

2023

ESG REPORT



BGIS 

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1. Introduction, Approach, & Theme

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

In our 2023 report, we will address a number of themes—our approaches to addressing them and the governance that guides our approach.

- Leveraging everything we have learned in the unprecedented times of the past four years to continue to positively influence and lead change in our communities.
- Our purpose is to make our communities better—we are focused on outreach.
 - We are a caring, innovative, and high-performing team
 - Our values guide our daily actions on HOW we operate to achieve our purpose.
- Technology and innovation enabled solutions that continue to reduce risk, future proof and enhance our Client spaces and the communities in which we operate.

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

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

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

OUR COMMITMENTS

BGIS COMMITMENTS	KEY ASPECTS
<p>TCFD</p> 	<p>BGIS is committed to transparent climate-related disclosures. We have adopted the recommendations of the Task Force on Climate Related Financial Disclosures (TCFD).</p>
<p>SBTi</p> 	<p>BGIS recognizes the call to action for companies to demonstrate climate leadership by committing to science-based targets.</p> <ul style="list-style-type: none"> • We have committed to the Science Based Targets initiative (SBTi). • The BGIS commitment aligns with the goals of the Paris Agreement, to limit global warming to 1.5°C. • We are committed to Canada's Net Zero Challenge which encourages businesses to develop and implement credible and effective plans to transition their facilities and operations to net-zero emissions by 2050.
<p>Environment</p> 	<p>Driving significant change as we lead programs and initiatives to reduce energy and GHG emissions, improve waste diversion and reduce waste generation, reduce water consumption, and promote biodiversity.</p>
<p>Diversity & Inclusion List</p> 	<p>BGIS remains committed to the promotion of an equal, diverse, and inclusive workplace through:</p> <ul style="list-style-type: none"> • Ongoing partnership with Canadian Centre for Diversity and Inclusion (CCDI). • Expansion of our Internal Women of BGIS group, a safe space that supports and encourages women to attain their career goals. • Advancement of our partnership with Indigenous Link, focused on developing tools to communicate with First Nations, Inuit, and Métis groups across Canada. • Ongoing work to ensure equal access to jobs, training and education, and long-term benefits. • Provision of non-traditional and underrepresented suppliers' accessibility to BGIS procurement with an equal opportunity to become a supplier.
<p>Mental Health & Safety</p> 	<p>BGIS contributes to the mental health & safety of our workforce by:</p> <ul style="list-style-type: none"> • Increased investment in health and safety training and development as we adapt to living in the post-pandemic world. • Expanded use of wellbeing app in support of mental health initiatives. • BGIS' Director of Wellness continues to develop, implement and evaluate our evolving organizational framework, policies and programs.

REPORTING PERIOD

The 2023 Environmental, Social, Governance Report is reporting on our activities from January 2023 to December 2023, unless explicitly stated otherwise.



FORWARD LOOKING STATEMENT

This report contains certain forward-looking statements based on BGIS' current expectations and statements regarding our ESG targets, goals, commitments and programs. Our future results—including the achievement of our targets, goals, or commitments—could differ from our projected results due to changes in circumstances, assumptions not realized, or other risks, uncertainties and factors. The forward-looking statements in our report are made as of the effective date of this report, unless otherwise indicated, and we undertake no obligation to update these forward-looking statements to reflect subsequent events or circumstances. Our forward-looking statements are often accompanied by, but not limited to, words such as “aspire”, “believe”, “plan”, “hope”, and “aim”.

A MESSAGE FROM GORD HICKS



Gord Hicks
CEO, BGIS

In 2023, organizations around the world continued with efforts to decarbonize while placing an emphasis on cost management and disciplined capital allocation. As inflation remained stubbornly higher than expected, interest rates continued to climb. Major investments in EV Infrastructure and energy efficiency initiatives were implemented very selectively, and Government incentives were the main catalyst for the initiation of these projects.

We are working closely with our clients to assist in their capital planning and asset management to ensure that they future-proof their respective portfolios by replacing old equipment with new, more efficient and zero-carbon technologies. In many cases, there is no incremental cost when leveraging BGIS' preferred pricing and economies of scale, and our clients ultimately benefit from reduced operating expenses, and make progress towards their carbon reduction objectives. I am very proud of our global team which was recognized by the Association of Energy Engineers with the prestigious International Corporate Energy Management Award. We were also delighted to celebrate with Greg Woodhouse, BGIS' VP of Professional Services, the AEE's Innovator of the Year Award.

BGIS continues to place significant focus on Diversity, Equity, and Inclusion across the business globally, and we are very proud of our track record for employing and promoting a diverse workforce. We continue to advocate for women in Real Estate, with females making up 40% of our Global Leadership Team, and women in BGIS Affinity Programs attracting hundreds of young people to participate in BGIS' career advancement mentoring and career development programs. We are extremely proud of Mary Lou Sinclair, VP of Health, Safety, & Environment NA & UK, and Tanya Padilla, VP of Health & Safety ANZ, who were recognized in their respective regions as Top Women in Safety.

BGIS has made significant investments across our global business to drive engagement with our Indigenous communities. We continue to add Indigenous suppliers to our supply chain and year after year we have increased the volume of business performed to over \$26 Million in Canada alone. We were also very fortunate to have Tamara Goddard join, Ela Hultsi, as the Leader of this Indigenous-certified Limited Partnership Company, which BGIS and the Des Nedhe Group have created to provide quality facility services and products to the Real Estate Industry. Tamara is an Aboriginal business leader from the Saulteau Nation, with a passion for ensuring that Indigenous communities have access to clean water, housing, and power.

BGIS was delighted to be recognized for our commitment to creating a diverse and inclusive supply chain by the Canadian Aboriginal & Minorities Supply Council (CAMSC) with the 2023 Corporation of the Year Award.



There were a number of significant issues that Corporations and Governments continued to grapple with in 2023, with varying degrees of progress including

- **Decarbonization**
- **Climate Change Adaptation**
- **Employee Mental Health**
- **Health & Safety in the Workplace**
- **Return to Office**

After a detailed analysis and much research, BGIS concluded that there was a common solution that could contribute to the improvement of these issues: “Creating an Infection Resilient Workplace.” Throughout 2023, BGIS piloted several technologies that resulted in an 80-95% reduction in pathogens in the air, while promoting cleaning and other building products that eliminate indoor pollutants, forming the

“Throughout 2023, BGIS piloted several technologies that resulted in an 80-95% reduction in pathogens in the air, while promoting cleaning and other building products that eliminate indoor pollutants, forming the foundation for **BGIS’ Blue Zone Buildings™**.”

foundation for BGIS’ Blue Zone Buildings™.

BGIS Blue Zone Buildings™ support decarbonization objectives by not requiring an increase in air exchanges to achieve cleaner air, enabling the minimization of the intake of outdoor air—including during wildfires—while purifying the recirculated air, and enabling employers to instill confidence in the occupants of their building that their workspace likely has healthier air than in their own homes. By getting employees back into the workplace, mental health will improve through greater social interactions with minimal risk of airborne transmission of bacteria and viruses, making it easier for employees to return to the office—enhancing collaborations, innovation, and ultimately enhancing productivity for their respective client organizations. We are excited about this innovation and what it could mean for our communities and society at large with mass adoption.

In closing, BGIS remains committed to serving our global community and relentlessly working to innovate and find solutions to problems that will make our world a better place. We focus on the well-being of our team members, who in turn ensure that every customer is supported and enabled to successfully deliver on their brand promises every day!

GORD HICKS

CEO
& PROUD MEMBER OF THE BGIS TEAM

ABOUT BGIS



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

With a global team of over 10,600 dedicated team members, our purpose is to provide efficient and leading-edge service solutions for our clients so they can perform at their best, while ensuring a sustainable, safe and comfortable environment for all. We are a technology enabled, technically led global integrated facilities management (“IFM”) provider focused on providing disruptive business solutions for our clients, through a culture of caring, innovation and high performance.

BGIS AT A GLANCE



50,800+
Client Locations



540M+
Sq Ft of
Managed Space



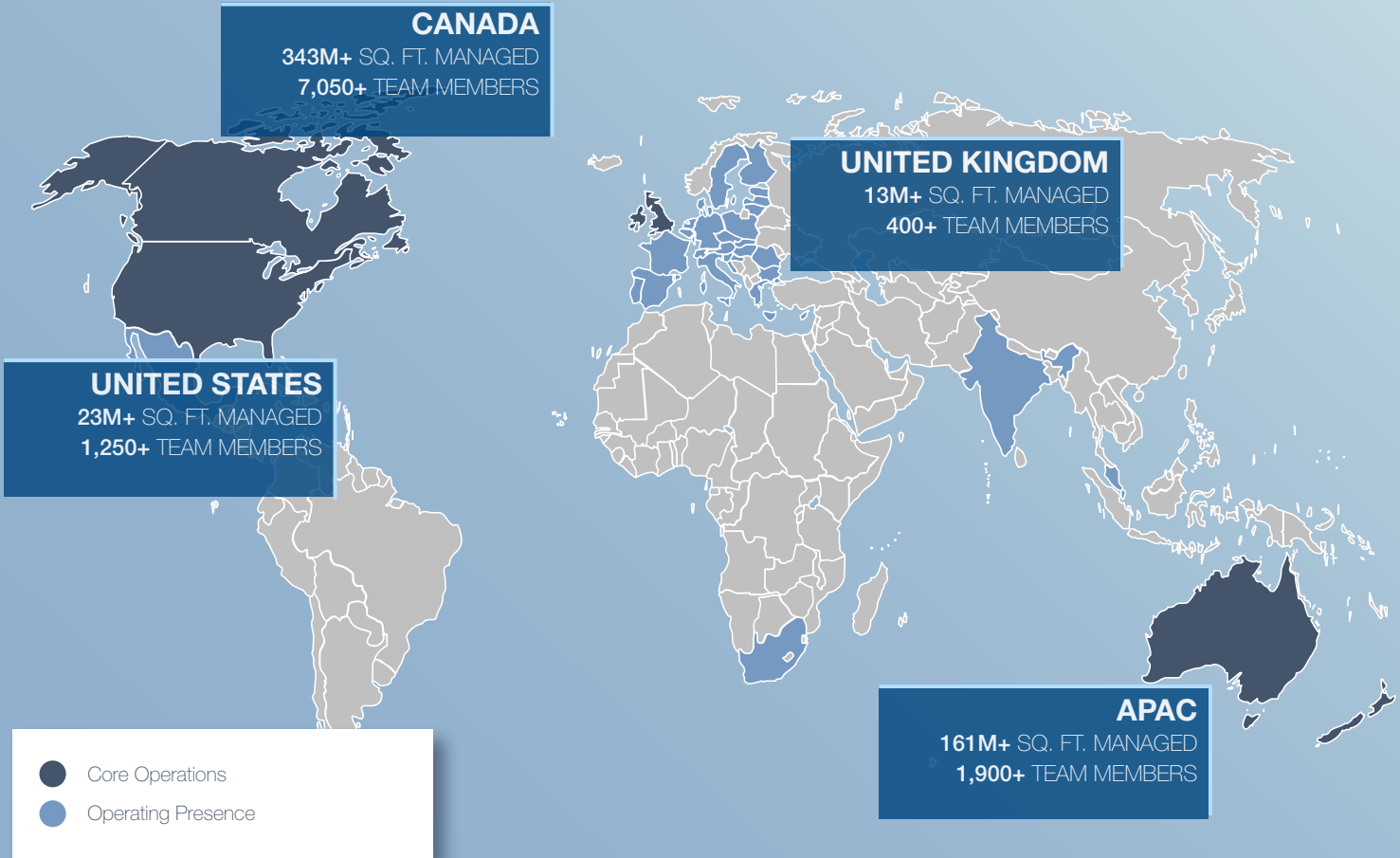
250+
Critical Environments
Managed



10,600+
Employees
Globally

*Figures reflect data at time of report publication.

GLOBAL REACH



CANADA



USA



UK



APAC



*Figures reflect data at time of report publication.

OUR VALUES

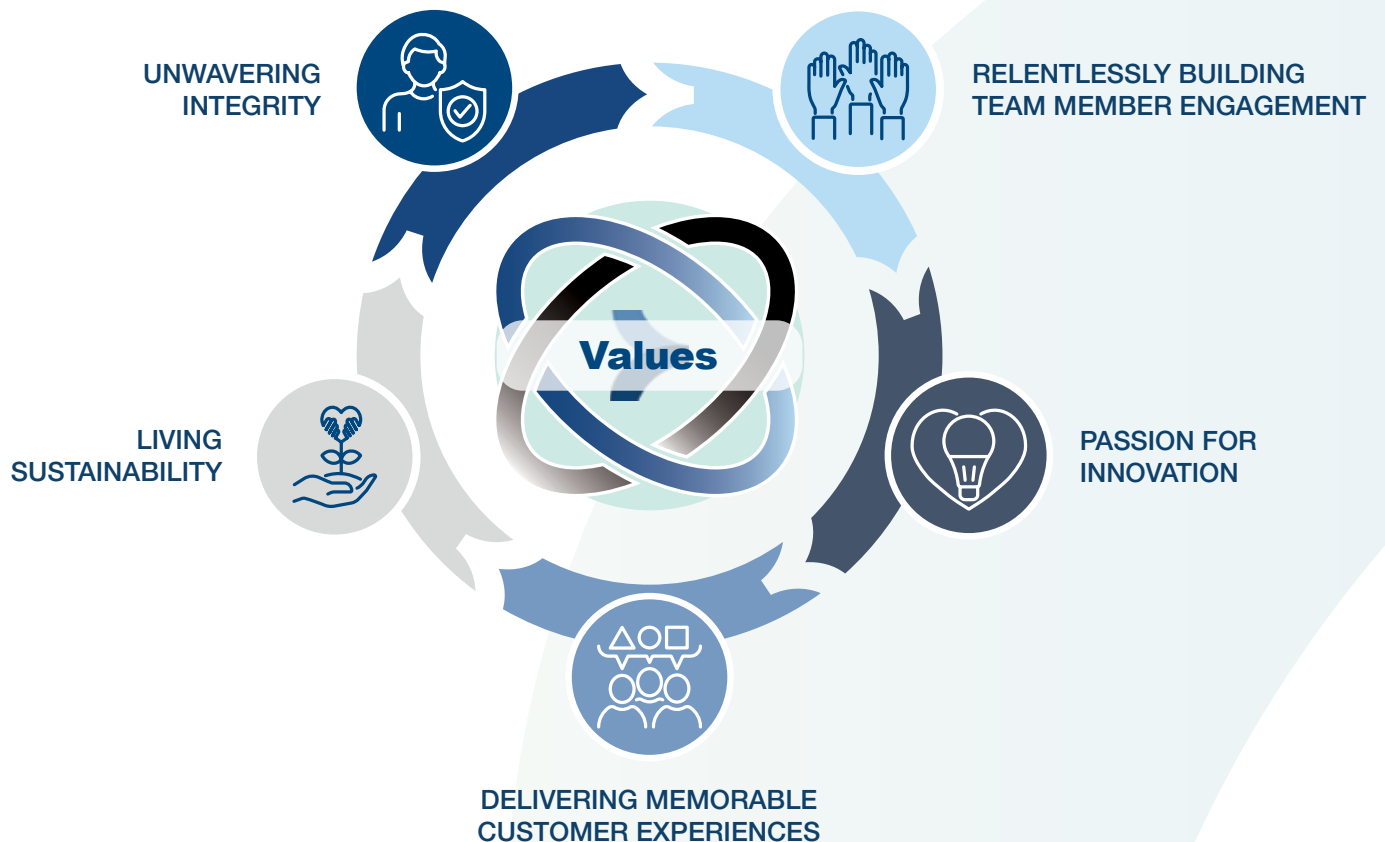
Our values are foundational to our culture and affect the way we deliver our services; they influence everything that we do from how we manage our clients' facilities to how we help our customers when we provide services. These values are integrated into our annual goal setting strategies and are embedded in our company-wide performance management program. Our values encourage behaviors that are essential to making a positive contribution to our customers, team members, the environment and our communities at large. As a result, BGIS has a culture of caring for our team members, and focuses on teamwork, high performance for our clients and the environment. Throughout this report you will find examples of how BGIS demonstrates our commitment to living these values.



“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.”



We are a recognized leader in the provision of Real Estate Management Services.
 We are the role model for sustainable operating practices and portfolio strategy.
 We are the employer of choice within our industry and a “Best Employer.”



OUR VALUES



Unwavering Integrity

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

- 100% annual audit compliance
- 2023 WSIB Award for Canada's Best Health and Safety Culture Workplace Benefits Award – Mental Health Program
- 2023 – 1st Annual Global Safety Day
- Formalized policies relating to Modern Slavery and Indigenous Reconciliation



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 apply new technology in our industry.

- BGIS Global Strategic Account Management program
- Monthly Innovation Hour global showcase meetings
- Continuous Roll out of Award-Winning Customer Innovations for each Key Account, 2 Customer Impacting Innovations Implemented / Year
- Expansion of Remote Command Centre & Connected Buildings offerings including Clean for Occupancy
- Identified and secured the supply of a new HVAC system air filter media technology.
- Integrated Asset Management Approach



Living Sustainability

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

- Energy & sustainability practice
- BGIS Direct Construction Management, Electrical Contracting and Project Delivery Teams advanced EV strategy, design and construction of Level 3 Charging Infrastructure for clients across North America
- Best 50 Corporate Citizen from 2018-2023
- BOMA Crest – BMO Innovation Excellence: Smart Retail Controls Program
- Sustainability Reports from 2009-2023



Delivering Memorable Customer Experiences

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

- 100% L2R
- Full achievement of Contractual KPIs and savings guarantees.
- 98%+ Client Retention in 2023
- Return on Fee measuring Innovation & Continuous Improvement



Relentlessly Building Team Member Engagement

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

- 80% Team Member Engagement
- 2,700 team member recognitions through High Five Program
- Extensive global diversity programs
- Over 300 engagements with Indigenous Communities, Vendors, Friendship Centers, National Indigenous Organizations in 2023
- Team Member First Program
- Virtual Health Programs



OUR STAKEHOLDERS & INDUSTRY AFFILIATIONS

Our stakeholders receive value in many ways, from driving efficiencies for our clients and reducing their carbon footprint, to creating growth opportunities for our team members and suppliers to support our communities through environmental and social sustainable initiatives.

