize align with other initiatives to minimize disruption and maximize value.”

Carbon Neutral Retrofit Projects

In 2019, after the completion of 40 Carbon Neutral Studies, BGIS began nine 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 not-for-profit organization founded by BGIS in 2016 and Chaired by BGIS CEO, Gord Hicks. It 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.



NABERS

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



Building Owners and Managers Association (BOMA) 3.0 Certifications

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

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Reducing Our Footprint

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, as well as GHG Emissions. We will use these markers to improve our business practices in a manner which supports UN SDGs 7,6 and 12. Please refer to Annex A for more details.

Energy, GHG Emission and Water Consumption

Our greenhouse gas (GHG) emissions are calculated following the ISO 14064-1 standard and we use the Operational Control approach, which accounts for all GHG emissions based on the control of operations. Our 2019 GHG inventory continued to include direct and indirect emissions from our corporate facilities in Canada, APAC, and the US, our vehicle fleet of over 1,000 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 26,299 GJ / 6,005 FTE = 4.38 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 881.4 tCO₂e / 6,005 FTE = 0.147 tCO₂e/FTE
- Total Canada company GHG emissions of 12,879 t CO₂e / 6,005FTE = 2.14 t CO₂e/FTE
- Total (Canada, US, APAC) company GHG emissions of 14,900.6 / 7890 FTE = 1.89 CO₂e/FTE

Water Intensity

Water consumption for Canada head office only of 1,698 m³ / 1,436 FTE head office = 1.18m³/FTE (Head Office)

5 Year Reduction Overview

Baseline Comparison Breakdown					
	2013	2016	2017	2018	2019
Canada Building Energy GJ/FTE	4.57	5.11	4.89	4.01	4.38
Canada Building GHG tCO₂e/FTE	0.149	0.172	0.185	0.125	0.147
Total Canada GHG t CO₂e/FTE	2.87	2.02	1.87	2.12	2.14
Head Office Water m³/FTE	4.87	2.31	2.79	4.87	1.18

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. From a fuel consumption perspective, our Fleet Operations Team is focused on disposing of older vehicles which are less fuel efficient, as well as large vans and trucks which are not required for the job. Our belief is that vehicles should be fit for purpose, therefore, the trucks, and in some cases vans, are being replaced, over time, with more efficient options, including a future shift to the use of electric vehicles in our fleet. 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 4 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 26 per cent compared to our base year.



Expanded Building Energy & GHG Intensity Comparison

	2013	2014	2015	2016	2017	2018	2019
Canada Building Energy Intensity GJ/FTE	4.57	3.34	4.76	5.11	4.89	4.01	4.38
Total Canada GHG Intensity t CO2e/FTE	2.87	2.40	1.66	2.02	1.87	2.12	2.11



Waste Diversion and Water Use

Our water intensities (measured at BGIS head office in Markham only) saw a 49% reduction in 2019 compared to our 2016 baseline. Our waste intensity saw a significant decrease in 2018 of 50 per cent compared to 2016. In 2019, BGIS diverted 100% of waste from landfill. 32% of waste was recycled, 11% was organics, and 57% was sent to a waste to energy facility. For more information on how BGIS plans to support SDGs 6 and 12, please refer to Annex A.

Expanded Head Office Waste & Water Intensity Comparison

	2013	2014	2015	2016	2017	2018	2019
Head Office Water Intensity m3/FTE	4.87	6.45	3.83	2.31	2.79	4.87	1.18
Head Office Waste Intensity lb/FTE	-	-	-	132.6	131.38	84.35	66.11

➤ SOCIAL

BGIS: A Great Place to Work

3 GOOD HEALTH AND WELL-BEING



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 the BGIS Tuition Assistance Program (TAP). Through the TAP, BGIS was able to reimburse \$422,066 for our team members' academic studies in 2019. 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. As stated by the United Nations, enhancing the health of individuals and ensuring their wellbeing is an essential part of creating a sustainable future. For further information on BGIS's Human Resources practices which support UN SDG 3, please refer to Annex A.

