BGIS

2025 ESG REPORT









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1.0 INTRODUCTION, APPROACH & THEME

This report demonstrates how BGIS translates its corporate values into measurable environmental, social, and governance (ESG) outcomes, delivering tangible value across our clients' portfolios, our workforce, and the communities we serve. It outlines our ESG efforts, focusing on the areas most relevant to our Partners and Stakeholders. Developed under the leadership of our executive team and ESG committee, the report reflects our commitment to transparency, sustainability, and responsible growth.

ESG at BGIS is not treated as a standalone function, it is embedded into operations to drive productivity, optimize cost structures, enhance asset performance, and strengthen long-term resilience.

The 2025 ESG report is structured around several core themes that define how BGIS creates long-term value:

- Resilient Growth: Strengthening market leadership through integrated ESG programs that enhance operational and financial performance.
- Client & Partner Stability: Supporting clients and supplier partners through sustainable, reliable, and forward-looking service delivery models.
- People-First Culture: Investing in the health, safety, and development of our workforce as a critical driver of performance and continuity.
- Sustainable Innovation: Delivering solutions that advance decarbonization, efficiency, and healthy building environments.

BGIS operates through a set of integrated, enterprise-wide programs that enable consistent ESG performance, including:

- Comprehensive health, safety, and well-being platforms that support workforce resilience and productivity.
- Industry-leading healthy building initiatives, including BGIS Blue Zone Buildings™, enhancing indoor environmental quality and occupant performance.
- Robust governance, compliance, and data security frameworks, underpinned by global ISO-certified management systems.
- Advanced risk management and business continuity programs, ensuring uninterrupted service delivery in dynamic and uncertain conditions.
- Scalable, data-driven sustainability solutions, supporting decarbonization, resource efficiency, and client ESG objectives.

BGIS' approach is grounded in disciplined execution, continuous investment in our people and technologies, and a commitment to delivering measurable outcomes. Through this approach, we serve as a trusted partner, helping clients navigate complexity, manage risk, and achieve long-term sustainable performance.

1.1 OUR COMMITMENTS

BGIS Commitments	Key Aspects

Environment



BGIS is committed to reducing energy consumption, natural resource use, and greenhouse gas emissions in our clients' portfolios. We are 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. Environmental stewardship is a cornerstone of our operating philosophy. This commitment is highlighted in our integrated management system, based on the ISO 14001 standard.

BGIS is a participant in Canada's Net Zero Challenge. We are committed to net-zero across our scope 1 and 2 emissions, and for a few categories of scope 3 categories by 2050. We also track water and waste performance for our offices, are working towards reducing our footprint, and have demonstrated a 5% improvement in waste diversion for our Markham Head office from 2024 to 2025.

BGIS is committed to transparent climate-related disclosures. We have adopted the recommendations of the Task Force on Climate Related Financial Disclosures (TCFD).