COMMUNITIES



CLIENTS



TEAM MEMBERS

TEAM LEADERS

INDUSTRY ASSOCIATIONS

SUPPLIERS



BUSINESS OPERATIONS

VALUES

ESG COMMITMENTS

BOARD OF DIRECTORS

CREATING VALUE FOR OUR STAKEHOLDERS

BGIS engages stakeholders using customer, team member, and supplier satisfaction surveys, which enable us to evaluate and incorporate stakeholder suggestions when setting our sustainability objectives each year. We also solicit ongoing feedback from our team members, our clients, and our suppliers through the course of conducting business and accept all input for consideration.

01

COMMUNITIES

- Providing jobs to support communities
- Sustainable reductions in the environmental impact of clients' and BGIS' operations
- Support for community organizations
- Disaster response and resilience

02

CLIENTS

- Consistently develop and implement innovative solutions to fulfill clients' needs and also reduce environmental impact and energy use while generating cost savings and efficiencies
- Excellent management of assets and execution of commitments

03

TEAM MEMBERS

- Jobs including wages, tailored benefit programs
- Opportunity for training and advancement
- Inclusive workplace
- Workplace safety

04

INDUSTRY ASSOCIATIONS

- Providing expert knowledge to influence regulations and policy development
- Increase awareness of industry associations' value by guiding clients, team members, suppliers to operate sustainably and support community needs

05

SUPPLIERS

- Opportunities to grow their business
- Open and transparent sourcing
- Supplier diversity
- Sustainable sourcing

06

BOARD OF DIRECTORS

- Business success through excellent performance, cost efficiencies, sustainable growth
- Ethics, compliance
- Corporate transparency



INDUSTRY AFFILIATIONS

BGIS is heavily engaged with multiple industry associations to increase awareness of the associations' capabilities, as well as influence direction and policy of the associations. BGIS' participation in associations is wide ranging as depicted in the illustration below. With our engagement and association connections, BGIS is afforded the opportunity to take action and demonstrate our ability to live our values and make a difference across our industry and within our communities. Evidence of the effectiveness of the work we do with these associations can be found throughout this report, including our list of industry recognized awards for 2023.





INDUSTRY AFFILIATIONS

BGIS provides thought leadership and advocacy across a number of organizations as featured below:



Building Energy Innovators Council (BEIC)

The BEIC is an industry-driven not-for-profit organization founded by BGIS in 2016. It is also chaired by BGIS CEO, Gord Hicks, and currently has over 50 members. BEIC was established to accelerate the collaboration, innovation, and adoption of clean building technologies including energy efficiency and renewable power solutions that will transform the built environment, while developing world class clean tech companies, creating jobs and enabling economic prosperity in a future low carbon era. The BEIC collaborates with federal and provincial governments, providing input related to the types of incentive programs and policies required to increase adoption of new energy efficient building technologies and renewable energy solutions. The BEIC also highlights innovations in the industry and assists members with adoption of important and beneficial innovative initiatives and programs.



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.



National Australian Built Environment Rating System (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.



Green Building Council Australia

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



Ontario Energy Association

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



Circular Innovation Council

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



Soldier On

BGIS is proud to be a Platinum Sponsor of Soldier On, an organization which offers support to Australia Defence Force personnel via one-on-one employment support and assistance in finding the best course for personal or professional development, as well as events such as social connection activities, career days and transition seminars.



Veteran Community Business Chamber (VCBC)

As a Gold Supporter, BGIS supports the VCBC which helps veterans and their businesses thrive by providing a professional development education platform, a sense of community, identification for ‘Buy Veteran’ initiatives, and digital transformation to make sure VCBC businesses are maintaining a digital presence to support their success.



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.

In 2023, BGIS, in partnership with our clients, received 23 new awards including the BOMA Crest – BMO Innovation Excellence: Smart Retail Controls Program.



Veterati

BGIS is a founding partner with Veterati, an organization built to help veterans transition to civilian life. They provide a platform for veterans to access mentoring programs with transitioning staff, spouse mentoring and career coaching advice.



RSL Queensland

Through our partnership with RSL Queensland, BGIS is able to offer a number of services including Transition Officers, Bridging Programs, Work Experience and on-the-job training programs, DVA Support, Emergency Financial Support, Scholarships, and PTSD and Mental Health Programs.

2023 AWARDS

AUSTRALIA & NEW ZEALAND



BGIS proudly supports the **Australian Government Department of Defence** and our Defence Industries clients, BAE Systems and BAE JOR with a comprehensive range of facilities management, asset management, project and construction management and energy and sustainability solutions.

BGIS has been engaged as the **Estate Managers for the Defence Northern New South Wales Estate Maintenance and Operations Services** contract since 2014. The portfolio includes seven Army, Navy, Air Force, and Special Forces bases at Singleton, Williamstown, Richmond, Liverpool and Sydney.

BGIS has been awarded the Department of **Defence's Base Services Contractor of the Year** for the past three consecutive years. The annual award is designed to recognise the contractor that has the highest commitment to customer service and support, has a demonstrated commitment to improved value for money and service delivery, is collaborative, and demonstrates a customer-centric focus.

UNITED STATES OF AMERICA



US Department of Labor Hire Vets – Gold Medallion Award

The HIRE Vets Medallion Award is the only federal-level veterans' employment award that recognizes a company or organization's commitment to veteran hiring, retention, and professional development. BGIS has received this award for the past six consecutive years!

Yes Vets Washington State

Hire-a-Vet Award

Military Time – Best for Vets:

Employers List

BGIS has been recognized as one of the **Top 50 Most Innovative Companies to Watch 2023**. At BGIS, we believe there is always a better way. We seek out opportunities, encourage change and cultivate success. Our people are passionate individuals who solve problems through diverse thinking and innovation to create places that work now and for the future.

First-Ever Global Top 100 Inspiring Workplaces

NORTH AMERICA



Corporate Vision Security Awards

Best Global Integrated Facility Management Services Company – North America

CANADA



In 2023, our Canadian team and our clients received recognition with over 30 industry awards ranging from excellence in building management to recognition for ESG, to recognition of our culture of safety.

Corporate Knights

50 Best Corporate Citizens

Association of Energy Engineers

International Corporate Energy Management Award
Canada Region Energy Innovator of Year Canada – Greg Woodhouse

Sourcing Industry Group (SIG)

Future of Sourcing Award for Innovations in Supplier Diversity

Canada's Safest Employers

WSIB Award for Canada's Best Health & Safety Culture

Canadian Occupational Safety (The Safety Mag)

Top Women in Safety – Mary Lou Sinclair

Clean50

Carbon Neutral Buildings Program

CoreNet (Canadian Chapter) 2023 Remmy Awards

ESG Leadership Award
Climate Change: TD Bank-Enterprise Real Estate Team-Smart Control of Retail Branch HVAC Equipment

WBE Canada – Annual Excellence Awards

Corporation of the Year (Finalist)

CAMSC – Annual Business Achievement Awards

Corporation of the Year

Canada's Safest Employers

Best Environmental Management Program (Excellence Awardee)

Canada's Safest Employers

The Mark's Commercial Award for Most Innovative Use of Safety Technology (Excellence Awardee)

BOMA TORONTO CREST AWARDS:

Emission Reduction Tenant Category Award Winner

Bank of Montreal

Innovative Excellence Award Winner

Bank of Montreal



UNITED KINGDOM



Premises & Facilities Management Awards

Partners in Corporate

Finance and Insurance Sector with Close Brothers

Premises & Facilities Management Awards

Partners in Expert Services with 22 Bishopsgate

This success is a demonstration to the hard work and collaborative efforts of everyone involved. It's fantastic to see such recognition for the contributions made by the team, we are super proud and thankful for everyone that took part to make this happen.

Building Engineering Services Association (BESA) Apprentice of the Year Award

Matt Morrison, one of our talented apprentices at 22 Bishopsgate, has not only triumphed in his initial round but has now gone on to win the title of "Apprentice of the Year" at the prestigious BESA Awards! His outstanding achievement not only reflects his own commitment but also highlights the strength of our apprenticeship program and the opportunities it offers for our rising stars. Let's celebrate Matt's remarkable accomplishment and continue to support and nurture the incredible talent within our organization.

Roni Gowers & Mickey Nagle also made it to the finals for Apprentice of the Year at the BESA and Chartered Institution of Building Services Engineers (CIBSE) Awards. Proud is truly an understatement for the exceptional journey Roni and Mickey have embarked on. As we watch Roni and Mickey's journey unfold, we are confident that they will have a tremendously bright future ahead.





2.0 Governance & Ethics

BOARD OVERSIGHT



ESG LEADERSHIP & TASK FORCE

BGIS' global ESG governance structure is embedded within our corporate structure; in fact, it is an integral part of our corporate Enterprise Risk Management (ERM) governance framework. ESG is a critical component of the Global Risk Management Review that we conduct every year.

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

AN UPDATE ON OUR ESG JOURNEY

Our ESG journey has evolved since we issued our first Corporate Sustainability Report (CSR) report in 2009. In 2020, we transitioned from CSR to ESG by aligning with ESG best practices including reporting standards. In 2022, we focused on stakeholder engagement, global integration and the execution of the four areas identified through our 2021 materiality exercise. In 2023, our aim was to continue achieving the goals and initiatives identified in 2021 but also to regulate monitoring, and continue to focus on decarbonization as well as cybersecurity, risk management/strategy and governance. Looking forward to 2024, we will continue to build on our strategies around cybersecurity and further strengthen our capabilities in climate resiliency, among other goals.



2021

Materiality
Increased Global Representation
Refine Reporting Standards

2022

Stakeholder Engagement
Global Integration
Execution of the Four Priority Areas
Identified Through Materiality

2023

Regulation Monitoring
Continued Focus on Decarbonization
Cybersecurity, Governance,
and Risk Management/Strategy

2024

Expansion of Climate
Resiliency Capabilities
Reinforcement of Governance and
Prevention of Modern Slavery
Strengthened Focus on Cybersecurity
Emphasis on Being a Positive Influence
Within our Communities

ESG BOARD OVERSIGHT

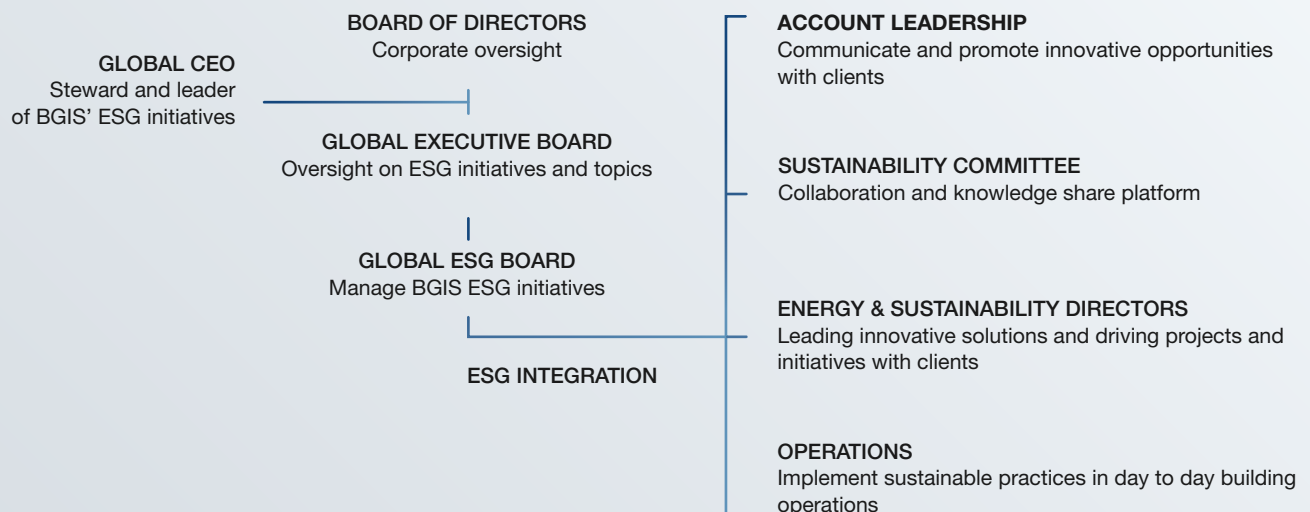
Our global CEO, Gord Hicks has led the establishment of a global ESG Board to fulfill the ESG Board Charter. The purpose of the ESG Board is to assist the Global Executive Board in fulfilling its oversight responsibilities with regards to sustainability, environmental, health and safety, diversity, equity, inclusion, community, governance, reputation, and social responsibility matters relevant to BGIS. The ESG Board oversees BGIS’ ESG initiatives such as climate risk and energy reduction. The ESG Board meets on a regular basis to perform the duties and responsibilities outlined below:

ESG Board Charter Responsibilities

- | | | | | |
|---|--|--|---|---|
| 1 | 2 | 3 | 4 | 5 |
| Recommend to the Global Executive Board BGIS’ overall strategy with respect to ESG matters. | Oversee BGIS policies, practices, and performance with respect to ESG matters. | Oversee BGIS reporting standards in relation to ESG matters. | Identify, set, and monitor progress towards sustainability related goals. | Assess ESG topics relative to BGIS that have the potential to impact business, operations, and clients. |

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

ESG GOVERNANCE STRUCTURE



MATERIALITY ASSESSMENT

Our ESG Board worked this year to evolve our ESG strategy by updating our ESG materiality assessment. This tool considers the impact of Environmental, Social, and Governance related factors and gathers input from key stakeholders on their prioritization of these topics. The key theme of our materiality assessment this year was outreach – i.e., our ability to influence outcomes. The top priority items are those in which our programs are driving positive change and community engagement.



Results from BGIS' 2023 Materiality Assessment

BGIS' 2023 Materiality assessment aligns with not only our purpose above but the issues that are at the forefront of our societies today.

PRIMARY RESULTS

- Community Engagement (detailed in Sustainability section)
- Data Privacy & Cybersecurity (detailed in Governance section)
- Diversity, Equity & Inclusion (detailed in Sustainability section)
- Employee Wellbeing (detailed in Sustainability section)
- Integrity and Ethics (detailed in Governance section)

SECONDARY RESULTS

- Climate Risk (Detailed in Environment section)
- Responsible Supply Chain Management (Detailed in Environment & Sustainability section)
- Compliance and Risk Management Policies (Detailed in Governance section)

QUALITY, ETHICS, & COMPLIANCE



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

Our corporate compliance and risk management policies guide our daily practice. Our policies are reviewed and updated annually. BGIS policies establish our operating procedures, which ensure the work we perform is executed within a framework that not only establishes our service excellence but also maintains a safety-first mindset ensuring consistent quality across all our stakeholders.

GLOBAL QUALITY POLICY

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

ANTI-BRIBERY

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

ETHICS POLICY

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



MODERN SLAVERY

The BGIS Group of Companies has taken steps to prevent, reduce, assess, and manage the risk of forced labour and child labour in its business and supply chains, including the following:

- Conducting internal assessment of risks of forced labour and child labour.
- Developing and implementing due diligence policies and processes for identifying, addressing and prohibiting the use of forced labour and child labour.
- Requiring suppliers to have in place policies and procedures for identifying and prohibiting the use of forced labour and child labour.
- Monitoring suppliers.
- Embedding responsible business conduct into policies.
- Identifying and assessing adverse impacts in operations, supply chains and business relationships.
- Ceasing, preventing or mitigating adverse impacts.
- Providing for or cooperating in remediation when appropriate.

Code of Business Conduct & Ethics

The Code of Business Conduct serves as a guide for team members' conduct as members of the BGIS Group of Companies. Preserving our corporate culture is vital to the organization and following this Code helps us do that. All staff receive training and certify their commitment to the Code of Conduct annually.

Supplier Code of Conduct

Our Supplier Code of Conduct has been developed to establish a minimum set of requirements to current and potential suppliers. These principles speak to the commitments we make to our clients, and our drive to deliver innovative business solutions and relationships built on partnerships, trust, integrity and personal responsibility. These principles establish the ethics and standards required for engaging in business with the BGIS Group of Companies.

Suppliers are expected to uphold the human rights of workers and treat them with dignity and respect. The Supplier Code of Conduct solidifies our expectations and sets the tone that our entire supply chains must, among other things:

- Prohibit the use of forced labour
- Prohibit child labour
- Set work hours to comply with local law and legislated employment standards
- Comply with applicable wage laws, including those relating to minimum wages, overtime hours, and legally mandated benefits

Suppliers to the BGIS Group of Companies are expected to regularly investigate their labour practices to satisfy themselves that there is no modern slavery, including forced labour or child labour, used anywhere in their business or their supply chains.

At any time, BGIS may request supporting documentation and information from our suppliers, demonstrating that they have monitored, assessed, and addressed risks identified relating to forced labour and child labour and have performed appropriate due diligence to prevent forced labour and child labour.

Suppliers must notify BGIS immediately following any confirmed instances of forced labour or child labour in their businesses or supply chains, and the actions they have taken to remedy any issues.