“...designed to cater to the many different needs of our team members and is customizable.”

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.



Growing Our Team

BGIS continues to understand the importance of creating and sustaining an engaging 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 finding a healthy work-life balance which includes the option to 'working from home' where possible. We will continue to support our team members and work to accommodate arrangements that allow them to work in a sustainable and productive manner that helps to drive effective work habits and work-life balance solutions that work for both our team members and their families. BGIS understands the importance of a workplace which positively impacts the health and wellbeing of its employees. Please refer to Annex A for details on BGIS's commitment to SDG 3.

BGIS Team Members set the bar for real estate management industry talent. As an organization, we embrace diversity and put tremendous effort into attracting and retaining high performing team members. We recognize one another for a job well done and encourage the rewarding of 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 employment experience. Our holistic Total Rewards program aims to incentivize team members to grow and to recognize them for their contributions by providing pay for performance, endorsing wellness and a healthy work-life balance. BGIS encourages 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.

3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



Team Member Statistics

	CANADA	US	APAC
Staffing	4837 full time 31 part time 176 contract	452 full time 4 part time	1,534 full time 36 part time 44 contract
New Hires	986	60	597
Gender Breakdown (Male / Female %)	Full time: 67M / 33F Part time: 45M / 55F Contract: 39M / 61F	Full time: 80M / 20F Part time: 60M / 40F Contract: NA	Full time: 73M / 27F Part time: 33M / 67F Contract: 55M / 45F
Tuition Assistance	\$409,200	\$12,866	--

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 our BGIS offices globally, and in 2019 we continued to promote and support the program across all our global regions. In 2019 we handed out a record 1,884 Inspiring Excellence Awards.

Memorable Customer Experience Program

The Memorable Customer Experience (MCE) program is a recognition program that was designed 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 and innovation.



Young Leaders Program



BGIS’s Young Leaders 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.

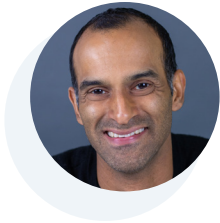


Inspirational Management Training (IMT) Program

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.

Take Our Word for It

BGIS is committed to creating a safe, diverse workplace in which our employees feel valued and engaged. It is also important for team members to know they are a part of a company which aligns to their values and is committed to improving the communities in which they live and work. Team members from North America and APAC have detailed the role they play in our corporate social responsibility and the importance of BGIS's practices and policies;



Nadir Pirani

Director, Finance, Canada

"During my time with BGIS I've experienced a company which truly integrates its values into every aspect of its operations. Meetings, for example, begin with safety moments to share best-in-class safety tips addressing both work and personal activities to ensure our team members remain safe in all areas of their lives. Team members are supported in undertaking professional development and are then given the opportunity to leverage their new skills to advance their careers. Corporately and in partnership with our clients, BGIS team members are given the opportunity to leverage their skills to support a broad spectrum of social causes ranging from environmental sustainability to mental health support. I'm proud to work for such a conscientious organization."



Tony Despirito

Vice president, Data Center Solutions, US

"At BGIS, we live our values every day. As team members we share a commitment to innovation and a laser focus on creating the "memorable customer experience". We do this with an uncompromised integrity and a commitment to living and working sustainably, creating a better life for generations. I'm very proud of the work that we do every day and consider my teammates as part of my extended family."



Sophie Potts

Senior Property Manager and Communities & Social Pillar Lead, APAC

"Within the CSR Committee, the Communities and Social team are focused on bringing our people, clients and vendors together to build an inclusive, supportive and sustainable future. We partner with a range of not-for-profit organisations that share our BGIS values, to improve the communities in which we operate and create a better, fairer society. By facilitating fundraising drives and appeals and providing regular opportunities for our people to volunteer with partner organisations, we foster a workplace environment where everyone feels like they can contribute and make a difference."