Inclusion & Belonging



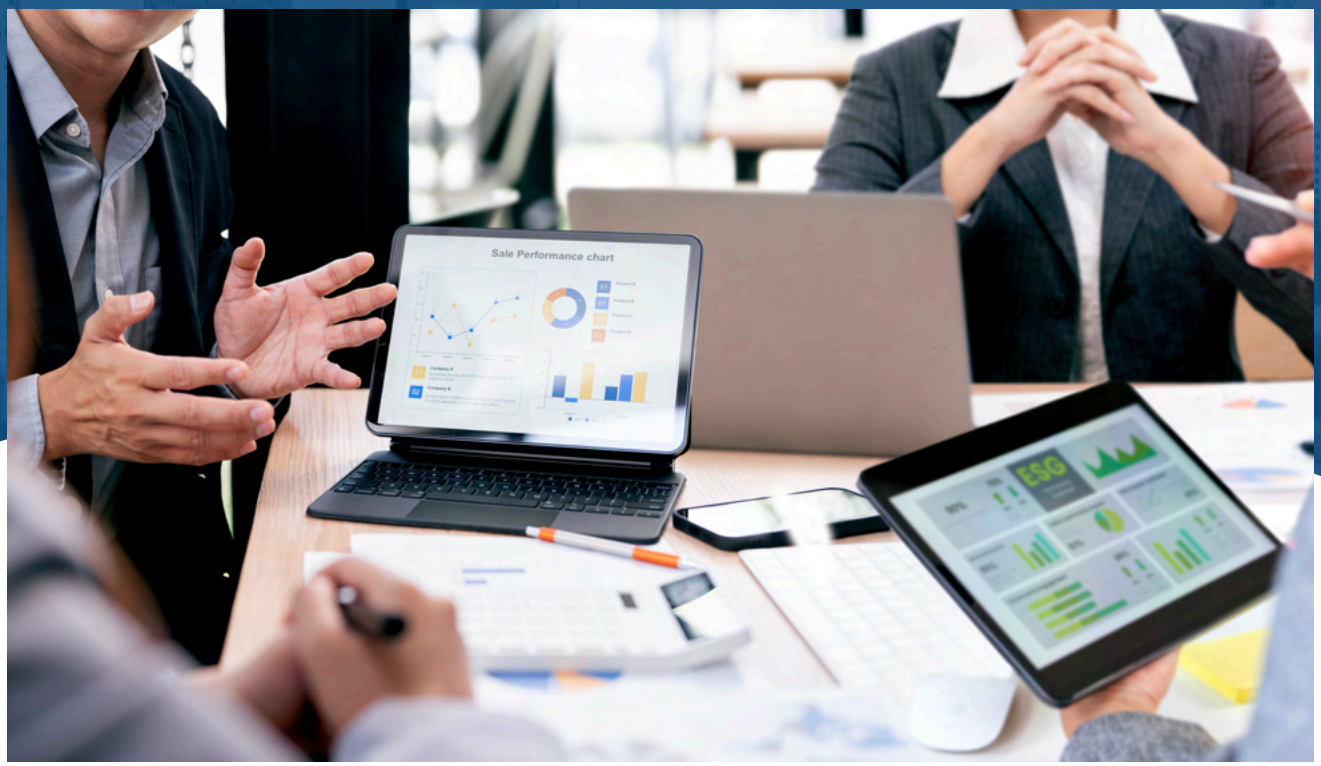
BGIS remains committed to the promotion of an equal and inclusive workplace through:

- Ongoing partnership with Canadian Centre for Diversity and Inclusion (CCDI).
- Continuation of Team Member Resource Groups for Abilities, Women of BGIS and Pride Committee to amplify voices, build allyship and support personal and professional growth
- In the US we continued focus on Veterans recruitment and community building
- In APAC we participated in the Bennelong Cup, National Reconciliation Week, NAIDOC Week and various other programs that support inclusion and belonging.
- In the UK we updated our Menopause Policy and held a fireside chat with the theme; Empower, Elevate, Accelerate: Women leading at BGIS
- Provision of non-traditional and underrepresented suppliers' accessibility to BGIS procurement with an equal opportunity to become a supplier.

Mental Health & Safety



- Launch of the "Work Ready" rule, recognizing that safe and effective performance of our team members depends not only on physical readiness but also on their physiological and psychological state.
- Delivered Leader Mental Health Training in 2025 with 98% compliance,
- Continued growth with our Mental Health First Aid Responder Program, including 26 active responder in 2025 –certified through the Mental Health Commission of Canada and launched Mental Health Ambassador Program in the US certifying 24 Leaders.
- BGIS' Director of Wellness continues to develop policies and programs in BGIS' framework such as updating our Flex/Floater/Personal Day policy to offer more autonomy and inclusiveness for wellness, family responsibilities, or personal emergencies, including mental health needs.



1.2 REPORTING PERIOD

The 2025 Environmental, Social, Governance Report is reporting on our activities from January 2025 to December 2025, unless explicitly stated otherwise.

1.3 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".