Strategic Sourcing and Procurement Policy

BGIS continues to follow its Strategic Sourcing and Procurement Policy and the clearly expressed expectations that suppliers review their labour practices to ensure there is no forced labour or child labour anywhere in their businesses and supply chains, and that they adopt and promote labour practices that treat all employees fairly and with dignity and respect, ensuring they are in accordance with the laws in respect of child labour, working environments, health and safety, among others.

Sustainable and Ethical Procurement Policy

BGIS is committed to continuously refine and improve our approach in order to manage effectively and transparently any risks of forced labour and child labour. This document is the foundation for us to identify where risks may exist in our operations and supply chain and proactively mitigate risks.

Supplier Qualification Systems

BGIS is assisted by a third-party supplier qualification management system that helps BGIS collect, track, verify, and maintain supplier qualification documents, in respect of insurance, workers' compensation, health and safety, and understanding BGIS' expectations of adherence to the Supplier Code of Conduct which makes specific reference to the prohibition of forced labour and child labour.

Employment Verification

BGIS' onboarding process requires each applicant for employment to provide information required to perform extensive screening including education, criminal record, and identity using a third-party service provide as part of background check processes.

Diversity & Inclusion Policy

Our goal is to ensure that our workforce reflects the diversity that exists in the community from which we recruit and employ team members. By implementing and managing diversity and inclusiveness, we are proactively ensuring that the four designated groups (women, visible minorities, persons with disabilities, and Aboriginal Peoples) are equitably represented within the organization.



AUDITS AND CONTROLS

Our organization has upheld our strong commitment to a culture of high standards and continual improvement for over 20 years by maintaining ISO 9001 certification, along with seven (7) other ISO certifications, while identifying and reducing redundancy between certifications through our global cross-account harmonized committee. BGIS' first ISO 9001 certification for the organization was delivered 21 years ago in 2003 for a specific client site and was further expanded to all client sites in 2006. ISO 9001 requires an annual reassessment and a complete re-certification every three (3) years. Therefore, BGIS has been audited 21 times since the first ISO 9001 certification was issued. BGIS' next annual ISO 9001 audit is currently planned for the month of November 2024. BGIS' ISO 9001 registration certificate is provided by a third-party registrar, BSI who are accredited by the American National Standards Institute National Accreditation Board (ANAB). This registration demonstrates BGIS' ability to apply sound management practices and robust and recognized quality principles in delivery of services to our clients.



BGIS is certified as a company under the following ISO Standards:

ISO 9001 – QUALITY
(CANADA, US, ANZ, UK)

ISO 14001 – ENVIRONMENT
(CANADA, US, ANZ, UK)

ISO 22301 – BUSINESS CONTINUITY
(CANADA, US)

ISO/IEC 27001 – IT SECURITY
(CANADA, US, ANZ, UK)

ISO/IEC 27017 – CLOUD SERVICES
(CANADA)

**ISO 45001 – HEALTH & SAFETY
MANAGEMENT SYSTEMS**
(CANADA, US, ANZ, UK)



RISK MANAGEMENT

At BGIS we see a deep connection between our Enterprise Risk Management (ERM) practices and our ESG goals; in fact, several of the business risks that we identified in our most recent analysis consisted of climate-related impacts, economic/social conditions, and similar factors. A summary of our identified risks is outlined below:



GROWTH EXECUTION



BUSINESS GROWTH STRATEGY



SKILLED LABOR SHORTAGE



TOP TALENT SUCCESSION & EMPLOYEE ENGAGEMENT



ADVERSE ENVIRONMENTAL EVENT



ADVERSE HEALTH & SAFETY EVENT



MAJOR FACILITIES DISRUPTION



GLOBAL MACROECONOMIC & SUPPLY CHAIN



INFORMATION SECURITY



CLIENT CONCENTRATION



INTERNAL CONTROLS



TECHNOLOGICAL DISRUPTION

GLOBAL ENTERPRISE RISK MANAGEMENT POLICY

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

BGIS’ Global Enterprise Risk Process remained a continued focus in 2023, with key milestones identified and approved by the Board of Directors.

BUSINESS CONTINUITY MANAGEMENT GLOBAL POLICY

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

ERM PROGRAM EXECUTION

The ERM Department leads the execution of the ERM Framework and Program for the company. This includes establishing, managing and sustaining the company-wide process for ERM and working with the Client Account teams to sustain client account risk management requirements.

The mission of the ERM is to foster a risk aware organizational culture that underpins BGIS’ mission, vision and objectives.



Business Continuity Planning

BGIS has an established Global Business Continuity Management (BCM) program inclusive of IT-Disaster Recovery to meet the needs of BGIS and our clients. Our global program ensures consistency across BGIS. BCM is a critical component of all BGIS service offerings and a service unto itself, internally and for our clients. BCM engages everyone from our front-line team members, internal support teams, leadership up-to-and including our C-suite, multiple external partners (vendors, suppliers, and third-party service providers), and BGIS clients. Partnership, internal and external, is at the core of BGIS including the BCM program.

'The BGIS Global Integrated Solutions (BGIS) Business Continuity Management (BCM) program is designed to ensure that BGIS can effectively avoid, mitigate, or manage adverse events that have the potential to or do impact BGIS or client operations, personnel, or assets in a timely manner.'

Adverse event(s) may lead to a disruption, loss or emergency that has the potential to impact BGIS' ability to deliver critical functions, processes, or services. Adverse events may include and are not limited to severe weather, natural disasters, infrastructure failures, cyber disruptions, environmental events, civil disturbances, infectious diseases, or human-made accidental or deliberate occurrences.'

The purpose of this policy is to provide the overall direction including accountabilities, responsibilities, and requirements for the BGIS BCM Program, globally.'

This policy includes all activities, functions, services, business, technology, facilities, and P&C (people and culture) associated with BGIS' and its wholly owned subsidiary operations, globally. Regions include the Americas, UK & Europe, and Asia-Pacific (ANZ).'

The policy is applicable to all BGIS groups and their BCM deliverable owners (full-time, part-time, contract and temporary staff), for client accounts and corporate operations, globally.'

FUTURE PROOFING AND MANAGING CLIMATE RELATED RISKS

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

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

Throughout 2023, together we faced over 100 major adverse events such as forest fires, hurricanes, and other climate events. Big thanks to our Business Continuity Management team who alerted us over 3,000 times and supported us through these events. Thanks to all of our team members who supported our clients while balancing obligations at home, and a special thanks to your loved ones who provided the needed support at home.

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

Examples of actions our business has undertaken to measure, monitor, and report on climate risks that are relevant to our operations:

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

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

BGIS has undertaken third party verification to ISO 14064-3 of our GHG inventory. The report and verification statement will be posted in the CSA CleanStart Registry. BGIS also reports GHG emission data to the Carbon Disclosure Project (CDP) each year. The results of the GHG inventory are published in the ESG report annually.

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

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



DATA PRIVACY & CYBERSECURITY

Artificial Intelligence – BGIS’ AI Standard – New for 2023

In 2023, BGIS released a policy around the use of artificial intelligence. While team members are encouraged to leverage and explore the use of generative AI tools, it must be done responsibly without bringing unacceptable risk to BGIS. This policy will help ensure the protection of the company’s and clients’ interests while promoting innovation and productivity. This policy contains guidelines on how to responsibly leverage generative AI technologies.

BGIS recognizes the significance of information security in safeguarding our valuable data and maintaining the trust of our clients, employees, and partners. As an AI Chatbot language model developed by Open AI, there are numerous AI Chatbots (e.g.: ChatGPT, MS Bing AI, Google Bard, Jasper, GitHub, etc.) and related tools that can enhance productivity and communication.

Given these tools’ internet connectivity and data processing capabilities, they pose certain cyber and data protection security risks. This standard outlines the guidelines and measures that must be followed when using AI Chatbots for BGIS-related work, or with BGIS-related equipment. This standard will help to ensure the protection of sensitive information and prevent potential cyber threats. It will also help to protect client / BGIS data, enhance client trust, and safeguard shareholder value by managing information security risks.


BGIS has a robust Information Security Framework that provides overall direction to the Information Security Program at BGIS. BGIS’ Technology Stack is built as a fortress, preventing any unauthorized access. BGIS’ program is certified to ISO 27001.

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

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

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

REPORT	CONTROL AREA TESTED	CONTROLS TESTED
SOC 1 Type 2	General Business Controls	Corporate Governance; Management Oversight
	IT Controls	Change Management; Logical Access; Computer Operations; Backup and Recovery
	Accounting Controls	Treasury; Procurement/Purchasing; Payables/Electronic Funds Transfer (EFT); Financial Accounting/Reporting; Property Management



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

ISO CLOUD CERTIFICATION

We are proud to be ISO 27001 Information Security Management certified. BGIS has an Information Security Risk Management Methodology Standard, which outlines our approach to identifying and managing risk within the scope of its ISMS support to the ISO 27001:2013 standard.

GLOBAL TEAM MEMBER SECURITY SCREENING POLICY

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

REDUCING RISK THROUGH SUPPLY CHAIN

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

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

For Example, in 2023, BGIS performed a Supply chain impact assessment which identified the following areas as key supply chain risks:

- **Recession**
- **Inflation**
- **Material Disruptions**
- **Geo-Political & Labour**



3.0 Environment

We are already seeing global effects of climate change that scientists predicted, including temperature increases, shifts in glaciers and ice sheets, and more frequent and severe weather events. By taking action to reduce greenhouse gases and build resiliency in our buildings and infrastructure, we can mitigate the impacts of climate change while protecting our planet and improving human well-being. Living Sustainably is a BGIS core value and we act as advocates to protect and preserve the environment, both in our services to clients and in our own operations.

BGIS recognizes that the most effective way to reduce the risk of climate change is to decarbonize our operations and provide innovative solutions to support our clients in achieving a net zero future.

Environmental stewardship is a cornerstone of our operating philosophy. This commitment is highlighted in our integrated management system, based on the ISO 14001 standard and best practices, encompassed by the leading services we provide, including: real estate services, facilities management, project delivery, professional services, and workplace solutions.

AN INSPIRED FUTURE



In its 9th year, the BGIS event An Inspired Future engages industry professionals on sustainable and restorative business practices in Corporate, Institutional and Public Sector Real Estate. This event focuses on inspiring leaders to make changes that will ultimately affect the future of our planet by significantly reducing their company's environmental footprint. The theme for the 2023 An Inspired Future event was The Circular Economy.

Circular Economy

The Principles of A Circular Economy are embedded throughout our daily practice.

01

Increasing the capacity of clean and renewable energy and reducing fossil fuel consumption in our business:

Our Commitment:

BGIS has signed the Science-Based Targets initiative (SBTi) commitment letter and are working to verify the GHG emission targets with SBTi. This commitment aligns with climate science and reflects BGIS' contribution towards limiting global warming to 1.5C.

Reducing Fossil Fuel Consumption:

We are leading the zero-carbon transition by providing innovative solutions to support our clients in achieving Science-Based Targets and net zero emissions by 2050 or sooner. We develop portfolio-level sustainability strategies and roadmaps for our clients that combine our in-depth knowledge of a client's portfolio with industry expertise to drive performance towards Net Zero.

We integrate the climate action strategies with capital planning to prioritize emissions reductions in lifecycle replacement. Our team provides strategic direction and management of short- and long-term climate action programs, from a portfolio level approach to individual facilities, driving towards a zero-carbon future.

Renewable Energy:

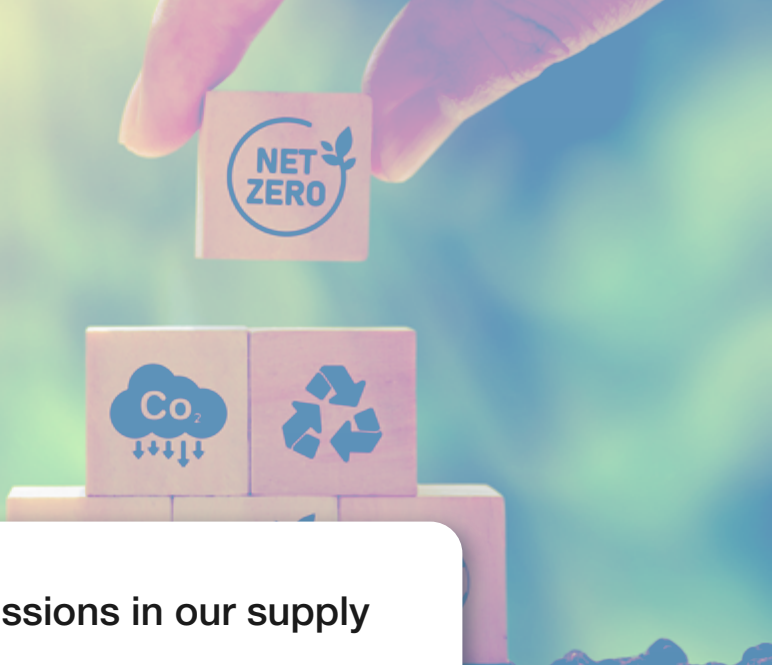
We support our clients in meeting their carbon neutral goals by sourcing competitive renewable energy contracts, installing and maintaining EV charging systems, and conducting feasibility studies and supporting implementation of renewable energy systems.

02

Integrating material reuse and waste diversion

BGIS is shifting from the take-make-waste linear economy to a circular economy that is regenerative and restorative by design. We're implementing solutions that reduce waste and pollution, keep products in use, and regenerate natural systems.

- **Plexi-Glass Removal: recycling of COVID-19 era plexi-glass barriers**
- **AI Waste Sorting**
- **Water bottle filling stations**
- **PPE Recycling**
- **On-site mechanical composting.**



03

Addressing lifecycle carbon emissions in our supply chain:

The BGIS Strategic Sourcing team and Green team evaluated sustainable cleaning market options to ensure environmentally safe cleaning products are used by our janitorial suppliers. The ability to ship concentrated non-corrosive product which can be diluted with water on site reduces the number of plastic jugs and boxes to be shipped to a site with greater actual useable product using up less space at the location and reducing the number of deliveries required. This results in reduced plastic to landfill, reduced cardboard and reduced GHG emissions from much reduced delivery requirements.

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

The resulting reductions have been:

- **Estimated 88 MT of CO₂ emissions.**
- **Zero Ozone Depletion Potential (ODP) of cleaning products.**
- **Packaging free of polystyrene and chlorinated plastics.**

04

Sourcing materials and products responsibly:

BGIS is committed to doing business with companies that operate in a sustainable manner and who share the same commitment to environmental protection as we do. Our Strategic Sourcing team evaluates product or service companies on several environmental performance factors that largely affect our decision on who to do business with. Sustainability is weighted at a minimum of 20 per cent in the evaluation on all requests for proposals (RFPs) at no additional cost to the client.

BGIS' goal is to ensure that specifications are amended to provide for the expanded use of sustainable attributes. We seek to utilize and promote environmentally and socially preferable products, materials, and services with the following attributes or qualities which are incorporated into our industry-leading Scope of Work (SOW) documents:

- **High quality, durable products and materials, as opposed to single use or disposable items.**
- **Minimal burden on municipal water supply, minimal use of potable water and minimal contamination and toxicity of surface and groundwater through surface water run-off and discharge.**
- **Low energy and/or fossil fuel consumption through highly energy-efficient equipment and systems and manufactured using energy from renewable sources.**
- **Minimal contribution to climate change through complete life cycle of product from raw materials to end-of-life and through minimal greenhouse gas release.**
- **Ethical employment practices, ergonomic equipment used and long-term employee safety and human health provisions; addressing respiratory concerns and mitigated exposure to toxic chemicals and substances.**
- **Biodegradable, compostable, or recyclable products and materials, take-back program and/or safe disposal process**

SUSTAINABLE BUILDINGS & INFRASTRUCTURE

BGIS is leading the net zero transition by driving the reduction of energy consumption, natural resource use, and greenhouse gas emissions in our clients' portfolios.

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

We are leading our clients on their net zero carbon journeys by operationalizing the vision of a net zero future. BGIS is committed to reducing energy consumption, natural resource use, and greenhouse gas emissions in our clients' portfolios.

Our team works with clients to develop sustainable solutions. Services include utility data management, energy management, energy procurement, sustainability certifications including LEED, WELL, BOMA BEST, Energy Star, Green Globes, and NABERS, environmental reporting, sustainability consulting, net zero carbon analysis and strategic roadmaps, EV Chargers programs, low carbon energy systems, waste management services and waste audits, and environmental compliance monitoring.



ENERGY SUSTAINABILITY

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



FACILITY ASSESSMENT, RISK, & INDOOR ENVIRONMENTS

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



ENGINEERED SMART BUILDINGS

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



ENERGY CONSERVATION

Client account initiatives and statistics on energy and carbon savings.

SUSTAINABILITY CERTIFICATIONS IN 2023

28,939,638

SQ FT of Portfolio Floor Area with Sustainability Certification

121

BOMA BEST Certifications

2,456

WELL Health Safety Rating Achievements

1

Greenstar Certified Building

BGIS PROVIDES ENERGY AND SUSTAINABILITY SERVICES FOR

148.5M

SQ FT of Client Space

24,327

Client Locations

2023 REVENUE FROM SUSTAINABILITY SERVICES

\$83.7M

CAD

In 2023, the performance of BGIS' key sustainability initiatives includes results related to Energy and Carbon, Water, Waste Management and Climate Resiliency.