Courtney MacPhaden

BAS Instrumentation Technician, Remote Command Centre

"The BGIS Remote Command Centre is an ever evolving team. We are constantly adapting, learning, growing and innovating to meet the needs of our clients. Not only can we provide the savings to our clients, but we can successfully effect change remotely. I am proud to be part of such a great team and the positive change BGIS constantly strives for."



Vivian Lee-Grasby

Director, Remote Command Centre

"With every work order serviced and completed by the Remote Command Centre, BGIS team members are eliminating truck rolls and the associated harmful emissions from the service vehicles, while reducing service costs to our client. I am proud of our contributions and humbled by the opportunity to deliver positive changes day in and day out."

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.

BGIS's corporate head office in Markham, Ontario, Canada 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 our regional head offices. We celebrate 'Diversity Day', or 'Harmony Day' as it's known in APAC, by hosting a potluck 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 2019, approximately 30 percent of BGIS's US workforce was comprised of Military Veterans.

BGIS was proud to receive the 2019 Military Friendly® Employer designation. This is the second consecutive year that BGIS has earned this designation. Institutions earning the Military Friendly® Employer designation were evaluated using both public data sources and responses from a proprietary survey. More than 200 companies participated in the Military Friendly® Employers portion of the 2019 Military Friendly® Companies survey.

In 2019, BGIS was awarded the Gold HIRE Vets Medallion Award for 2019 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.

BGIS is committed to supporting programs to improve the lives of Indigenous Australians. As part of our Reconciliation Action Plan, BGIS is committed to the goal of creating lasting, meaningful partnerships with Indigenous

businesses that support financial independence, promote skills (especially within the property management and facilities services sector), and create opportunities for long-term growth and step-led career paths.

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. BGIS has proudly partnered with CareerTrackers, a not-for-profit that prepares tertiary students for success in their chosen profession and respective communities, to offer summer and winter internships to Aboriginal and Torres Strait Islander university students. In 2019, BGIS welcomed five interns through CareerTrackers' Indigenous Internship Program.

4 QUALITY EDUCATION



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 Canada (WBE). 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.

BGIS APAC has held a Supply Nation membership since 2010, and we currently spend \$6.98 million with Indigenous companies. Through our 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 of Supply Nation and its register of Certified Indigenous Businesses to maximize employment opportunities for Aboriginal and Torres Strait Islanders. Across the BGIS APAC region we engage a minimum of 20 Indigenous owned and operated businesses and are continuing to expand this engagement.





“Celebrate women’s achievement. Raise awareness against bias. Take action for equality.”

International Women’s Day

For the second year in a row, BGIS took the International Women’s Day (IWD) 2019 festivities global and hosted several events throughout the month of March. This year’s IWD theme was forging a #BalanceforBetter, with the theme displayed proudly on the IWD website; “a balanced world is a better world. How are you forging a more gender-balanced world? Celebrate women’s achievement. Raise awareness against bias. Take action for equality.” BGIS is pleased to have been a part of the movement once again, and will continue to celebrate the social, economic, cultural, and political achievements of women.

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.

Jobsupport

Jobsupport is a specialist Disability Employment Service in Australia that works exclusively with job seekers and employees with significant intellectual disability. Jobsupport has the highest job placement and job retention rate in Australia for job seekers with intellectual disability. Through Jobsupport, we have welcomed two full-time employees at BGIS, who were supported with an extensive eight-week on-boarding and training process, as well as on-going professional development support.

NDS BuyAbility

BGIS APAC has proudly partnered with National Disability Services (NDS) – Australia’s peak industry body for non-government disability service organisations – to implement their BuyAbility initiative across our core business areas. The service has been rolled out across several of our key accounts, including NSW Police, the University of Canberra Hospital and Western Power, where 70 people have been embedded at eight depot sites in metropolitan Perth.