1.4 A MESSAGE FROM GORD HICKS, CEO, BGIS



Gord Hicks

CEO, BGIS

In 2025, BGIS accelerated its Environmental, Social, and Governance (ESG) strategy by embedding sustainability into operations, strengthening community impact, and advancing a people-first culture grounded in accountability and inclusion. Across global operations, BGIS delivered measurable outcomes aligned with client priorities, workforce productivity, and environmental resilience, translating ESG performance into tangible financial value.

Environmental Sustainability

BGIS continues to operationalize sustainability through scalable, data-driven solutions across the built environment, delivering both environmental and financial returns. Through Sustainable Decommissioning, BGIS enables clients to optimize and transition portfolios while achieving high landfill diversion rates, reducing disposal costs, and unlocking residual asset value through reuse and recycling.

Advanced building optimization and analytics remain a key differentiator. In the UK, energy and performance programs have exceeded carbon reduction targets by over 20%, generating direct cost savings in utilities and maintenance. These initiatives reduce operating expenses, improve net operating income, and enhance asset value across client portfolios.

A key enabler of more resilient and efficient portfolios is BGIS' integration of AI-driven technologies into asset management and capital planning. By leveraging advanced analytics and predictive modeling, BGIS helps clients prioritize capital investments, optimize lifecycle planning, and reduce unnecessary spend. This data-driven approach enables:

- More precise capital allocation aligned to risk and asset condition
- Reduced operating and maintenance costs
- Improved asset reliability and performance
- Alignment of capital programs with sustainability and decarbonization goals

These capabilities allow clients to make informed, forward-looking investment decisions, strengthening portfolio resilience while delivering measurable financial and environmental outcomes.

Complementary initiatives, including LEED-certified assets, smart building systems, and circular economy practices, further position BGIS clients to benefit from lower lifecycle costs and stronger long-term asset performance.

These outcomes were reinforced in 2025 by industry recognition, including Green Apple Awards (UK), BOMA BEST certifications and Earth Awards (Canada), the Australian Government Environmental Stewardship Award, and LEED Gold certification, demonstrating consistent environmental leadership and measurable impact.

Community Engagement

In 2025, BGIS continued to strengthen communities through global partnerships, targeted social investment, and employee-led initiatives, while reinforcing the link between social impact and economic performance.

In Canada and globally, BGIS supports initiatives focused on mental health, food security, youth development, and environmental restoration. These programs contribute to stronger, more resilient communities, which in turn support workforce stability, talent attraction, and long-term economic participation.

Indigenous engagement and reconciliation remain a strategic priority. Through supplier diversity, workforce development, and sustained partnerships, BGIS is advancing inclusive economic growth, creating measurable value through expanded participation in supply chains and employment.

A defining component of BGIS' societal and economic impact is the BGIS Blue Zone Buildings™ program, which positions indoor environmental quality as a driver of productivity and financial performance. Research from the Harvard T.H. Chan School of Public Health COGfx study demonstrates that improved indoor air quality can increase cognitive performance by up to 61–101%, particularly in decision-making and strategic thinking functions. Additional studies link improved ventilation and reduced particulate exposure to lower absenteeism and higher task efficiency.

Given that salaries represent 80–90% of total occupancy costs, even modest productivity gains (1–3%) can deliver a 10x+ return relative to facility investments. As a result, improved indoor environments directly contribute to:

- Increased workforce productivity and output
- Reduced absenteeism and healthcare-related costs
- Enhanced employee engagement and retention
- Improved EBITDA performance

At scale, these gains support broader economic productivity and long-term societal prosperity. In 2025, BGIS expanded the BGIS Blue Zone Buildings™ Program to a number of buildings around the world.

These outcomes are recognized externally by organizations such as the Corporate Knights – Best 50 Corporate Citizens in Canada and CAMSC Corporation of the Year for supplier diversity and Indigenous engagement.

Social Governance

BGIS continues to strengthen governance through ethical leadership, inclusion, workforce development, and operational excellence, directly supporting risk management and long-term value creation.

Inclusion & Belonging has been established as a core leadership priority, improving employee engagement, psychological safety, and retention, key drivers of productivity and reduced turnover costs. Workforce development programs, including internships and apprenticeships, strengthen talent pipelines and reduce BGIS' future hiring and training costs.