ENERGY & CARBON

- **Managed Energy and Carbon Projects**
Savings of 15,000 tCO₂e.
- **Energy Optimization Program**
Lighting retrofits, Smart Retail Controls, and rooftop unit retrofit, savings of 9,800 tCO₂e.
- **Building Envelope Improvements**
Savings of 2 tCO₂e and 161 GJ energy.
- **Completed detailed Solar PV feasibility assessments on over 80 sites**
Calculated anticipated savings of 1,400 tCO₂e and 71,000 GJ.
- **HVAC air filter energy from waste test program conducted.**

WATER

- **Installed 250+ water leak detection sensors, with measured savings of 2,000 m³ across 75 of these sites.**
- **1,900 m³ of water saved through the installation of waterless urinals.**

WASTE

- **Plexiglass barrier diversion program, resulting in over 21,000 kg of plexiglass recycled from 440 sites, and 63 tCO₂e avoided.**
- **Waste diversion programs at over 55 sites**
AI waste sorting, improved recycling receptacles and liquid capture
Average of 18% diversion improvement across participating clients.
- **PPE waste diversion program implemented across 26 buildings.**

CLIMATE RESILIENCY

- **Performed climate risk assessment on 70+ sites, providing client with robust understanding of the climate-related risks and vulnerabilities affecting their properties.**

BIODIVERSITY

- **Pollinator program**
Beehives installed at 4 sites, resulting in 300 jars of honey harvested.

OCCUPANT HEALTH

- **Installed PM_{2.5} sensors on 10 sites where wildfires are common.**
Sensors are used to improve occupant health by operationalizing damper closing and air scrubber deployment.
- **Enhanced Green Cleaning Program**
Using environmentally friendly and high performing cleaning supplies, including biological based cleaning products. Resulted in reduction of 90 tons of plastic waste, 49 tons of cardboard, and 148 tCO₂e.

AWARDS



2023 International Corporate Energy Management Award
by the Association of Energy Engineers (AEE)

AEE Energy Innovator of the Year
Greg Woodhouse

Corporate Knights
Top 50 Corporate Citizens



CLIMATE RISK MANAGEMENT & CLIMATE CHANGE ADAPTATION AND RESILIENCE

Climate Risk management is a best practice at BGIS. We deploy strategies to reduce risk with climate driven emergencies through analysis, operating procedures and strategic capital planning. BGIS recognizes that operators, designers, builders, and owners need to proactively prepare for inevitable climate events alongside the implementation of decarbonization measures.

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

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

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

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

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

USING TECHNOLOGY TO MITIGATE CLIMATE RISKS, IMPROVE WELLBEING, AND OPTIMIZE EFFICIENCY

In 2023, BGIS piloted filters that effectively remove viral and bacterial loads from the airstream, in addition to the high level of particulate removal offered by a standard filter. The pilot program demonstrated that the filters were 25 times more effective at reducing bioaerosols than regular MERV 13 filters after 3 months. These benefits include reduced airborne transmission of bacteria and viruses through the HVAC system and reduced sick building syndrome.

Remote IAQ Monitoring

Indoor air quality sensors are installed in many of BGIS facilities and client locations. These sensors are monitored via the BGIS Remote Command Centre, and BGIS actions the alerts to facilities and technician teams. Sensors include CO₂, PM_{2.5} (particulate), humidity, and temperature. The result of the remote monitoring and alert action is proactively enhanced occupant experience, comfort, and wellness.

IoT solutions for Early Flood Detection

BGIS implemented water leak and flood detection systems using IoT solutions. Leak detection sensors and control devices provide real-time monitoring and shut-off control of a building's water supply systems. Leak alerts are flagged and actioned by the BGIS Remote Command Centre, minimizing expensive remediation damages and avoiding impact to availability of space.



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



RISK
MANAGEMENT



COST
EFFICIENCY



OPERATIONAL
EFFECTIVENESS



DELIVER
OPTIMAL QUALITY



PROMOTE SUSTAINABILITY
AND DIVERSITY

RESPONSIBLE SUPPLY CHAIN MANAGEMENT

In 2023, BGIS continued to evolve our program to evaluate ESG performance of our suppliers. This program will make our entire supply chain more integrated and aligned with our sustainability and diversity objectives.

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



ENVIRONMENTAL

Environmental includes the risk, impact, and decisions an organization has with emissions, waste, and resiliency against climate risks.



SOCIAL

Social refers to an organization's relationship with their stakeholders, which may include labor practices, employee engagement, unfair hiring practices, and other key metrics.



GOVERNANCE

Governance includes management structures, company policies, standards, information disclosure, auditing, and compliance.



Our Updated Sustainable Procurement Process

BGIS environmental sustainability considers the prevention of pollution, sustainable resource use, climate change mitigation and adaptation, protection of the environment, biodiversity, and restoration of natural habitats. BGIS defines environmentally and socially preferable products, materials, and services as those which have a lesser or reduced negative impact on climate change, water and air, native habitats, natural resources, and human health when compared with competing products, materials, and services dedicated to the same purpose. Desired environmental and social attributes related to purchased products, materials, and services may include, but are not limited to energy efficiency, greenhouse gas (GHG) emissions reduction, water conservation and toxicity prevention, toxic use reduction, conservation of natural resources, green logistics and route optimization, waste minimization, product take-back systems, and recycling. Procurements include a 20% weighting for sustainability capabilities.

This comparison may consider the following impacts:

- Raw materials extraction and acquisition
- Energy use;
- Potable water consumption
- Surface and groundwater contamination
- Emissions production including supply chain emissions and contribution to climate change
- Effect on biodiversity
- Working conditions
- Landfill use
- Fossil fuel usage
- Down-cycling
- Impact to indoor and outdoor air quality

During the following product, material, and service phases:

- Upstream – extraction and processing of raw materials
- Manufacturing and production
- Logistics and distribution
- Use of complementary products and/or peripherals
- Maintenance and repairs
- Disposal, reuse, and recycle

BGIS seeks to utilize and promote environmentally and socially preferable products, materials, and services with the following attributes or qualities:

- Promote circular procurement practices.
- Made with materials which are rapidly renewable, made with recycled materials, environmentally and socially responsible.
- Low lifetime costs; low to no maintenance requirement, peripheral equipment and/or resource consumption.
- High quality, durable products and materials, as opposed to single use or disposable items.
- Minimal burden on municipal water supply, minimal use of potable water and minimal contamination and toxicity of surface and groundwater through surface water run-off and discharge.
- Low energy and/or fossil fuel consumption through highly energy-efficient equipment and systems and manufactured using energy from renewable sources.
- Minimal contribution to climate change through complete lifecycle of product from raw materials to end-of-life and through minimal greenhouse gas release.
- The human rights of team members, clients, vendors and communities are respected in policies and the way suppliers operate.
- Seek to proactively mitigate risks of Modern Slavery
- Supply chains of supplier products do not rely on forced displacement of Indigenous and local communities for resource extraction,
- Produced locally or regionally with reduced packaging through zero emission or hybrid vehicles, bio-diesel engines, with noise-reduction and fuel-saving retrofits.
- No negative impact to human health and well-being and/or indoor and outdoor air quality.
- Biodegradable, compostable, or recyclable products and materials, take-back program and/or safe disposal process.
- Products and materials that are reusable, can be easily disassembled and/or repurposed, or are offered as a service rather than those that are disposed of at end of life.

Winners of the BGIS Global Supplier Innovation Awards

Each year BGIS recognizes several suppliers for their innovative solutions in service delivery. We again congratulate our 2023 winners below!



Autoflame Service & Support

ENERGY EFFICIENCY IMPROVEMENTS & CARBON REDUCTION — UK & EU

Intelligent Boiler Sequencing

Introduced to optimize performance & improve boiler longevity.

Reduce fuel consumption by 15% and reduce overall emissions by 30%.



Main Facilities PTY Ltd.

TALK5 — ASIA/PACIFIC

Saving lives through better communication

Voice and audio AI-enabled system that speaks and listens to workers of cultural and linguistic diversity.

Remove language barriers

Allows workers to complete audits, checklists, surveys & inspections, with voice. Converts the results into a PDF in the worker's chosen language.



DVM Industries

UTILIZECORE TECHNOLOGY — NORTH AMERICA

Service delivery monitoring & planning platform

Allows delivery of asset data and service delivery validation to customers – streamlines compliance inspections, documentation, before & after photos and more.

Real-time inclement weather management

Ability to view client sites and forecasted weather to proactively dispatch notifications ahead of inclement weather using multiple weather integrations.



Trane Technologies

HYBRID HEAT PUMP — NORTH AMERICA

Reduce carbon and natural gas emissions

Installation of multiple heat pump rooftop units across financial institutions

Differentiates through expertise for this specific technology

Expertise in utilization in the marketplace, as well as future innovations around the solution

HONOURABLE MENTIONS

GO ZERO RECYCLE INC

Recycle products considered non-recyclable through traditional recycling and turn them into recycled raw materials that are used to create new recyclable products.

HP CANADA

Take Ocean Bound Plastics (OBP) collected in Haiti and use them to manufacture HP printer cartridges providing a closed-loop recycling program.

BIOALERT SOLUTIONS

Provide on-site monitoring of Legionella pneumophila, providing testing results within 4 hours. Technology reduces water usage, chemical and energy consumption.

PROTECTALL INC

Hammerglass replacement to existing storefront window / door glass. Unbreakable glass alternative, providing extreme security and clarity.

ALERT LABS

AlertAQ™ water intelligence platform analyzes all water usage and flags unusual flow. Reduces wasted water by responding to water leak alerts, preventing water damage.



OUR CLIMATE COMMITMENT

Our Commitment

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

BGIS has signed the Science-Based Targets initiative (SBTi) commitment letter and has submitted our Greenhouse Gases (GHG) emission targets for verification by SBTi. This commitment aligns with climate science and reflects BGIS' contribution towards limiting global warming to 1.5°C. We are also committed to Canada's Net Zero Challenge, which encourages businesses to develop and implement credible and effective plans to transition their facilities and operations to net-zero emissions by 2050.

Living Sustainably is one of our core values and we act as advocates to protect and preserve the environment, both in our services to clients and in our own operations.

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

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

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

OUR ENVIRONMENTAL IMPACT

BGIS is committed to reducing the impacts of our business upon the environment. As part of our efforts to contribute to a sustainable future, BGIS tracks its energy and water consumption, waste generation, and Greenhouse Gas (GHG) Emissions. We will use these markers to improve our business practices in a manner that supports UN SDGs 7, 6 and 12.

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

The following corporate policies guide our daily practice:

- [CORP-SUS-10674-EN Sustainability Policy](#)
- [CORP-PSV-10591-EN Energy Management Policy](#)
- [CORP-SSM-10648-EN Sustainable Procurement Policy](#)
- [CORP-ENV-10454-EN Environmental Policy.](#)

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

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

Our greenhouse gas (GHG) emissions are calculated following the ISO 14064-1 standard and we use the Operational Control approach, which accounts for all GHG emissions based on the control of operations. Our 2023 GHG inventory includes direct and indirect emissions from our corporate facilities in Canada, ANZ, the UK, and the US, our vehicle fleet of 1,752 vehicles, and business travel. This includes emissions from electricity and steam consumption, and fugitive refrigerant emissions. We are committed to reducing emissions in line with the Science Based Targets Initiative even as our business continues to grow.

Indirect GHG Emissions from Imported Energy

Indirect GHG emissions are released by the production of electricity, steam, hot water and/or chilled water purchased by the facility.

Indirect GHG Emissions from Transportation

These emissions include business air travel.

Direct GHG Emissions

Direct emissions within the organizational boundary are released from fuel combustion, refrigerant emissions, generation of electricity, steam, or heat in equipment, vehicle travel in company owned and leased vehicles and personal vehicles used for business purposes (UK only).

INDIRECT GHG EMISSIONS FROM TRANSPORTATION

Category	2019	2020	2021	2022	2023
Global Scope 1 Emissions (tCO ₂ e)	13,100	11,928	13,306	16,968	17,835
Global Scope 2 Emissions (tCO ₂ e)	645	509	405	521	628
Global Scope 3 Emissions (tCO ₂ e)	3,314	1,098	1,709	1,875	2,031
Total Water Consumption (m ³)	5,998	5,236	4,361	4,003	5,002
Total Waste Generation Head office (MT)	43.1	19.1	10.5	19.0	19.0

2023 Total Energy

13,382 GJ
BUILDINGS:
ELECTRICITY

1,243 GJ
BUILDINGS:
STEAM

417 GJ
BUILDINGS:
CHILLED WATER

9,038 GJ
BUILDINGS:
NATURAL GAS &
PROPANE

256,792 GJ
VEHICLE FLEET:
FUEL

280,873 GJ
2023 TOTAL ENERGY

*Our base year is 2022. Our waste data accounts only for our head office in Markham, Ontario, Canada.



4. Social & Human Rights

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



2023 PEOPLE & CULTURE HIGHLIGHTS

BGIS prides itself on developing a culture focused on teamwork, high performance, and caring for its team members, customers, the environment, and communities. We leverage our culture and our strategy to be an Employer of Choice, which enables us to recruit top talent in the industry. We have well-established recruiting, hiring and training processes in place to ensure consistency and alignment with the goals of our organization and the needs of our clients.

Our processes and practice have been embedded at BGIS to ensure that our team members have the opportunity to achieve their full potential, remain challenged, and subsequently choose to stay with BGIS. Our human resource programs include recruitment and retention programs, succession planning, training programs, a robust leadership development program, and an incentive program.

2023 New Team Members

METRIC	US	CANADA	UK	ANZ
New Hires	438	1,152	181	731
New Hires (Male)	369	670	141	474
New Hires (Female)	69	482	37	253
Boomerangs (i.e. Rehires)	30	116	3	16
Team Member Referral Bonuses Paid (CAD)	\$192,857	\$471,000	\$87,313	\$118,395

TEAM MEMBERS

9,886
GLOBALLY

6,436
CANADA

1,120
UNITED STATES

1,961
AUSTRALIA & NEW ZEALAND

369
UNITED KINGDOM

2023 Global Team Member Gender Representation

CANADA

	FULL TIME	PART TIME	POPULATION DISTRIBUTION	DIRECTORS
Female	2,205	308	39%	79
Male	3,713	210	61%	168

UNITED STATES

	FULL TIME	PART TIME	POPULATION DISTRIBUTION	DIRECTORS
Female	212	9	20%	11
Male	896	3	80%	33

AUSTRALIA & NEW ZEALAND

	FULL TIME	PART TIME	POPULATION DISTRIBUTION	DIRECTORS
Female	571	53	32%	7
Male	1,296	41	68%	5

UNITED KINGDOM

	FULL TIME	PART TIME	POPULATION DISTRIBUTION	DIRECTORS
Female	58	0	16%	1
Male	307	4	84%	4

EDUCATION, DEVELOPMENT, AND RECOGNITION

Canada



\$300,000

Reimbursements for
Continuing Education



\$535,000

Reimbursements for
Professional Accreditation



2,700

High Five Program
Recipients

**TOTAL TEAM
MEMBER BENEFITS
PAID (CAD)**

\$18,174,388

Canada

\$11,387,618

United States

\$1,126,516

United Kingdom



People & Culture Strategic Focus and Accomplishments for 2023

DEVELOP OUR TEAM

Built robust development plans which included rotational assignment, coaching and mentoring opportunities for high potentials identified through nine (9) box assessment tools.

Development of job families to enable a more structured approach at managing team members' career development as part of our overall retention strategy.

Launched Career Trees creating opportunities for career exploration and goal setting to support the growth of our future leaders at BGIS.

BUILD TEAM PRIDE & ENGAGEMENT

This year we stayed connected with our teams through Leadership fireside chats, Town Halls, In Person Kick Offs, Regional Team Meetings and Cross-Country Kick Offs.

We focused on coming together with purpose – creating opportunities to bring teams into the office on a more regular basis, encouraging in-person meetings, collaboration sessions and team building events.

Through our new hire integration program, we deployed consistent department/product line orientation for new hires.

We also developed additional People & Culture modules (Cultural Awareness) in support of the GM Playbook Series, established as a global standard at BGIS for People Leader training.

RETAIN & SECURE TOP TALENT

Through our Internship Programs, we established a year-round internship opportunity with guaranteed placements for high potentials.

We also deployed enhanced analytics and social media optimization campaigns to support hiring managers in attracting top talent to BGIS.

DIVERSITY, EQUITY, & INCLUSION

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

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

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

BGIS strives to ensure that all human resource practices including hiring, promotion, training, and compensation are unbiased and are in sync with our employment policies and our values. We encourage freedom of association for our team members and supplier employees to join lawful associations.

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

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



OUR PILLARS INCLUDE



INCLUSIVE
CONNECTIONS



DEVELOP OUR
FUTURE



BE DELIBERATE
& TARGETED



BEING VISIBLE IN
THE COMMUNITY

Key Accomplishments for 2023

CANADA

- 500+ participants for the Annual BGIS International Women's Day Event.
- In June, we acknowledged Pride and continued to provide our team members with tools and resources for education and awareness.
- In September, BGIS hosted a Smudging Ceremony led by the Four Colours Drum Circle.
- Participated in Indigenous reflection and education with Orange Shirt Day, during National Truth and Reconciliation Week and Indigenous History month events.
- Participated in National Accessibility Week.
- Over 100 team members attended the Embracing Neurodiversity in the Workplace.
- BGIS recognized Disability Employment Awareness in October sharing resources, tools and hosting learning sessions for all team members across Canada.
- On October 25th, BGIS participated in Mentor Day supporting Persons with disabilities across Canada.
- Taste of the World was held on October 26th in Markham. This is a day where our team can come together, explore foods from different cultures made by our very own team members, and learn more about their unique heritages.
- Indigenous Awareness Cultural Session was delivered on November 8.
- On November 16th, BGIS hosted a career information session with our partners Ready Willing and Able.
- December—Purolator Tackle Hunger Red Bag campaign raised over 2500 pounds of non-perishable food for local food banks.

UNITED KINGDOM

At BGIS, we believe in nurturing and empowering the next generation of leaders. In 2023 we partnered with Realise, a leading provider in leadership development, as we embark on a journey to invest in the growth and development of 40 exceptional individuals within our organisation.