Community Engagement

Aligning with our corporate value of 'Living Sustainability', BGIS team members constantly strive to create positive change, both in our society and our natural environment. Community support is an important aspect of our BGIS commitment. In 2019, we were able to support over 90 charitable and not-for-profit organizations, which resulted in over \$600,000 in 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 fundraise for certain initiatives. Through the financial support that is provided through our charitable contributions and fundraising we have a positive impact our communities. Through our charitable campaigns, BGIS has supported multiple United Nations SDGs, including SDG 3, 2 and 4.

3 GOOD HEALTH AND WELL-BEING



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 2019, we are proud to have raised a record \$125,000 in donations with our Charity Golf Classic! Proceeds from this event went directly to the SickKids Foundation and Kids Help Phone Foundation. BGIS also held a Masquerade Ball in support of Montreal Children's Hospital, which raised \$15,000. Our Charity Casino event was another great success, with \$97,262 raised for the Canadian Cancer Society.

2 ZERO HUNGER



FareStart

Throughout 2019, 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. BGIS raised \$15,000 USD for FareStart initiatives in 2019.

Children’s Hunger Fund of San Antonio

The San Antonio BGIS Critical Environments Teams of Microsoft and Chevron joined together once again to support the Children’s Hunger Fund of San Antonio. Our BGIS teams knocked it out of the park by packing 1,428 food packs in assembly line fashion, with each pack ultimately containing 25 pounds of various food products. This equates to a total of 62,832 meals for children across the planet who are in dire need. Additionally, the team hand-packaged over 500 pounds of bulk pinto beans and prepped them for immediate shipment to various locations. Our team members accomplished all of this in less than 4 hours, all while having fun for a tremendous and much needed cause.

OzHarvest

Groups of volunteers in Australia packed food parcels for OzHarvest a leading food rescue organisation, that collects quality excess food from commercial outlets and delivers it directly to more than 1300 charities supporting people in need across the country.

Clontarf Foundation

BGIS has a partnered with the Clontarf Foundation, a not-for-profit organisation that assists in the education and employment of young Aboriginal and Torres Strait Islander men. Through educational and meet-and-greet events, we have facilitated job and training opportunities for Clontarf Foundation students, including Clarence Cole who joined us as a full-time Trade Assistant.

Bennelong Cup

BGIS is a major sponsor of the Bennelong Cup, an annual touch footy day and luncheon that connects communities via sport and raises funds for the National Rugby League’s (NRL) Indigenous School to Work Program. As part of the program, BGIS offers five apprenticeships in technical services to the students in the NRL Indigenous School to Work program.



Cowboys House

BGIS has a partnership with Cowboys House and is included among the ‘Friends of the House’. Our contributions go towards providing life-changing education opportunities for young Aboriginal and Torres Strait Islander students

from some of North Queensland’s most remote and educationally disadvantaged communities.



Some of the Charities We've Supported in 2019



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 workday. 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.

3 GOOD HEALTH AND WELL-BEING



Our aim is to drive a Goal Workplace 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.

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.

TAKE



FOR SAFETY

Lost Time Injury and Total Recordable Injury Rates

In 2019, 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). Given this performance, BGIS was awarded the Hazard Recognition Award and the Occupational Excellence Achievement Award by the US National Safety Council Awards in 2019. 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	2019 CANADA	2019 US	2019 APAC
TRIR	3.2	2.7	0.69	0.54	1.32	1.19	0.22	1.50	1.48	0.58	1.97
LTIR	1.1	1.0	0.22	0.27	0.51	0.39	0.0	0.60	0.41	0.38	0.82



About This Report

The 2019 Corporate Sustainability Report is reporting on our activities from January 2019 to December 2019, 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 four global regions, Canada, the United States, the United Kingdom, and Asia Pacific, BGIS occupies over 40 offices globally, and leases a service fleet of over 1,020 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.