BGIS is also committed to supporting the military veteran community, particularly in the United States, through targeted hiring and workforce integration programs. By creating pathways for veterans to transition into facilities management and technical careers, BGIS benefits from highly skilled, disciplined talent while supporting meaningful post-service employment opportunities.

This commitment was recognized in 2025 by the Hire Vets Gold Medallion Award, demonstrating leadership in veteran hiring, retention, and development. In addition, BGIS hosted its 3rd Annual Charity Golf Event in Naples, Florida, raising over $100,000 USD in support of Operation Healing Forces, an organization dedicated to the recovery and well-being of Special Operations Forces veterans and their families. These initiatives reflect BGIS' broader commitment to those who have served, while strengthening workforce capability and community impact.

Health, safety, and well-being remain foundational, with strong compliance systems reducing operational risk and business disruption. BGIS was recognized with industry-leading certifications, including ROSPA Gold (UK), CHAS Platinum, and NSC safety awards, demonstrating consistent performance in risk mitigation.

Collectively, these initiatives enhance organizational resilience, reduce operational volatility, and support sustained financial performance.

Looking Ahead

BGIS is increasingly focused on climate-driven risks, particularly wildfires and wildfire smoke, which present material impacts to human health, asset performance, and economic productivity.

Wildfires are increasing in frequency and severity across Canada, the United States, and Australia. In 2023, Canada experienced a record wildfire season, with 15–18 million hectares burned, over seven times the historical average. The resulting smoke exposure affected hundreds of millions of people globally, contributing to significant health and economic impacts.

Wildfire smoke, specifically fine particulate matter (PM2.5), is now recognized as both a public health and economic risk. Exposure is linked to respiratory and cardiovascular illness, increased hospitalizations, and measurable declines in cognitive performance and productivity. In Canada alone, the economic burden of wildfire smoke exposure has been estimated at up to $50 billion annually, driven by healthcare costs, lost productivity, and business disruption.

In response, BGIS will continue to advance targeted solutions to protect both people and assets, including:

- Creating awareness and educating customers on new IAQ technologies and solutions
- Deployment of high-efficiency filtration systems
- Expansion of real-time indoor air quality monitoring
- Integration of air quality response protocols into building operations

These measures deliver strong return on investment by maintaining safe indoor environments, protecting workforce productivity, and ensuring continuity of operations during climate-related disruption.

As climate risks intensify, BGIS remains focused on delivering resilient, high-performance buildings that protect human health, optimize financial outcomes, and support long-term economic stability.

BGIS also recognizes that its people are central to delivering resilient, high-performing environments. The organization is proud to foster a workplace culture that is consistently recognized by its employees, achieving industry-leading rankings on Glassdoor as a top employer in its sector.

Through its Team Member First Program, BGIS remains committed to enhancing employee experience by expanding opportunities for everyday cost savings at home, supporting well-being, and investing in career development. Innovative talent strategies continue to attract and retain highly skilled technical professionals, ensuring BGIS maintains the lowest turnover rates in the industry and provides competitive advantage in delivering highly technical, value-added services.

By investing in both our people and our solutions, BGIS is well positioned to navigate emerging risks, drive productivity, and deliver long-term, sustainable, differentiated value for our clients, team members, and the broader communities in which we live and serve!