The future of any organisation lies in the hands of its leaders. By investing in talent and leadership development, we are not only strengthening our own capabilities but also ensuring a brighter future for BGIS.

These are the primary focuses of this program:

- **Personalised Development**
Each of the 40 individuals selected for this program will receive tailored leadership development plans to unlock their full potential.
- **Cutting-Edge Learning**
Realise will provide state-of-the-art resources, training, and mentorship to help our future leaders thrive in today's dynamic business environment.
- **Innovation and Growth**
We are committed to fostering innovation and growth within our organisation. These 40 individuals will play a pivotal role in shaping our future success.

Carers Day

For our first Carers Day BGIS partnered up with 25 Cabot Square to support a local school through our team and combined supply chain by gardening, painting, installing solar lights and fixing up a tired playground for young children and their families in the area. We are proud to be putting back into the communities in which we work.

Collaboration and Networking

This initiative encouraged collaboration and networking among our emerging leaders fostering a strong sense of community and support.

Emerging Technologies Innovation Day

We hosted several industry leaders to share cutting-edge solutions with our clients, including innovations for AI in smart stock replacement and asset health performance prediction, water system analysis, air filtration systems and connected building technology.



AUSTRALIA & NEW ZEALAND

Maternity Top Added to Uniform Range

We have recently trialled and included a new women's maternity top in BGIS' uniform range through Brandworx.

Workplace Amenities

We provide practical support for working parents, including a breastfeeding room at our head office.

Sponsorships

We invest in the future of women in STEM through scholarships with RMIT and UNSW, and we are committed to increasing the number of women in our trades business, with 20% of our current apprentices being female.

Women in STEM Scholarships with RMIT and UNSW

Our Women in STEM scholarships provide financial assistance, as well as mentoring support from women at BGIS. The recipient of our scholarship with RMIT was Myah Newton, a second-year Bachelor of Engineering (Civil and Infrastructure Honours) student. Myah is receiving mentoring from Lexi Christou, Director of Accounts and Business Development, Bennelong. We also continue to engage with several secondary institutions to encourage young women to consider non-traditional roles in trade and facilities management.

Workplace Support QR Codes

To make it as easy as possible for team members to raise queries or concerns, this year we posted QR codes on notice boards and in tea rooms so that anyone anywhere at BGIS could let us know if they need support (also works for workplace safety and/or well-being!)

Volunteering

We actively support organizations that empower women, including volunteering with Habitat for Humanity and partnering with Dress for Success. Two leave days per year offered to team members to assist not-for-profits of their choice, encouraging community engagement and involvement related to their own passions and interests.

Dress for Success

During the entire month of March, each head office had a collection point for employees to donate professional workwear. Goods were sent to Dress for Success, a charity organisation who assist women by providing professional attire and development tools to help them thrive in work and in life.

UNITED STATES

- Inclusive connections through DE&I Affinity Group & Veteran's Affinity Group to engage underrepresented groups and veterans.
- Strategic People Assessment (SPA) that focuses on development programs for Top Talent with an eye towards women and underrepresented people.
- In the US, we have made good use of Broadbean for getting our job postings out over 700 job boards, search engines, and social media channels along with our careers website – with the goal of further reaching underrepresented groups including: Women in Trades, and Hispanic engineers.



WOMEN IN LEADERSHIP & THE GENDER WAGE GAP

Women in Leadership

WOMEN OF BGIS COMMITTEE

This committee champions the advancement of women within BGIS, providing support and mentorship opportunities. The WOB Committee is a national committee led by regional ambassadors in support of increasing the representation, inclusion and development of women in leadership and non-traditional roles.



AUSTRALIA & NEW ZEALAND

NAWIC – National Association of Women in Construction

BGIS is a corporate member of NAWIC, with all our staff receiving free membership of the association. Members receive the following benefits: Discounts to diverse and exciting events, Access to member-only events, Opportunities for mentoring programs only open to members, Scholarships and Awards only open to members, Networking and professional development through shared knowledge and experience, Opportunities to participate in Chapter Councils and the National Board, Opportunity to nominate for the Chapter Crystal Vision Excellence Awards only open to members, Access to our EAP program, NAWIC member benefits program.

UNITED KINGDOM

The Women of BGIS Committee focuses on further enhancement of the roles and responsibilities of females within the business and hence reduce the gender pay gap further. The committee's aim is to achieve a gender balanced and inclusive workforce, focusing on the following:

- Unconscious Bias Education
- Talent Pool of High Potential Female Talent

Statement on Employment Equity

At BGIS Global Integrated Solutions (BGIS) we are committed to providing equal employment opportunities. We will not discriminate on the basis of race, age, sex, religion, colour, disability or other grounds prohibited by legislation. We are equally committed to the maximum utilization of our team member potential within employment opportunities at BGIS. Our goal is that the BGIS workforce reflects the diversity that exists in the community from which we recruit and employ BGIS team members. By implementing and managing Employment Equity at BGIS, we will be proactive in ensuring that the four designated groups (women, visible minorities, persons with disabilities and Indigenous/Aboriginal Peoples) are equitably represented within our Company. Career opportunities that arise at BGIS are available on an equal opportunity basis to all internal applicants. All internal applicants and external applicants are objectively evaluated on the basis of job qualifications, experience and performance, as opposed to race, creed, colour, religion, sex, and place of origin, marital status, sexual orientation, ancestry, political beliefs, or any other identifiers that are not work-related. BGIS will continue to review all of our employment practices, including hiring, promotion, training and compensation, and will ensure unbiased implementation and integration of this policy. BGIS will live up to its values. It is important that Employment Equity be viewed as a key business objective, such that we will never lose sight of its importance to the fabric of our Company.

Gender Wage Gap

BGIS is committed to providing a culture that fosters diversity and inclusion across all levels of the business. We will achieve this through eliminating stigmas and limitations and creating a culture of inclusion through the promotion of education, awareness and mutual understanding. Each and every one of us takes responsibility for fostering a culture of diversity and inclusion and demonstrating behaviours consistent with our strategy.

Our Gender Diversity committee focuses on ensuring Gender balance through inclusive attraction and employee experience.

The committee goals are to:

- Create gender balance in application receipt and ultimately gender balance in all departments of BGIS.
- Create gender balance in all seniority levels of BGIS to ensure optimum performance of BGIS.
- Empower employees to have work/life balance to ensure high levels of employee engagement and to retain the best talent from all genders.
- Continually evolve as a best practice workplace to retain the best talent.
- Create a consistently inclusive culture across all areas of BGIS and allow for diversity of thought to drive optimum performance of BGIS.

WORK180

In 2022, BGIS was endorsed as an employer of choice for women by WORK180, a global jobs network that raises the bar for women in the workplace. We are proud to announce that BGIS ANZ was recently benchmarked in the top 15% of employers in 2023 for a gender fair workplace. BGIS' initiatives, policies and quantitative standards were assessed by WORK180 as part of an annual Diversity, Equality, and Inclusion assessment with the aim to raise organisational standards so that all women can choose workplaces where they can thrive. Over the past year BGIS has improved in every category by making small changes across the business. We are now categorised as a market leader in the category 'inclusive & anti-discriminatory culture' and are only 1% away from being a market leader for 'inclusive hiring practices'.

GENDER PAY GAP EMPLOYER STATEMENT RESULTS

	BGIS	INDUSTRY COMPARISON
Average Total Remuneration	16.4%	32.7%
Median Total Remuneration	22.1%	39.7%
Average Base Salary	12.8%	30.0%
Median Base Salary	15.8%	34.6%

While our overall gender pay gap of 16.4% is significantly lower than the industry average of 32.7%, we are not complacent. We are committed to closing this gap. We're proud to work towards equity in all levels of our workforce, and we can proudly say that 42% of our management personnel are women, compared to the industry average of 29%.



Welcome to Country – National
Aborigines and Islanders Day
Observance Committee—on
country of the Iman people

INDIGENOUS ENGAGEMENT PROGRAM

BGIS’ Global Reconciliation Policy

BGIS is committed to contributing to the reconciliation process with Indigenous Peoples. This Global Reconciliation Policy outlines our commitment to addressing historical injustices, promoting equality, cultivating respectful relationships between Indigenous Peoples and the broader societies in which they live, and integrating reconciliation principles into all aspects of our organization.

At BGIS, we are dedicated to fostering a world where reconciliation is not just a commitment, but a way of life. With our headquarters in Canada and operations spanning the globe, we understand the importance of upholding the principles outlined in the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) as a foundation for reconciliation.

OUR GLOBAL COMMITMENT

Our global commitment to reconciliation and UNDRIP reflects our belief in the fundamental rights and dignity of Indigenous Peoples around the world. We are dedicated to working in partnership with Indigenous communities and all stakeholders to create a more just, inclusive, and equitable global society.

Respect for Indigenous Rights

We are fully committed to upholding the rights enshrined in UNDRIP, including the rights to self-determination, land, and cultural integrity. We will ensure that all our global operations respect and promote these fundamental rights.

Sustainable Practices

We will integrate sustainable practices into our global operations to minimize environmental impacts and respect the ecological knowledge of Indigenous communities, wherever applicable.

Reporting and Accountability

We will establish clear metrics and reporting mechanisms to track our progress in upholding our commitment to reconciliation and UNDRIP globally. We will regularly review our efforts and adapt our strategies as needed.

Employment Practices

Our corporation is dedicated to fostering inclusive employment practices that uphold the principles outlined in the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), thereby promoting a diverse and culturally enriched workforce.

Advocacy and Support

We will actively support initiatives and organizations that promote the rights and well-being of Indigenous Peoples internationally, advocating for the principles of UNDRIP.

Acknowledgment of Traditional Territories

We will consistently acknowledge the traditional territories upon which our facilities operate worldwide, paying tribute to the rich history, culture, and contributions of Indigenous Peoples in those regions.

Economic Empowerment

We are dedicated to advancing economic opportunities for Indigenous communities worldwide. We will actively seek partnerships and business collaborations with Indigenous enterprises and entrepreneurs in regions where we operate.

Community Engagement

We are committed to engaging with local communities, including Indigenous communities, to understand their unique needs and aspirations. Through meaningful dialogue, we aim to align our operations with their priorities and positively contribute to their well-being.

Cultural Sensitivity and Awareness

We will provide cultural sensitivity training to all our employees, contractors, and partners across the globe to promote understanding and respect for Indigenous cultures, traditions, and worldviews.



Smoking ceremony during Welcome to Country –
Reconciliation Week Celebrations—on country of the
Wonnarua people

Indigenous Engagement at BGIS Canada

BGIS is committed to supporting the Indigenous journey towards truth and reconciliation by creating equitable spaces for our Indigenous team members, partners, and community members while helping to create new futures for Indigenous Peoples by increasing business opportunities and more effective engagement and partnerships, resulting in a stronger, better Canada.



Uncle Cliff Lyons – Smoking Ceremony during National Reconciliation Week on country of the Dharug people

THE BGIS CANADA JOURNEY INCLUDES:

- Global Commitment to Reconciliation (guided by the United Nations Declaration on the Rights of Indigenous Peoples UNDRIP)
- The Two Paths 5 Pillars Strategy
- BGIS is pursuing the Canadian Council for Aboriginal Business (CCAB) Progressive Aboriginal Relations (PAIR) designation.
- New Course—Cultural Awareness Training on Percipio
- Continued growth of First Nations owned joint venture – www.ElaHultsi.ca
- People & Culture Strategies to support the Indigenous journey.

Canada Indigenous Program Accomplishments

In 2023 we conducted over 300 engagements with Indigenous communities, vendors, Friendship Centres, National Indigenous Organizations and conferences to develop the kinds of relationships that will lead to ongoing success with Indigenous suppliers and communities into the future.

2023 Engagements Included:

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

Journey to PAIR Certification

In support of our application for CCAB's PAIR designation, we conducted the following activities in 2023:

- Nov 8th, 2023: Indigenous Cultural Awareness—all team members
- Nov 30th, 2023: PAIR Committee Training



Indigenous Recruitment

BGIS is dedicated to attracting Indigenous talent. BGIS has formed strategic partnerships with Indigenous Link since 2019 and Working Warriors since 2023 to promote vacancies across Canada to Indigenous communities and employment offices. Additionally, the BGIS Talent team has engaged in Indigenous Career Fairs nationwide, introducing BGIS and fostering connections. To support these efforts, we have conducted sessions for our talent team and hiring managers focused on cultural competency and effective strategies for attracting, hiring, and retaining Indigenous talent.

We are also enhancing our talent acquisition strategy with several initiatives:

Launching an Indigenous Campus and Apprenticeship program to provide hands-on experience and build a pipeline of Indigenous talent.

Creating an “Indigenous Toolkit” to guide team leaders in culturally sensitive recruitment practices, including flexible interviewing options.

Updating job postings to highlight the importance of knowledge in Indigenous culture and language, using inclusive language to attract a diverse candidate pool, and underscoring our commitment to Indigenous representation.

Annually collaborating with leaders to designate roles specifically aimed at Indigenous candidates.

Continuing to foster relationships with Indigenous leaders and communities for enhanced outreach, networking, and recruitment, thereby raising awareness.

Maintaining an active presence at career fairs and Indigenous events to attract new talent and strengthen BGIS’ connection with the community.

Examining the development of an on reserve co-working location to stimulate interest and access to BGIS employment, so Indigenous employees do not have to relocate for work.

Through these measures, BGIS is committed to building a diverse and inclusive workforce that honors Indigenous perspectives and contributions.

Indigenous Recruitment

BGIS has partnered with several organizations to support our community outreach and awareness campaigns. They are critical to success and help us accelerate our progress and reach. They include, but are not limited to:

INDIGENOUS LINK

Indigenous Link is entirely focused on developing connections to Indigenous Communities and Peoples across Canada. Employers use those connections to share valuable information, announcements, and initiatives.

WORKING WARRIORS

Working Warriors assist communities in gathering and recording information on their members' work experience, training, and education as well as community owned businesses. Employers can customize their profile page to promote their business, diversity goals, post jobs, share company news/events or recruit a workforce through company job boards.

INDIGENOUS FRIENDSHIP CENTRES, INDIGENOUS SKILLS, AND EMPLOYMENT AND TRAINING (ISET) PROGRAM DELIVERY ORGANIZATIONS

BGIS works with these entities to provide support and awareness of BGIS job and procurement opportunities. Examples of key successes:

Odawa Friendship Centre (Ottawa)

BGIS worked with the RCMP, and our team members volunteered at the 2023 Odawa Pow Wow at the Canadian Police College, assisting with parking, traffic control, signage, and grounds clean up. BGIS has also donated clothing and household items to support Odawa Friendship Centre's programs.

PROCUREMENT ASSISTANCE CANADA (PAC)

Since 2015, BGIS has worked with PAC (formerly the Office of Small and Medium Enterprises – OSME) to attend, co-chair or present at supplier events and innovation forums. By engaging with diverse businesses and communities, BGIS will gain continuous and constructive feedback from the community and/or participants.

WORKFORCE FORWARD

BGIS sponsors and presents Workforce Forward events across Canada. These events bring together a diverse group of Indigenous and non-Indigenous thought leaders to discuss what steps we all can take to become even greater allies to Indigenous workers and facilitate lasting change in the Canadian workforce.

Maniwaki Native Friendship Centre

In late 2023, Maniwaki Native Friendship Centre moved into one of our managed buildings. This was an opportunity to build a closer relationship with Maniwaki. We are currently exploring ideas to support the Friendship Centre through skills training.

Employee Indigenous Cultural Awareness Training

BGIS has launched cultural awareness training for all team members. The training consists of content to address the Truth and Reconciliation Commission Call to Action #92 – Business and Reconciliation.

Starting in 2019, various education and training sessions were conducted regularly through the BGIS employee community, typically on an account-by-account basis.

Participants review:

- The History of Aboriginal Peoples
- The History and Legacy of Residential Schools
- The United Nations Declaration on the Rights of Indigenous Peoples
- Treaties and Aboriginal Rights
- Indigenous Law
- Aboriginal-Crown Relations

Formally mandated Cultural awareness training was conducted by Indigenous employee and Indigenous Engagement Director Wade Griffin in November 2023. This was a live, online session which has now been added to BGIS Skillport learning plans under mandatory annual compliance for all existing and new team members.





Indigenous Engagement at BGIS in Australia & New Zealand

In 2023, BGIS' National Indigenous Engagement Manager, Rikki Cooper held Cultural Awareness Training as well as Reconciliation Action Plan training for BGIS team members in ANZ.

The Cultural Awareness Training included subjects such as:

- Getting to know Aboriginal & Torres Strait Islander cultures
- Grasp the impact of colonisation on Aboriginal & Torres Strait Islander Peoples
- Kinship, Connection to Country & Sorry Business
- What is the difference between Acknowledgement and Welcome to Country?
- Understanding Cultural Awareness and Cultural Safety
- Whose responsibility is inclusion?

BGIS acknowledges the Traditional Custodians of the Lands from which we meet today and pay our respects to Elders past, present and emerging for they hold the memories, the traditions, the culture and hopes of Aboriginal and Torres Strait Islander Peoples from across the country.

BGIS values the diverse cultures and beliefs of Aboriginal and Torres Strait Islander Peoples and recognises the contributions Aboriginal and Torres Strait Islander Peoples have made to build and strengthen our communities. We acknowledge the past, and today with respect, continue our commitment to working in partnership for a better, more prosperous future for all.

642%

Growth in Indigenous Employee Representation via Direct Employment over the Past 5 years

31

Internships Across 5 Years

HIRING PRACTICES

BGIS pledges as part of the Bennelong Cup 5 apprenticeship placements per annum.

BGIS proudly displays Indigenous artwork on our vehicles and uniforms – this shows Indigenous Peoples that they can bring their full self to work and that we are committed to our Indigenous Communities.