GHG Inventory Approach

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 2019 GHG Inventory is posted on the CSA CleanStart Registry and has been third party verified to the ISO 14064-1 standard.

GRI Disclosure References

This report has been prepared in reference to GRI disclosures for the material topics outlined below.

Energy

This material references Disclosures 103-1 from GRI 103: Management Approach 2016 and Disclosures 302-1, and 302-3 from GRI 302 Energy 2016. Reference to these disclosures can be found in Reducing Our Footprint section of this report.

Greenhouse Gas Emissions

This material references Disclosures 103-1 from GRI 103: Management Approach 2016 and Disclosures 305-1, 305-2, 305-3 and 305-4 from GRI 305 Emissions 2016. Reference to these disclosures can be found in Reducing Our Footprint section of this report.

Waste

This material references Disclosures 103-1 from GRI 103: Management Approach 2016 and Disclosure 306-2 from GRI 306 Effluents and Waste 2016. Reference to these disclosures can be found in Reducing Our Footprint section of this report.

Supply Chain

This material references Disclosures 103-1 and 103-2 from GRI 103: Management Approach 2016 and Disclosure 308-8 from GRI 308 Supplier Environmental Assessment 2016. Reference to these disclosures can be found in BGIS's Supply Chain section of this report.

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



Appendix A

Details on UN Sustainable Development Goals

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

SDG 3: Good Health & Well-Being



Goal 3 Target 3.4: Promote mental health and well-being

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. The benefits of this program are not just limited to time saved on commuting to work, increased retention and expanding the availability of talent. It also empowers our team members to be more autonomous and aligns with our mission statement of reducing our carbon footprint and making better use of technology-driven collaboration tools that keep our teams connected. By offering our team members a flexible work arrangement, they are likely to be less fatigued resulting in them being able to give their very best on a daily basis.

Goal 3 Target 3.6: By 2020, halve the number of global deaths and injuries from road traffic accidents.

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, as a result, driving on the roads has emerged as a key risk to be managed. BGIS has a Fleet Manager for North America who reviews driver safety practices and performance for our fleet drivers. BGIS acknowledges Safe Driving Week at the beginning of December annually with a special Toolbox Talk to all employees.

For our clients, BGIS has identified a need to introduce traffic calming measures to ensure the safety of vehicles, pedestrians and wildlife at a campus location. An operational initiative was to paint crosswalks at all stop signs. BGIS has also identified safety concerns in pedestrians crossing roadways to get to transit stops and has implemented barriers to encourage pedestrians to cross as designated crosswalks.

Goal 3 Target 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.

BGIS has a comprehensive health and dental plan for employees.

Goal 3 Target 3.9: By 2030, substantially reduce the number of deaths and illnesses

BGIS provides HSE compliance audits and reviews on an ongoing basis for our clients. HSE/Environmental oversight in projects from initial stages to project completion ensure that processes are documented in plans and specs and requirements are communicated to consultants and contractors during project meetings.

In 2019, BGIS Strategic Sourcing conducted a BGIS Industry Consultation to assist with the development of a strategy to promote environmentally friendly and sustainable cleaning consumables. BGIS has worked with our janitorial service providers to roll out an enhanced cleaning program, which eliminates the use of chemicals. Through the use of innovative biological based cleaners certified specifically under UL 2792 ECO LOGO, BGIS and our clients are reducing the amount of chemicals that are released into our environment and reducing health impacts of traditional cleaning products on janitorial staff and occupants. This initiative also reduces plastic waste and delivery GHG emissions due to the ability to use highly concentrated amounts of the biological based cleaner.

SDG 6: Clean Water and Sanitation



Goal 6 Target 6.3: By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.

The BGIS landscaping and grounds maintenance scope of work stipulates that all organic land care substances and

materials required for the performance of the service must be environmentally friendly, chosen on the basis of highest effectiveness and selectivity and least hazardous to health and the environment and meet BGIS's Environmental Landscaping Specifications.

