



## ENVIRONMENT

# Management Approach

**PAGE 1 - 2:** Operational excellence in ongoing property operations

**PAGE 3:** Sustainability considerations in new development & acquisitions

Our Environmental Management System is ISO 14001 certified to ensure successful implementation of programs and demonstrate our commitment to continual improvement. The EMS covers the collection, monitoring, record keeping, analysis, evaluation and reporting of environmental and sustainability data flowing from our managed properties within operational control.

We maintain a comprehensive energy and utility management system, in addition to a suite of policies, best practices and guidance material to support and enhance environmental sustainability and operational excellence in real estate management and investment. These include establishing goals and objectives, tracking and reporting of key performance indicators, use of best management practices for design, new construction and existing building certification, strategic capital improvements, regular training and education, stakeholder engagement and use of proven technologies.

## Operational excellence in property operations



For ongoing property operations, we use the following programs and tools to implement, demonstrate and monitor environmental performance:

- **Eco Tracker, Eco View, and ENERGY STAR Portfolio Manager** are tools we use to measure, manage, benchmark and model energy, water, waste and GHG emissions.
- **Eco Tracker** is our proprietary sustainability data management system typically used for office, enclosed retail and multi-family residential portfolios. This state-of-the-art system provides comprehensive energy, water, waste and emissions tracking and reporting supported by analytics and engineering, with surveys capturing qualitative sustainability metrics. Eco Tracker has an automated data exchange service with ENERGY STAR Portfolio Manager to streamline data entry requirements, generating a 1-100 ENERGY STAR score to externally benchmark our properties against similar buildings. This system also includes Eco Modeler, an energy modeling, forecasting and tracking tool used to facilitate the process of setting energy reduction targets, while also predicting reductions in cost, consumption and GHGs from implementing energy efficiency measures.



- **Eco View** is a paired down version of Eco Tracker typically used for light industrial and open-air retail properties offering basic utility tracking (meter read dates, consumption & cost) with access to surveys to capture qualitative sustainability data.
- **BORiS** is BentallGreenOak's Online Risk Information System and it is a fundamental part of BentallGreenOak's business management systems. BORiS helps us to identify, assess and actively monitor occupational health & safety (OHS) and environmental risks associated with client property portfolios. Key functions of the BORiS system are:

Function	Description
Environmental Risk Management	<ul style="list-style-type: none"> <li>• Tracks environmental concerns at properties including high risk tenants, hazardous substances and more.</li> <li>• Facilitates completion of an Annual Environmental Checklist.</li> <li>• Provides a centralized library maintaining both current and historical environmental documents including reports, physical information and incident tracking information.</li> <li>• Enables real time notification of property-related environmental issues to our Environmental Officer.</li> </ul>
Occupational Health & Safety Management	<ul style="list-style-type: none"> <li>• Outlines policies and processes in the workplace aimed at mitigating occupational risks.</li> <li>• Enables completion of workplace hazard assessments.</li> <li>• Facilitates internal reporting of workplace accidents and near misses.</li> </ul>
Regulatory Compliance	<ul style="list-style-type: none"> <li>• Includes a regulatory reference library of environmental and health &amp; safety regulations, in laymen's terms, applicable to the numerous jurisdictions in which we operate.</li> </ul>

- **Third-party green building certifications**, including BOMA BEST, LEED, IREM, ENERGY STAR, or healthy building certifications like Fitwel and WELL, demonstrate our commitment to making significant operational and environmental improvements to building through an externally verified framework.
- An annual **Benchmarking Survey** is used to inform budget decisions and improve sustainability outcomes in the following areas: energy, water, waste, green building certifications, tenant relationships, and health & well-being.
- **Sustainability best practices** including but not limited to energy, water, waste, green cleaning, indoor air quality, sustainable procurement, and EV charging stations are provided to drive performance.
- **Waste management programs** to reduce, reuse and recycle.
- **Green lease provisions** to promote sustainable property operations and tenant engagement in sustainability issues.
- **Tenant Green Design Guide** that establish sustainable base standards, highlight best practices, and provide strategies and technical assistance. The standards apply to the build-out or remodeling of space to address energy, water, waste, materials, and indoor environmental quality.



The **ForeverGreen Tenant Engagement Program** is implemented in all asset types across North America, including a variation for multi-family properties called, **ForeverGreen@Home**. The goal of the program is to increase tenant loyalty and improve building performance associated with tenant utility consumption, waste, health and wellness, and occupant behaviour. Resources such as posters are provided to equip both property managers and tenants with actionable content around monthly sustainability and health and wellness themes. Our quarterly newsletters provide property teams with implementation strategies and plans.



A sample of monthly ForeverGreen Tenant Engagement Program posters on display at BentallGreenOak properties across North America in 2020

### Sustainability considerations in new development & acquisitions

We investigate environmental risks through BORiS and evaluate sustainability metrics including energy performance, where we are able to obtain the information. We consider the presence of, or opportunity to attain, third-party certifications. We also carefully assess walkability score, transit score and focus on Central Business District (CBD) real estate. Our approach is implemented for a growing number of clients and we plan to increase the number of metrics we include in the evaluation process.

Our real estate **development projects** are designed to create thriving destinations that respond to present and future demands of tenants and residents. Our efforts involve third-party certifications that validate the environmental performance of our assets, enhance transparency and establish a clear market differentiator that our investors and tenants value. For **new developments**, we investigate environmental risks through BORiS and strive to achieve third-party certification in order to improve asset sustainability, transparency, quality control and market differentiation. For many clients, LEED certification is prioritized, while others take a case-by-case approach that considers the asset type, and local market preferences. We construct buildings designed to improve occupant well-being by using low-emitting materials and by providing natural lighting and access to amenities such as bike storage, fitness facilities, restaurants, retail and other services.