INTERNS & APPRENTICES

We have multiple Apprentices who have commenced their apprenticeship with us whom are now in their 3rd & 4th year of their apprenticeships (generally in Australia Apprenticeships are over a 4-year period).

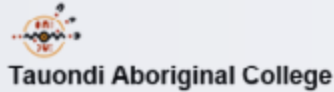
SPOTLIGHTS & TESTIMONIALS

Property Council of Australia – Queensland Division, “Rikki epitomises People First, with her passion, measuring success by how others are empowered. Working from Weipa, Rikki drives Indigenous engagement at BGIS, she is very humble mainly speaking about her organisation than herself.”

Sue Leak – BGIS Director of Client Solutions, “Our success is due to your passion, care and genuine drive to make a difference and your certainly are doing that”.

Sophie Clark – previous Manager at BGIS, “All the amazing work you put in day and night. Your passion is truly inspiring!”

KEY PARTNERSHIPS



BES BGIS JV

In the ANZ region, BGIS has a Joint venture Partnership with Bennelong Energy Services, a majority Indigenous owned and operated electrical & security maintenance and service company. They provide electrical services, security & CCTV services, boiling and chilled water services, and bundled services to government departments and corporate and industrial organisations.

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

AWARDS, COMMITTEES & GUEST SPEAKING

AWARD WINNER

- Property Council of Australia, People in Property - People First - QLD 2024
- Property Council of Australia - Diversity, Equity and Inclusion - Western Australia - 2023
- Facilities Management Association of Australia - Industry Awards for Excellence - Industry Leader in Diversity - 2022
- CoreNet Global Australia Chapter – Diversity & Inclusion Excellence - 2022

ADVISORY COMMITTEE

- CEDA - Committee for Economic Development of Australia - RAP advisory committee

GUEST SPEAKING

- CEDA – Empowering First Nations Peoples focus on Employment
- Property Council of Australia – Reconciliation Series
- CoreNet – Workplace Symposium – Recruiting and Retaining Indigenous Staff
- Property Council of Australia - Victorian Growth Summit

AWARD FINALIST

- Property Council of Australia, People in Property - People First - NSW 2024
- AIRAH Awards - Diversity & Inclusion - National Finalist 2023
- Women in Defence Awards – Indigenous Engagement - National Finalist 2023
- Supply Nation - Supplier Diversity Advocate of the Year - National Finalist 2023
- Property Council of Australia - Diversity, Equity and Inclusion - National Finalist 2023
- Property Council of Australia - People in Property - Diversity, Equity and Inclusion - National Finalist 2023
- Women in Defence Awards – Indigenous female working in any field - National Finalist 2022
- Seek Star Awards - Best Employer Brand Initiative – National Finalist 2021
- FM Industry Awards for Excellence – Leadership in Diversity – National Finalist 2016

EMPLOYEE WELLBEING

Mental and Physical Wellbeing Program Updates ALIGNMENT BETWEEN HSE AND WELLBEING

In 2023 BGIS' Well-being team created programming to align with HSE objectives, implementing Leader Musculoskeletal Training with our third-party short-term disability partner in 2023.

Physical Occupations

English

209

PARTICIPATION

French

29

PARTICIPATION

Sedentary Occupations

English

246

PARTICIPATION

French

27

PARTICIPATION

Mental Health Training 2023 Updates

New Hire Team Members

24%

PARTICIPATION

96%

SATISFACTION
SCORE

New Hire Leaders

30%

PARTICIPATION

100%

SATISFACTION
SCORE

Refresher Course

43%

PARTICIPATION

96%

SATISFACTION
SCORE

Program Updates

Fitness Reimbursement

11%

USAGE

TELUS Health EAP

8%

USAGE

TELUS Healthcare Online

43%

USAGE

32%

REGISTRATION

Other Initiatives

- Guided Tea Meditation for International Women's Day
- 89 Virtual Yoga classes implemented in 2023 with an average participation of 26 participants per class (13 min; 44 max participants)
- Exercise and Nutrition for Mental Health webinar (361 registered; 207 participated)
- Fraud Prevention Webinar (BMO)
- Investment 101 Webinar (Manulife)
- Dealing with Sleep Issues (TELUS Health) 212 participants
- Journaling Session (110 participants; 4.7/5 Satisfaction Score)

Leader Well-Being Training

Q1

31%

PARTICIPATION

100%

SATISFACTION
SCORE

Q2

56%

PARTICIPATION

96%

SATISFACTION
SCORE

Q4

47%

PARTICIPATION

98%

SATISFACTION
SCORE

“

Overall having access to these legal options really helped me manage my family's stress as well as my own and have provided peace of mind of support.

”

”

I am very appreciative of the support and training that is available to myself as an employee at BGIS

“

“

Thank you for being a corporation that views its staff as human beings vs. just workers and by placing a large emphasis on well-being for all members within BGIS.

”

Wellbeing Testimonials

EAP:

“I was recently implicated in a potential litigious matter in which I had no knowledge nor expectation to be involved in a province in which I no longer live. I went through Lifeworks to seek counsel and was offered two options for speaking with a legal representative. I took advantage of both and would like to share my positive experience with the service.

The first option is general access to a Lawyer. This was the first action I took and offered me repeated meetings with a lawyer who specialized in the topic in which I needed assistance. While they couldn't represent me or offer any formal advice or support they did explain in excellent details the circumstances that I was facing along with references and links to other resources which would help me become more familiar. I have reached out multiple times for further clarification and support as I learned more about my situation and they have continued to help me.

The second option was a free 30 minute session for advice/guidance with a lawyer with an option to then engage with them to represent me and take on my case. The 30 minutes went well and I feel they gave me full attention despite no guarantee of ongoing services. They also explained that if we do proceed to hire them (which we plan on doing) then we benefit from 25% discount on their rates.

Overall having access to these legal options really helped me manage my family's stress as well as my own and have provided peace of mind of support as I continue to deal with this unanticipated curveball that life has thrown my way.”

TELUS Healthcare Online:

“I have been registered for TELUS Healthcare Online for over a year now and I can not say enough good things about this service. It has saved me multiple trips to a walk-in and saved me weeks long waits to see my doctor for referrals for non-emergency issues. As recently as yesterday I had a follow up appointment for a knee injury which they were able to order an x-ray and refer me to a physiotherapist which all happened in a matter of five days”

“I just wanted to drop you a line about our experience with TELUS Healthcare Online. It was fantastic.

Last week, Wednesday April 5th around 10pm, our 13 year old daughter was having a lot of pain. Long story short, she had an infection in her arm pit / chest area. This eventually evolved to become a medical emergency. What I wanted to let you know was that when we contacted TELUS Healthcare Online that we were in contact with a Nurse Practitioner within an hour. She (Theresa) was very helpful and very thorough in her assessment. We are very grateful for the quick care and thorough care.”

Testimonials Mental Health Training

“I'm sending you an email because I joined the Mental Health webinar you hosted today and I'm truly appreciative of the information you shared. The webinars you host are my favorite at BGIS because I always feel so heard. It's actually the second time I listen in on this particular one!”

“Thank you so much for your time and the training. I am very appreciative of the support and training that is available to myself as an employee at BGIS and today was exceptionally helpful as I lost my ex-husband and my nephew to suicide. This is why I chose to email you and thank you for today.”

“I think it's wonderful that BGIS takes such an interest in mental health and takes the steps to educate all members on the causes/triggers/symptoms/and ways to approach one another when it comes to mental health issues. Thank you for being a corporation that views its staff as human beings vs. just workers and by placing a large emphasis on well-being for all members within BGIS.”

“I'm very pleased to see that as an organization we are taking this topic seriously and with intention to improve.”



Employee Health & Safety

SAFETY STATS

	Lost Time Incident Rate (LTIR)			Total Recordable Incident Rate (LTIR)		
	2021	2022	2023	2021	2022	2023
CA	0.29	0.29	0.25	1.13	0.90	1.11
US	0.25	0.82	0.27	0.50	1.23	1.34
ANZ	0.95	0.54	0.31	1.75	1.56	0.76
UK	0.22	0.00	0.00	0.44	0.00	0.00
Global	0.41	0.41	0.26	1.13	1.09	0.98



WSIB AWARD

Canada's Best Health and Safety Culture

Safety continues to be a top priority for all of us at BGIS as we strive to ensure that we, our contractors and our clients all return home safely each day. In October 2023, BGIS was the recipient of the prestigious WSIB Award for Canada's Best Health and Safety Culture. The award which was presented at the Canada Safest Employers Award Ceremony and sponsored by Canada Occupational Safety Magazine, recognizes organizations with the country's most robust health and safety culture, extending beyond the workplace to the broader community. It is a testament to Health & Safety being at the core of BGIS' identity, and an affirmation that we are living our safety values throughout the organization through our unwavering commitment to integrating health and safety into our daily operations.

BGIS FLEETS

Safety is also a top priority for members of our Fleet teams across the globe. Each year we perform driver checks on all team members assigned a company vehicle, reviewing the past three years of driver history to identify risks such as expiring or expired licenses and personal and work-related vehicle accidents and suspensions. This due diligence is important to ensure that our drivers are able to be on the road and that they can uphold our reputation for safety.

In 2023 our Fleet, Health, Safety and Environment and People & Culture teams met regularly with executive leadership to collaborate on our new 2023 Global Fleet Policy, which sets the global standard for our management of fleets. The teams also use these meetings to identify opportunities for continual improvement to help reach our future goals and objectives for the program.

As a result of the risk assessments and global meetings BGIS identified speeding as one of the highest risks in our vehicles. In response BGIS assigned vehicle speed management training to every team member with a vehicle and added this training to our onboarding and mandatory compliance training programs. Additionally, the GPS telematics system installed in our trucks also help us identify if team members are speeding, enabling us to engage in corrective actions in a timely manner.



HIRING PRACTICES

Internship & Apprenticeship Programs

UNITED STATES

- BGIS' Electrical Apprenticeship Program approved in US by Department of Labor in 2023.
- 2 people hired within our Global Critical Environments Team in 2022 and both completed Internship work in 2023. One was promoted to a Commissioning Agent position, the other departed to complete educational pursuits.

CANADA

- Over 150 internships and co-ops provided to students and new graduates.
- 15 Apprentices hired in 2023
- In 2023, 41% of our interns identified as women, 3% as Indigenous and 24% as visible minorities.

Co-op Students/Interns – 2023 – (4 month terms)

- We hired 136 students over 2023, with 23 students returning for additional work terms in the same year.
- 40% of our interns were Women (55 Women, 81 Men).

AREA OF BUSINESS	
Facilities Management	35
Finance	14
Health & Safety	5
Human Resources	2
IT/Analytics	9
Legal	1
Marketing	3
Professional Services	11
Project Delivery	13
Real Estate Management	2
Sourcing	2
Technician	27
Workplace Solutions	12

ANZ

Three-Day Apprenticeship Onboarding Event in Sydney

BGIS successfully conducted a three-day Apprenticeship Onboarding event in Sydney to onboard our 2023 Apprentices.

BGIS had approached various partner organisations and internal referrals to identify the potential of our Apprentices. The BGIS Self Perform team in Australia committed to hiring eight Apprentices and successfully attained all hires. This number is notably less than previous years to allow for our current apprentices to progress through their qualifications and get the right attention they need to be successful in their careers.

BGIS reached out to partner organisations such as NRL Schools to Work, Clontarf Foundation, Soldier On, Trades Women Australia, Beyond the Badge and our clients Department of Justice as part of our Recidivism Action Plan.

The apprentices hired are working across the HVAC, Electrical and Plumbing sectors whilst studying at TAFE. Two Apprentices are Mature Age, one identifies as First Nations, and one is from the Recidivism Action Plan.

23
MULTIPLE TERMS

136
TOTAL STUDENTS

55
WOMEN

81
MEN



UNITED KINGDOM

At BGIS, we understand the importance of broadening horizons and gaining comprehensive insights into our industry. We're thrilled to share that our recent partnership with TB&A for another successful Apprenticeship Secondment has brought forth invaluable opportunities for growth and learning.

Our BGIS apprentices, Jessica Amdemariam, Roni Gowers, and Matt Morrison, had the privilege to experience the other side of the coin—delving into the design aspects of the buildings and facilities we operate in. This unique secondment allowed them to gain awareness and insights into design calculations, strategies, and educational elements that shape our industry's future.

But the collaboration was not one-sided. TB&A's apprentices, Sheldon May and Oni Misomali, were also given the chance to witness their designs come to life, gaining a deeper appreciation for the real-world impact of their work.

Throughout the immersive four-week placement, our apprentices covered a diverse range of topics, from mastering the basics of CAD to integrating lighting solutions into 3D models.

We're proud to foster such partnerships that provide our apprentices with a holistic understanding of the industry and its intricacies. It's through initiatives like these that we nurture the next generation of talent, preparing them to make a meaningful impact on the world of facilities management and design.

Through Apprenticeship Day at the British Research Establishment (BRE), the apprentices had a fantastic opportunity to step out of their usual surroundings and explore different aspects of our business.

We extend our gratitude to Ben and Wayne for taking the time to share their wisdom and insights with the apprentices. Special thanks to Razwaan for his inspiring presentation on personal goals and charitable work, Laxmi for shedding light on smart buildings and the future of engineering, and finally, Erisa and Ruby for their contributions to safety discussions and overall participation. It was an intriguing visit, and it made for a rewarding day for everyone involved.



Student Job Fairs

ANZ

BGIS was honoured to be part of the Regional Industry Education Partnerships event, a NSW Government initiative that strengthens connections between local industry and secondary school communities. We welcomed the opportunity to discuss skills required for the workplace and future opportunities to support the students as they transition from school into the workplace.

BGIS team members met with 100+ Aboriginal & Torres Strait Island students as part of an event held by The Waratah Project, assisting Indigenous students with the tricky transition from school to the workplace. BGIS and our subsidiary Bennelong Energy Services highlighted the opportunities available to them through our companies as well as offered insight as to how they can establish themselves in the workplace. We also had the opportunity to hear their stories and dreams over dinner – a fantastic event for all involved.

NRL School to Work Team

BGIS team members met with key contributors who are engaging Indigenous students and provided opportunities to ensure they transition into meaningful employment.

Commitment to Fair Wages & Advancement

UNITED STATES

Team Leadership Excellence Jumpstart In-Person Event with 23 ITS HVAC Managers in October 2023

- 4 participants (or 17%) were female

Piloted Blended Learning Manager Journey Training program leveraging Percipio on-line LMS and Live Teams Workshops throughout 2023 with 23 participants from various departments

- 4 participants (or 17%) were female

Provided additional leadership development workshops for Top Talent/High Potentials group of 20 team members

- 4 participants (or 20%) were female
- In addition to regular merit increases, 34 salary adjustments made in 2023 to reflect market competitiveness with 6 increases (or 18%) going to females
- Career Ladders for professional development maps updated with input from senior leaders as the business continues to expand and offer additional job paths

Fair Wages and Advancement in ITS

- 82 promotions in 2023
- 14 of total promotions were female
- 26 of total promotions were for diverse ethnicity
- 13 of total promotions were for Veterans
- 8 of total promotions were for Disabled



Diverse Recruiting

UNITED STATES

Diverse Measures in Recruiting

We utilize Broadbean for getting our job requests to over 700 job boards, search engines, and social media channels along with our careers website, including Women in Trades, Hispanic engineers, etc.

Spotlight on Veteran Career Opportunities & Recruiting

VetJobs & Military Spouse Jobs

- Send out free weekly referrals

RecruitMilitary.com

- Career Fairs

Next Op/Combined Arms

- Networking Events (Virtual and In-Person)

Spotlight on Indigenous Engagement

CANADA

- Spotlight on Indigenous career opportunities and recruitment
- Attendance at Indigenous Career Events i.e., Aboriginal Futures Job Fair in Alberta in March & October each year
- Attendance at Six Nations Energy & Employment Fair—May
- Indigenous Student Co-op/Intern Employment Program job posting—targeting Indigenous youth for intern roles
- Indigenous Employment Program job posting—targeting Indigenous job seekers across multiple business units
- Job Postings: Posted to Indigenous Link & Working Warriors websites & members
- Additional fairs attended by Indigenous Engagement Committee

ANZ

As a result of our many years of service to the Australian Defence Force (ADF), BGIS attracts veterans and spouses, and many civilians with family connections to the military. We offer a range of job and career opportunities and the ability to transfer with posting cycles.

At BGIS, we offer several programs and benefits to demonstrate our commitment to providing greater employment opportunities for veterans and their families and to recognise the skills, values and experience that veterans bring to an organisation and the culture, including:

- Specialist EAP Services
- Flexible working options
- Reservist Leave
- Veteran Advocacy Group
- Relocation Support
- Mateship Opportunities
- Family Days
- Health, Wellbeing, Financial and Mental Health Programs
- Discounts on Gym Memberships
- Professional Mentoring
- Capability
- Apprenticeship & Graduate Programs
- 15,000+ online courses
- External Course Support
- Rewards & Recognition Programs
- Service Awards

RESPONSIBLE SUPPLY CHAIN — DEI

BGIS understands and values the importance of engaging with Social Enterprises and with Indigenous Peoples, and other under-represented groups including LGBTQIA2S+, women, persons with disabilities and visible minorities to participate in economic opportunities for personal and business development to support their financial well-being. BGIS is committed to inclusivity through various initiatives and programs. BGIS strives to ensure unbiased and inclusive People & Culture practices in line with our employment policies. We are building a diverse workforce, recognizing that each employee's unique experiences and perspectives add value to our Service Delivery. We are creating inclusive spaces with Diverse Suppliers with opportunity for economic growth and personal development, creating a level and competitive playing field and removing barriers to participation in the marketplace. BGIS is committed to creating an inclusive workplace for all and fostering a culture of diversity and social responsibility.