The BGIS Pest Control scope of work stipulates that the services must be performed in an environmentally responsible approach to preventative pest management with the intention that all Locations are maintained insect and rodent free, through the minimum use of pesticides. In 2019, BGIS Strategic Sourcing conducted a BGIS Industry Consultation to assist with the development of a strategy to promote environmentally friendly and sustainable cleaning consumables. These initiatives reduce the amount of hazardous chemicals into water systems.

Goal 6 Target 6.4: By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity

BGIS Operations and Maintenance teams replace older water-wasting toilets and urinals with water efficient fixtures. An aerator installation program has been deployed such that most buildings are now equipped with aerators on lavatory faucets and kitchen sinks. Our operations teams focus on maximizing cooling tower cycles to reduce potable water consumption in cooling towers. BGIS also deployed a connected smart irrigation system program, where water supply is varied based on vegetation type and real-time weather data specific to each location.

SDG 7: Affordable and Clean Energy

Goal 7 Target 7.2: By 2030, increase substantially the share of renewable energy in the global energy mix



BGIS encourages clients to invest in renewable energy as a pathway to carbon neutrality. BGIS has designed and proposed several rooftop mounted photovoltaic solar panel projects.

Goal 7 Target 7.3: By 2030, double the global rate of improvement in energy efficiency

BGIS energy managers work closely with our operators to find energy and other operational efficiencies that can be easily implemented and provide savings to our clients. Our team has implemented hundreds of energy projects including LED lighting retrofits, high efficiency boilers, chillers and various HVAC equipment.

SDG 11: Sustainable Cities and Communities



Goal 11 Target 11.4: Strengthen efforts to protect and safeguard the world's cultural and natural heritage

BGIS is working on high-profile projects that align with preserving historic buildings while providing universal access and sustainable design. Projects include the

rehabilitation of a major office complex to be near net-zero and protecting and safeguarding its cultural heritage. BGIS has developed an inventory for the preservation and protection of cultural properties that enhance urban communities.

Goal 11 Target 11.6: By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management

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

SDG 12: Responsible Consumption and Production



Goal 12 Target 12.2: By 2030, achieve the sustainable management and efficient use of natural resources

BGIS's 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. Sustainability is weighted at a minimum of 10% in the selection criteria on all RFPs.

Goal 12 Target 12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

BGIS has a strong focus on waste reduction and diversion. Through initiatives such as organics collection development and deployment, centralized waste bin programs, electronic consumer waste collection and occupant engagement, we bring solutions that marry environmental sustainability and clients' needs. Our teams are developing innovative solutions to bring clients towards zero waste, examples

include mechanical organics processing equipment, water bottle refill stations, zero waste food court solutions, AI Smart Waste Technology to assist occupants in waste sorting, waste auditing, and employee education programs.

Goal 12 Target 12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.

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.

Goal 12 Target 12.7: Promote public procurement practices that are sustainable, in accordance with national policies and priorities

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

Goal 12 Target : By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature

BGIS has implemented an occupant engagement program to increase awareness amongst building tenants on environmental sustainability and to increase their engagement on sustainability initiatives. We provide semi-annual presentations 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.

SDG 13: Climate Action



Goal 13 Target 13.1: Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries

BGIS maintains a robust Business Continuity Management Program. The primary governance mechanism for this program is our Crisis Management Team. This team brings

together all of the client account teams, lines of business, support functions, and subject matter experts to facilitate execution of business continuity plans as they relate to climate related hazards and natural disasters. BGIS has received ISO 22301 (Business Continuity Management System) Certification.

Goal 13 Target 13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning

BGIS funded the IFMA research and report - Climate Change Fundamentals for FM professionals. BGIS has developed a FM engagement program to empower and educate BGIS FM teams to reduce energy consumption and reduce waste. BGIS hosts employee education events surrounding sustainability programs including waste and energy reduction. Vendors that support such sustainability programs are also invited to take part in educating our employees.



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