At BGIS, we work with over 12,000 subcontracted suppliers globally and we believe that sustainability and supplier diversity and inclusion are important contributors to our corporate mission of ensuring that we are being environmentally responsible, ethical and inclusive in our supply chain practices. This program is also governed by the BGIS Sustainable Procurement Policy and applies to all clients of BGIS.

Some of the steps BGIS has recently taken to advance our supplier diversity and inclusion initiatives are:

- **Providing non-traditional and underrepresented suppliers accessibility to BGIS Procurement with an equal opportunity to become a supplier. We also consider small- and medium-sized enterprises (SMEs) in our diversity process, and we are proud to play a significant role in helping small businesses succeed in a competitive marketplace. Not only will these partnerships benefit our nation's economy, but they provide us with new perspectives and opportunities through their wide-ranging expertise, enabling us to continuously provide innovative services and products to our clients.**
- **As a global organization, both Diversity and Inclusion remain a top priority throughout all of our daily operations. We recently launched a Diversity & Inclusion section of our corporate website (<https://www.bgis.com/ca/diversity.htm>) focused on Supplier Diversity and Diverse Supplier Recruiting.**
- **We maintain and are continuously expanding the supplier diversity content on the internal strategic sourcing intranet site accessible to all BGIS lines of business which includes lists of certified and self-identified diverse suppliers which include their company offerings and their contact information; and promotional material provided to us by diverse suppliers.**
- **We continuously explore web-based or face-to-face networking opportunities between the diverse supplier community and BGIS stakeholders. The goal is to gain an understanding of the BGIS business and the ultimate desired outcome for diverse suppliers would be to develop their visibility and understanding of potential BGIS opportunities.**
- **BGIS is currently a proud corporate member of and supports the following North America certification organizations:**
 - Canadian Aboriginal and Minority Supplier Council (CAMSC)
 - Canadian Council for Aboriginal Business (CCAB)
 - Women-owned Business Enterprises (WBE Canada)
 - Canada's LGBT+ Chamber of Commerce (CGLCC)
 - Inclusive Workplace and Supply Council of Canada (IWSCC)
- **Annually we participate in and frequently sponsor events held by certifying councils.**
- **Promoting the use of innovative technologies and environmentally preferable products to increase resource efficiency and promote occupant well-being during all tendering activity with the goal to develop a supplier base with socially responsible and environmentally sustainable business practices. Diversity and Inclusion which is part of Sustainability is weighted at a minimum of 20% in the selection criteria of RFPs.**



Supplier Spend

NORTH AMERICA

- In 2023 BGIS spent \$135.84 million with equity-seeking diverse suppliers, 56% growth over 2022, exceeding our goal by 42%. We engaged with 223 Indigenous and diverse suppliers, a 15% increase from 2022.
- Spend with Indigenous Suppliers, contributing to Indigenous Economic Reconciliation was \$26.1 million, 19.4% of total spend with equity-seeking diverse suppliers. We engaged with 78 Indigenous-owned businesses in Canada, a 70% increase from 2022.
- Spend with visible minority groups was \$72.6 million, 53.5% of total spend with equity-seeking diverse suppliers.
- Spend with Women-owned businesses was \$31.0 million, 22.8% of total spend with equity-seeking diverse suppliers.
- Spend with other diverse groups and small/disadvantaged businesses was \$5.9 million, 4.3% of total spend with equity-seeking diverse suppliers.
- In 2023 BGIS engaged a third-party provider to facilitate increased diverse supplier engagement through Tier 2 reporting. This platform, coined “BGIS Stars,” provides our suppliers who subcontract their services to support our clients, with the ability to report the spend they have with Indigenous and diverse suppliers. In 2024 we are excited to engage with suppliers who have supplier diversity programs and are able to provide us with Tier 2 reporting.
- The BGIS Stars Platform also has a locator module which provides BGIS “buyers” with an additional tool to search for Indigenous and diverse business for specific service categories or geographic areas.



Partnerships

BGIS has partnered with several organizations to support our community outreach and awareness campaigns. They are critical to success and help us accelerate our progress and reach.

They include, but are not limited to:

CANADIAN CENTRE FOR DIVERSITY AND INCLUSION (CCDI)

In 2020, BGIS committed to the Canadian Centre for Diversity and Inclusion (CCDI) program, which includes access for BGIS team members to diversity, equity and inclusion resources. This is an organization with research and learning woven into their DNA, tracing how people identify alongside demographic trends within the Canadian workplace to move employers from diversity to inclusion. Our partnership with CCDI supports our mission to be more diverse and inclusive, and to generate awareness, dialogue and action for people to recognize diversity as an asset and not an obstacle.

MARCH OF DIMES (MOD)

MOD is Canada's leading service provider, resource and advocate, empowering people with disabilities to live and thrive in communities nationwide. Our partnership has supported the creation of communities in which people living with disabilities can not only live but thrive in all they aspire to do.

WOMEN IN HVAC-R

The organization's mission is to provide a forum to promote the inclusion and advancement of women in the Heating, Ventilation, Air Conditioning and Refrigeration ("HVAC-R") industry in Canada. This partnership helps BGIS achieve our diversity objectives through networking, education, mentoring and professional development activities specifically dedicated to supporting women in building long-term productive careers in a thriving, essential services industry.

CANADA'S LGBT+ CHAMBER OF COMMERCE (CGLCC)

As Canada's national champion and only certifying body of LGBT+ owned businesses, CGLCC collaborates with corporate partners like BGIS, industry partners, regional affiliates, academia, governments, and LGBT+ entrepreneurs. This allows BGIS to work with different groups to advance the LGBT+ business community and elevate all Stakeholders' success, both domestically and internationally.

WOMEN TRANSITIONING TO TRADES AND EMPLOYMENT (WTTE)

BGIS joined WTTE in 2020 to support our recruitment of underrepresented groups. WTTE is funded by the Province of Ontario (Ministry of Children, Community and Social Services – Women's Issues) and is an innovative, integrated, and supportive training and employment preparation program for women and gender non-binary, trans, and two-spirit Peoples. BGIS has presented at numerous events, profiling our women in trades leaders, giving the opportunity for those leaders to share their experience and advice with the group in a very honest, but inspiring conversation. We are proud to be able to support women and non-binary people joining the Trades.

PRIDE AT WORK

The organization helps employers, like BGIS, to create safer, more inclusive workplaces that recognize the skills of LGBTQIA2S+ people. This partnership supports our vision of a Canada where every individual can achieve their full potential at work, regardless of gender expression, gender identity, and sexual orientation.



READY, WILLING AND ABLE (RWA)

National partnership of Inclusion Canada (formerly the Canadian Association for Community Living), Autism Alliance of Canada (formerly Canadian Autism Spectrum Disorders Alliance (CASDA)), and their member organizations. Funded by the Government of Canada, RWA is designed to increase the labour force participation of people with an intellectual disability or on the autism spectrum. Active in every province and territory across the country, RWA has helped BGIS become more inclusive.

THE PROSPERITY PROJECT

A registered charity founded to mitigate the impact of the COVID-19 pandemic on Canadian women who have been disproportionately affected. BGIS joined in 2021, to support the identification and removal of the systemic barriers and biases that impede the advancement of all women in the economy, limiting their—and Canada’s—opportunity for increased prosperity. We recognize that women and women of intersecting identities are met with unique barriers when it comes to building and growing a career. Through this partnership, BGIS can apply an intersectional identity lens to our programs and services.

EQUITEK

BGIS joined Equitek in 2021, and the partnership has supported our diversity, equity and inclusion (DEI) outreach strategies and making our employment opportunities available to qualified job seekers from all of the underrepresented demographics across Canada. Designed unlike any others in the industry, Equitek is not focused on one cultural group over another and allow BGIS to simultaneously work with many diverse groups across Canada.

INCLUSIVE WORKPLACE AND SUPPLY COUNCIL OF CANADA (IWSCC)

The IWSCC advances access and opportunity for business owned by Veterans and Persons with Disabilities. They are a non-profit committed to helping Veterans and Persons with Disabilities grow their businesses through enhanced exposure and unparalleled networking opportunities. They offer a Diverse Supplier Certification that is recognized by top brands, and they also provide ongoing educational and mentoring programs for business owners, like BGIS, with disabilities and Veterans.

Awards

CANADA

In 2023, the BGIS Supplier Diversity, Inclusion, and Engagement (SDI) program was again recognized by industry and certification bodies:

BGIS was awarded the esteemed SIG's Future of Sourcing Award for Innovation in Supplier Diversity in recognition of our comprehensive Supplier Diversity, Inclusion and Engagement program and the success we have achieved resulting in exponential growth since 2016. The Sourcing Interests Group (SIG) and SIG University are recognized in the industry as the premier global sourcing association that provides thought leadership, education in Sourcing and Procurement to Fortune 500 and Global 1000 companies.

We were selected as Finalist for Corporation of the Year award for WBE Canada's Annual Excellence Awards. BGIS was recognized for making transformative progress in the past seven years, integrating SDI into our business development strategy, and including it as part of leaders' annual performance objectives. In 2023 BGIS hosted a Meet the Buyer event for WBE Canada members and each year we participate in numerous events and initiatives in support of WBE supplier members.

We were also selected as Finalist for Corporation of the Year award for the Canadian Aboriginal and Minority Supplier Council (CAMSC) Annual Business Achievement Awards that celebrate all corporate members and suppliers working tirelessly to advance diversity in the supply chain. In addition to recognizing BGIS for our transformative progress in our SDI program, we were also recognized for our Indigenous engagement efforts, and our ongoing support of CAMSC since joining in 2011. In addition to participating in numerous Roundtable meetings, panel discussions and networking events with suppliers, the BGIS SVP Strategic Sourcing chaired the CAMSC

INDIGENOUS ENGAGEMENT SPOTLIGHT / TESTIMONIALS

"BGIS are strong supporters of CAMSC and have consistently made efforts in promoting supplier diversity by their proactive outreach to indigenous and minority-owned businesses, their implementation of inclusive procurement practices and progressive growth and measurable impact on the diversity of their supplier base."



COMMUNITY INVOLVEMENT

We aspire to use our capabilities and influence to bring about positive change. Our commitment to sustainability is matched by our commitment to the communities around us. Even during times of strife, BGIS and our team members continue to demonstrate generosity and kindness in their communities as outlined by the UN SDG 1-4. In 2023 BGIS made over \$500,000 in charitable donations to various charities and not-for-profit organizations across the globe.

Throughout 2023, BGIS' activities include staff fundraising, donation matching, volunteering, corporate donations, and pro bono work as we participated in and contributed to many worthy causes.

Community Engagement



UNITED STATES

US Golf Tournament

BGIS' 1st Annual US Golf Tournament was a success – the event helped raise over \$100,000 towards The Jed Foundation and SAVE THE BRAVE!

Festive Giving 2023

Elf Louise Christmas Project

In Texas, USA, our team members in San Antonio volunteered at the Elf Louise Christmas Project which helps provide a little bit of joy to Bexar County's disadvantaged children. Our team members joined the 4,500 volunteers who help wrap and deliver the toys purchased using donations to the project.

Toys for Tots

Our US team members helped collect toys for tots by participating in the program run by the United States Marine Corps Reserve. In its 77th year, this national organization collects new, unwrapped toys and distributes them to less fortunate children around the holidays.

UNITED KINGDOM

In 2023 BGIS held our first Carers Day. In partnership with 25 Cabot Square, we supported a local school with our teams and combined supply chain by gardening, painting, installing solar lights and bringing new life to the playground for young children and their families in the area. We were proud to be able to give back to the communities in which we work.



AUSTRALIA & NEW ZEALAND

Gold Coast University Hospital Cancer Patient Transfer Service

\$10,000

In partnership with Gold Coast Hospital Foundation, BGIS was the proud sponsor of a patient transport service that helped commute Gold Coast cancer patients to Gold Coast University Hospital for treatment. Over the 12-month period, the service transported close to 2,000 patients to hospital for treatment, making approximately 5,500 trips. BGIS donated \$10,000 to this service. BGIS Managing Director Client Services, Michelle Dixon BA LLB GAICD said, "we are tremendously proud of this partnership with Gold Coast Hospital Foundation which means so much to many cancer patients."

Latrobe Regional Hospital Dog Therapy Program

\$5,000

BGIS proudly supports our clients, and we had the opportunity to support a special initiative at Latrobe Regional Health. In direct support of the inaugural dog therapy program, BGIS sponsored Kali and Leiha for six months to bring happiness to patients and staff at the hospital by giving \$5,000 to support this initiative.

Habitat for Humanity

\$10,000

For the fifth year in a row, in recognition of International Women's Day we have partnered with leading not-for-profit housing provider Habitat for Humanity Australia on their Home of Hope Campaign. At Homes of Hope, our staff painted and refurbished crisis accommodation and transitional shelters for women and children escaping domestic violence and homelessness. Through these home improvements, we empower mothers and give children a chance to build a stronger future. BGIS donated \$10,000 to Habitat for Humanity Australia in 2023.

Soldier On

\$1,000

Continuing our long-standing partnership with Soldier On Australia, BGIS reaffirmed our commitment to veteran-supportive recruitment, retention, training and workplace culture initiatives by once again signing on as a Platinum Pledge Partner.

Legacy Centenary Torch Relay

\$1,000

BGIS helped honour the 100 years of support Legacy Australia has provided to veterans transitioning to private industry careers by giving \$1,000 in support to the Centenary Torch Relay.

Clontarf

\$20,000

For the third year BGIS supported Clontarf Foundation's Perth Employment Forum, a careers fair where leading organisations showcase job opportunities and career pathways available to Year 11 and 12 boys. BGIS was one of 30 business partners in attendance and sponsored the event at Optus Stadium which welcomed 150 students. Each business partner was able to meet 25-35 boys during a speed networking event where students moved around the room spending 15 minutes at each table for four rotations. The boys were able to speak directly with multiple partners to learn more about future industry and career options, job openings, hiring processes, requirements, certifications, education and training availabilities. The boys asked questions, talked up their skills and made important connections with potential employers, mentors and alumni. BGIS proudly supported this event by giving \$20,000 to support the Forum.

ANZ donation total **AUD\$106,000**

Cowboys House Foundation

\$40,000

In 2018, we began working with the Cowboys House 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 such as football training sessions with our Western Power team and barbecues at Optus Stadium, we have facilitated job and training opportunities for Cowboys House Foundation students, including Clarence Cole who joined us as a full-time Trade Assistant. In 2023 we donated over \$40,000 for the Cowboys House Foundation through various Corporate Social Responsibility events and initiatives, including our Annual Charity Quiz Night. BGIS makes regular corporate donations to 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.

Bennelong Cup & NRL School-to-Work Program

\$10,000

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. The program aims to halve the gap in employment outcomes between Indigenous and non-Indigenous Australians within a decade, and the Bennelong Cup provides young Indigenous men and women with an opportunity to kickstart their own career path in facilities management, construction, administration and trades. As part of the program, BGIS offers five apprenticeships in technical services to the students in the NRL Indigenous School to Work program. BGIS donated \$10,000 to this initiative.

Tauondi Aboriginal College

\$8,000

This year BGIS was a proud silver sponsor of Tauondi Aboriginal College's 50th Anniversary Gala Ball. BGIS' South Australian team members and members of the South Australian BGIS Reconciliation Action Plan Committee attended this great night of celebration, during which panellists discussed the history of Tauondi College, traditional dances were performed, and the anniversary artwork was unveiled. BGIS supported Tauondi Aboriginal College with \$8,000.

Monash Health Foundation

\$1,000

During the 2023 festive season BGIS team members donated \$1,000 worth of gifts to the foundation in the lead up to the holidays. A group of Melbourne-based BGIS team members and staff from Casey Hospital volunteered their time to spend a day sorting, wrapping and distributing toys to the sick babies, children and adolescents who spent

CANADA

Each year BGIS participates in a variety of initiatives and events in Canada to support our clients, partners and the community at large. This year we participated in Bell Let's Talk, the World Wildlife Fund CN Tower Climb, and our Alberta team held a Charity Golf Classic event in support of the TELUS Friendly Future Foundation

Charity Golf Classic

\$160,000

Kids Help Phone + Cam's Kids BGIS' annual Charity Golf Classic supporting Kids Help Phone and Cam's Kids was another great success! This year we raised a whopping \$160,000 with the help of our valuable sponsors and participants. This money will help us support our youth as they navigate and overcome the challenges they face.

BMO Walk So Kids Can Talk

BGIS team members across Canada participated in the BMO Walk So Kids Can Talk event benefitting Kids Help Phone.

Ronald McDonald House

BGIS team members in the Lower Mainland area volunteered their time and cooking expertise to successfully prepare, cook and serve 140 meals for families staying at the BC and Yukon Ronald McDonald House as part of RMH's Family Meal Program. The program allows each family staying at the RMH to take a night off from cooking and focus on what's most important. In addition to preparing the meals, a donation of \$450 was made to the RMH.

CIBC Run for the Cure

This year BGIS team members raised over \$16,500 in support of the Canadian Cancer Society and CIBC Run for the Cure, with many teams also taking part in run events across the country.

Movember

BGIS team members once again rallied support for our fundraising team, contributing over \$7,380 in donations.

Festive Giving 2023

Toy Mountain

2023 marked the 28th anniversary of the CTV News Toy Mountain Campaign benefiting the Salvation Army, and BGIS team members at the Innovation Centre took part by donating presents for kids and teens in the GTA.

Purolator Tackle Hunger

In 2023 team members at the Innovation Centre helped tackle hunger by participating in the Red Bag Campaign, which allows team members to fill Red Bags with donated food and goods to be distributed in our local communities.

York Region Women's Centre Holiday Gift Card Program

Team members across the GTA purchased gift cards to support the York Region Women's Centre this holiday season. The Gift Card program allows families who may be stretched to cover expenses such as rent, utilities, and groceries. Others may be dealing with difficult life circumstances that have significantly impacted them, their families and their finances. Our support helps mothers give their families a wonderful holiday experience and helps them with their day-to-day needs.

CA donation total **CAD\$400,000**





5. About This Report

BGIS' sustainability leadership in Corporate Real Estate and Facilities Management rests on our ability to build strong relationships with people and the communities around us. This means ensuring protection of our global environment, local communities as well as the equitable treatment for a diverse workforce.

BGIS has helped and continues to help our clients meet their sustainability goals, whether we're working to implement new technology or taking steps to reduce carbon emissions at their facilities. We are in relentless pursuit of innovation within our own operations, finding smarter ways of working that reduce waste, boost efficiency, and improve business outcomes.

This report contains Standard Disclosures from the GRI Sustainability Reporting Guidelines. Currently operating in four global regions, Canada, United States, UK, and Asia Pacific, BGIS occupies over 50 offices globally, both owned and leased locations, and leases a service fleet of 1,752 vehicles. Unless otherwise stated, this is the boundary of the material in this report. There are some operational aspects of our business that we do not have full control over, such as our client operations. Due to the confidentiality requirements of some of our clients, our ownership, and the nature of our business, various disclosures have been omitted or deemed irrelevant to our operations.

Our report supports the Sustainability Accounting Standards Board (SASB) to report on financial accounting and sustainability disclosure. Appendix A describes our disclosures for 2023.

DATA ASSURANCE

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

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

Direct Emissions

SCOPE 1

Vehicle fleet and building space heating from combustion of fossil fuels (primarily gasoline and natural gas, respectively).

Energy Indirect

SCOPE 2

Electricity used in buildings, with a small amount of steam and chilled water

Other Indirect

SCOPE 3

Business travel based on air flights.



The GHG inventory report has been written in accordance with ISO Standard 14064-1:2018(E).

Greenhouse gases—Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals. In addition, the World Resource Institute (WRI)/World Business Council for Sustainable Development (WBCSD).

Standard: Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard and ISO Standard 14064- 3:2019(E).

Greenhouse gases—Part 3: Specification with guidance for the validation and verification of greenhouse gas statements have been used as additional resources.

Verification

BGIS has undertaken third party verification to ISO 14064-3. of the GHG inventory. The report and verification statement will be posted in the CSA CleanStart Registry. BGIS also reports GHG emission data to the Carbon Disclosure Project (CDP) each year. The results of the GHG inventory are published in the ESG report annually.



6. Appendix

UN Sustainable Development Goals

UN SDG	BGIS Contribution to our Team Members & Clients
<p>SDG 3: Ensure healthy lives and promote well-being for all at all ages</p>	<p>Our Team Members:</p> <p>BGIS values the health and well-being of all our team members and has introduced programs such as flexible work arrangements encouraging our team members to achieve balance through a hybrid work model and also have the flexibility to choose a schedule that strikes a healthy balance between their work and personal lives.</p> <p>BGIS is registered to ISO 45001 Occupational Health and Safety Management System globally and has developed a comprehensive OHS program as part of the management system. Hazard identification and risk assessments must be done annually, and driving has emerged as a key risk to be managed.</p> <p>Our Clients:</p> <p>BGIS provides HSE compliance audits and reviews on an ongoing basis for our clients. HSE/ Env oversight in projects from initial stages to project completion ensure that processes are documented in plans and specs and requirements are communicated to consultants and contractors during project meetings.</p>
<p>SDG 5: Achieve gender equality and empower all women and girls</p>	<p>Our Team Members:</p> <p>BGIS is committed to providing a culture that fosters diversity and inclusion across all levels of the business. Our Gender Diversity committee focuses on ensuring Gender balance through inclusive attraction and employee experience. The Women of BGIS Committee focuses on further enhancement of the roles and responsibilities of females within the business and hence reduce the gender pay gap further. The committee's aim is to achieve a gender balanced and inclusive workforce, focusing on the following: unconscious bias education, talent pool of high potential female talent, women of BGIS.</p>
<p>SDG 6: Ensure availability and sustainable management of water and sanitation for all</p>	<p>Our Clients:</p> <p>BGIS is committed to reducing the impacts of our business upon the environment. We have deployed water reduction strategies including irrigation controls, widespread aerator program, cooling tower cycle optimizations, and plumbing fixture replacements.</p> <p>We have installed 250+ water leak detection sensors, with measured savings of 2,000 m3 across 75 of these sites. We have saved 1,900 m3 of water through the installation of waterless urinals.</p>
<p>SDG 7: Ensure access to affordable, reliable, sustainable and modern energy for all</p>	<p>Our Clients:</p> <p>BGIS energy and sustainability teams work closely with the operators to find energy and other operational efficiencies that can be easily implemented and provide savings to the owner. We encourage clients to invest in low carbon technologies and renewable energy as a pathway to carbon neutrality.</p>
<p>SDG 10: Reduce inequality within and among countries</p>	<p>Our Team Members: BGIS's approach to human rights is grounded in our culture and values. Our goal is to ensure that our workforce reflects the diversity that exists in the community from which we recruit and employ Team Members. By implementing and managing diversity and inclusiveness, we are proactively ensuring that women, visible minorities, persons with disabilities and aboriginal Peoples are equitably represented within the organization.</p>
<p>SDG 11: Make cities and human settlements inclusive, safe, resilient and sustainable</p>	<p>Our Clients:</p> <p>Our waste management solutions reduce waste to landfill, and promote sustainable use and disposal of materials. BGIS facilitates third party certifications such as BOMA BEST, LEED, Green Globes, and WELL for multiple locations each year. BGIS has installed several electric vehicle charging stations for clients, which enhances the electric vehicle charging infrastructure and reduces pollution from commuting.</p> <p>BGIS has developed an inventory for the preservation and protection of cultural properties that enhance urban communities.</p>

SDG 12: Ensure sustainable consumption and production patterns

Our Clients & Our Suppliers:

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

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

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

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

Our Team Members:

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

Our Clients:

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

GRI Content Index

		2023 Disclosure Reference	Omission
2-1	<ul style="list-style-type: none"> a. legal Name b. nature of ownership and legal form. C. location of its headquarters d. countries of operation 	<ul style="list-style-type: none"> a. BGIS b. BGIS is a privately owned entity. c. BGIS headquarters is 4175 14th Avenue, Markham ON, Canada d. BGIS operates in 10 Countries, including: <ul style="list-style-type: none"> Australia Canada Ireland New Zealand Netherlands United Kingdom United States 	
2-2	<ul style="list-style-type: none"> a. list all entities included in sustainability reporting 	BGIS	
2-3	<ul style="list-style-type: none"> a. Specify the reporting period and the frequency of its sustainability reporting b. specify the reporting period for its financial reporting and, if it does not align with the period for its sustainability reporting, explain the reason for this; c. report the publication date of the report or reported information; d. specify the contact point for questions about the report or reported information. 	<ul style="list-style-type: none"> a. The report covers our activities from January 2023 to December 2023. Frequency is annually. b. Consistent with a. c. September 2024 d. marketingcommunications@bgis.com 	
2-4	<ul style="list-style-type: none"> a. report restatements of information made from previous reporting periods and explain: <ul style="list-style-type: none"> i. the reasons for the restatements; ii. the effect of the restatements. 	No restatements	
2-5	<ul style="list-style-type: none"> a. describe its policy and practice for seeking external assurance, including whether and how the highest governance body and senior executives are involved; b. if the organization's sustainability reporting has been externally assured: <ul style="list-style-type: none"> i. provide a link or reference to the external assurance report(s) or assurance statement(s); ii. describe what has been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process; iii. describe the relationship between the organization and the assurance provider. 	<ul style="list-style-type: none"> a. BGIS has undertaken third party verification of the GHG inventory. b.i Our GHG Inventory has been third party verified. B.ii. The verifier provides a reasonable level of assurance for the GHG inventory. B.iii. The verifier is an independent, third party to BGIS. 	
2-6	<ul style="list-style-type: none"> a. report the sector(s) in which it is active; b. describe its value chain, including: <ul style="list-style-type: none"> i. the organization's activities, products, services, and markets served; ii. the organization's supply chain; iii. the entities downstream from the organization and their activities; c. report other relevant business relationships; d. describe significant changes in 2-6-a, 2-6-b, and 2-6-c compared to the previous reporting period. 	<ul style="list-style-type: none"> a. government, education, healthcare, utilities, finance, telecommunications, property, resources, oil & gas, and sport & leisure. b.i., ii, iii. About BGIS page 6, stakeholders page 11, responsible supply chain management page 39-40, responsible supply chain-DEI page 66 c. no significant changes. 	

		2023 Disclosure Reference	Omission
2-7	<p>a. total number of employees, and a breakdown of this total by gender and by region;</p> <p>b. i. Total number of permanent employees, and a breakdown by gender and by region;</p> <p>ii. temporary employees, and a breakdown by gender and by region;</p> <p>iv. full-time employees, and a breakdown by gender and by region;</p> <p>v. part-time employees, and a breakdown by gender and by region;</p> <p>c. describe the methodologies and assumptions used to compile the data, including whether the numbers are reported:</p> <p>i. in head count, full-time equivalent (FTE), or using another methodology;</p> <p>ii. at the end of the reporting period, as an average across the reporting period, or using another methodology</p>	<p>a. b. Global Team Member Representation, Page 46</p> <p>c. head count at the end of the reporting period</p>	<p>b.iii. non-guaranteed hours employees, and a breakdown by gender and by region is not available for this reporting period.</p>
2-28	<p>a. report industry associations, other membership associations, and national or international advocacy organizations in which it participates in a significant role</p>	Industry Affiliations, Page 12	
2-29	<p>a. describe its approach to engaging with stakeholders, including:</p> <p>i. the categories of stakeholders it engages with, and how they are identified;</p> <p>ii. the purpose of the stakeholder engagement;</p> <p>iii. how the organization seeks to ensure meaningful engagement with stakeholders.</p>	Stakeholders, Page 11	

GRI CONTENT INDEX 302: ENERGY 2016

		2023 Disclosure Reference	Omission
103-1	Explanation of the material topic and its boundaries	Our Environmental Footprint, Page 43	
103-2	The management approach and its components	Our Environmental Footprint, Page 43	
103-3	Evaluation of the management approach	Our Environmental Footprint, Page 43	
302-1	a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used.	Our Environmental Footprint, Page 43	

GRI CONTENT INDEX 305: EMISSIONS 2016

		2023 Disclosure Reference	Omission
103-1	Explanation of the material topic and its boundaries	Our Environmental Footprint, Page 43	
103-2	The management approach and its components	Our Environmental Footprint, Page 43	
103-3	Evaluation of the management approach	Our Environmental Footprint, Page 43	
305-1	<p>The reporting organization shall report the following information:</p> <p>a. Gross direct (Scope 1) GHG emissions in metric tons of CO2 equivalent.</p>	Our Environmental Footprint, Page 43	
305-2	<p>The reporting organization shall report the following information:</p> <p>a. Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO2 equivalent.</p>	Our Environmental Footprint, Page 43	

GRI 401: EMPLOYMENT 2016

		2023 Disclosure Reference	Omission
103-1	Explanation of the material topic and its boundaries	Social & Human Rights, Page 44	
103-2	The management approach and its components	Social & Human Rights, Page 44	
103-3	Evaluation of the management approach	Social & Human Rights, Page 44	
401-1	a. Total number and rate of new employee hires during the reporting period, by age group, gender and region.	2023 New Team Members, Page 45	“b. Total number and rate of employee turnover during the reporting period, by age group, gender and region not available for this reporting period.”
401-2	a. Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation	2023 New Team Members, Page 45	

GRI 405: DIVERSITY & EQUAL OPPORTUNITY

		2023 Disclosure Reference	Omission
103-1	Explanation of the material topic and its boundaries	Social & Human Rights, Page 44	
103-2	The management approach and its components	Social & Human Rights, Page 44	
103-1	Explanation of the material topic and its boundaries	Social & Human Rights, Page 44	
103-2	The management approach and its components	Social & Human Rights, Page 44	
103-3	Evaluation of the management approach	Social & Human Rights, Page 44	
405-1	Percentage of individuals within the organization’s governance bodies in each of the following diversity categories: i. Gender; ii. Age group: under 30 years old, 30-50 years old, over 50 years old; iii. Other indicators of diversity where relevant (such as minority or vulnerable groups). b. Percentage of employees per employee category in each of the following diversity categories: i. Gender; ii. Age group: under 30 years old, 30-50 years old, over 50 years old; iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).	Global team member representation, page 46. BGIS reports full-and part-time breakdown of staff by gender. Some regions, quantity of staff is reported and in others, percent staff is reported based on available information.	Age groups are not reported

Sustainability Accounting Standards Board (SASB)

Code	SASB Reference	2023 Disclosure
IF-RS-000.A	Number of property management clients categorized by tenants and real estate owners (number)	Not available for this reporting period.
IF-RS-000.B	Floor area under management with owner operational control (square meters)	540M square feet
IF-RS-000.C	Number of buildings under management with owner operational control (number)	50,800
IF-RS-000.D	Number of leases transacted, categorised by: (1) tenants and (2) real estate owners	Not applicable to BGIS
IF-RS-000.E	Number of appraisals provided	Not applicable to BGIS
IF-RS-410a.1	Revenue from energy/sustainability services (reporting currency)	Revenue from energy and sustainability services totalled more than \$83M CAD in 2023.
IF-RS-410a.2	Floor area and number of buildings under management that obtained an energy rating (square feet, number)	24,327 locations, comprising of over 148M square feet of buildings were provided with energy and sustainability services in 2023.
IF-RS-410a.3	Floor area and number of buildings under management that obtained an energy rating (square feet, number)	Portfolio floor area with sustainability certification: 28.9M square feet 121 BOMA BEST certifications 2,456 WELL Health Safety Rating Achievements 4 NABERS Energy & Water Ratings 1 Greenstar certified building
IF-RS-510a.1	Brokerage revenue from dual agency transactions (reporting currency)	Not applicable to BGIS
IF-RS-510a.2	Revenue from transactions associated with appraisal services (reporting currency)	Not applicable to BGIS
IF-RS-510a.3	Total monetary losses as a result of legal proceedings associated with professional integrity, including duty of care	Not available for this reporting period.

Task Force for Climate-Related Financial Disclosures (TCFD)

GUIDANCE FOR ALL SECTORS + NON-FINANCIAL SECTOR (MATERIALS AND BUILDINGS)

Governance	2023 Disclosure
a) Describe board's oversight of climate-related risks and opportunities	<p>BGIS's global ESG governance structure is built into our corporate structure and leadership begins at the top with our global CEO, Gord Hicks.</p> <p>The purpose of the ESG Board is to assist the Global Executive Board in fulfilling its oversight responsibilities with regards to sustainability, environmental, health and safety, diversity, equity, inclusion, community, governance, reputation, and social responsibility matters relevant to BGIS.</p>
b) Describe management's role in assessing and managing climate-related risks/opportunities	<p>The ESG Board oversees BGIS's ESG initiatives such as climate risk and energy reduction. Responsibilities of the board include:</p> <ul style="list-style-type: none"> • Recommend to the Global Executive Board BGIS overall strategy with respect to ESG matters. • Oversee BGIS policies, practices, and performance with respect to ESG matters. • Oversee BGIS reporting standards in relation to ESG matters. • Identify, set, and monitor progress towards sustainability related goals. • Review emerging risks and opportunities associated with ESG topics relative to BGIS that have the potential to impact business, operations, and clients

Strategy	2023 Disclosure
a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	BGIS is in progress of assessing climate related risks and opportunities.
b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	The impact of climate related risks and opportunities on our business, strategy, and financial planning will be detailed following the assessment of climate risks and opportunities.
c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	<p>We are responsible for our Clients' facility operations including projecting costs for climate-related risks such as the cost of energy and energy consumption due to global warming, disasters and clean-up, and building operational impacts from climate change. We use climate-related scenario analysis for the purposes of modeling forecasts of energy consumption and costs. These are used to forecast costs and risks associated with our commercial service delivery contracts and our obligations to meet our Clients' requirements.</p> <p>Our Business Continuity Plans cover extreme weather on BGIS assets and Client assets.</p>
Risk Management	2023 Disclosure
a) Describe the organization's processes for identifying and assessing climate related risks.	Annually, BGIS's Enterprise Risk Management Group reviews risks with each of the Corporate Services and Account Groups, using Risk Prioritization Criteria to determine which identified risks need action and tracking. A Corporate Risk Register is created with a section for each group/account and these risks are reviewed on a quarterly basis. Review of business opportunities on an annual basis include Climate related opportunities including Professional Services, Account Management, Supply Chain and Enterprise Risk Management.
b) Describe the organization's processes for managing climate-related risks	
c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	Our annual Business Continuity Planning process reviews the potential impact of climate-related disasters and builds the impacts into our corporate plans for mitigation and management of their occurrence. As well, each of our Corporate Departments review the potential impact of climate-related risks to our ability to deliver operations to our front line business groups and Clients.
Metrics & Targets	2023 Disclosure
a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	<p>BGIS has identified climate related opportunities by working with our clients to further their goals to mitigate their impacts on the climate and environment. Our consulting services in the following areas support climate-related risk management:</p> <ul style="list-style-type: none"> -Utility Reporting and Analysis -Energy Management and Energy Efficiency Programs -Sustainability Programs -Climate Impact Risk Analysis.
b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Refer to "Our Environmental Impact" section of this ESG Report.
c) Describe the targets used by the organization to manage climate related risks and opportunities and performance against targets.	We have committed to the Science Based Targets initiative (SBTi). The BGIS commitment aligns with the goals of the Paris Agreement, to limit global warming to 1.5°C.



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