Gordon *Hicks, C.M.*

CEO & Proud Member of the BGIS Team



1.5 ABOUT BGIS

Who We Are

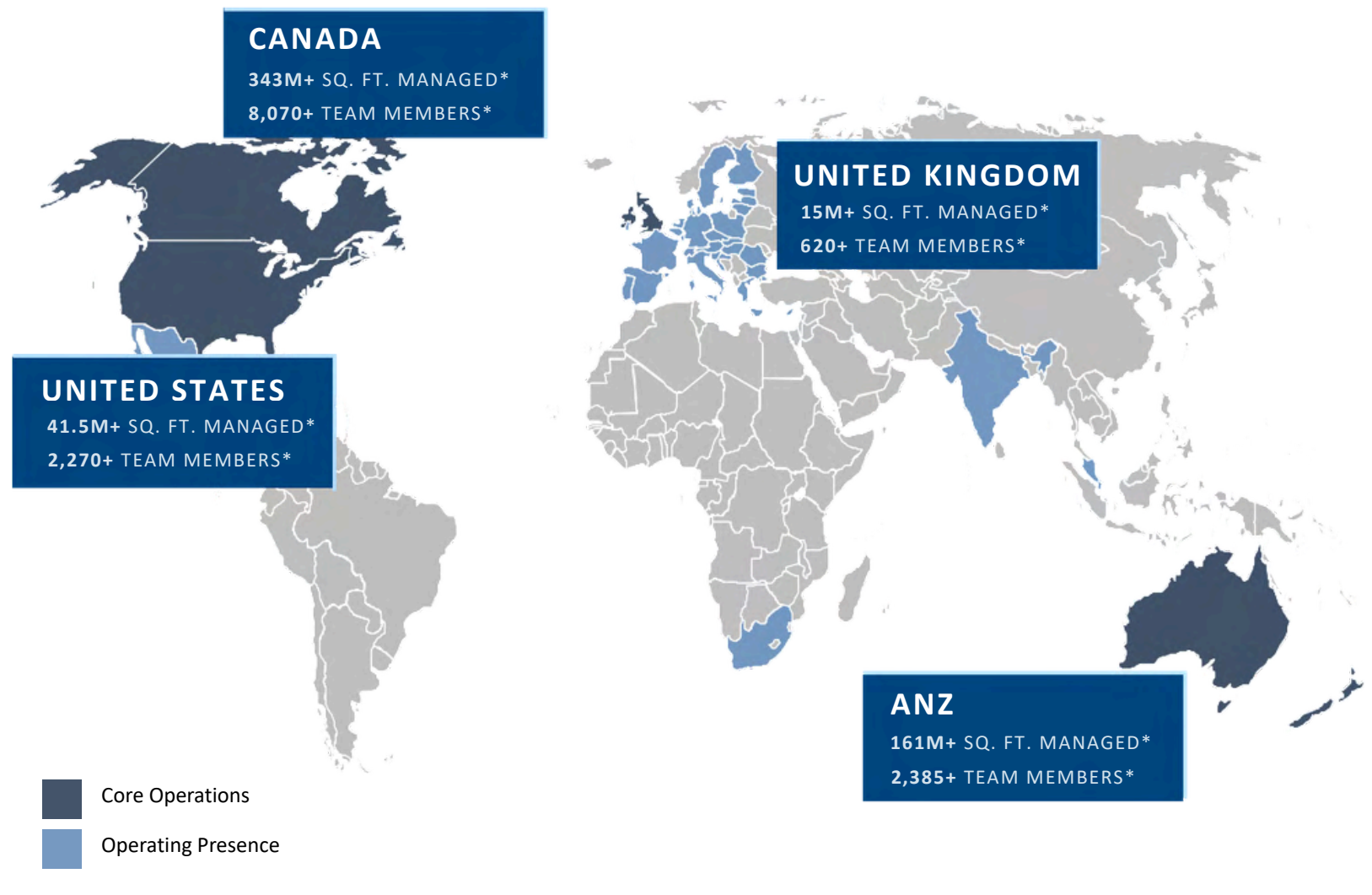
12,690+
EMPLOYEES GLOBALLY*

250+
CRITICAL ENVIRONMENTS MANAGED*

585M+
SQ. FT. MANAGED SPACE GLOBALLY*

51,950
CLIENT LOCATIONS*

Global Reach



* Figures reflect data at time of report publication



1.6 OUR VALUES

What we Stand for

Mission

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

Vision

We are the recognized leader in the provision of Real Estate Management Services.

We are the role model for sustainable operating practices and portfolio strategy.

We are the employer of choice within our industry and a “Best Employer.”



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 Partners and Stakeholders.

- Maintained certifications for ISO 9001, ISO 14001, ISO 45001, ISO 22301, and ISO 27001 around the world, & ISO 27017 at our global HQ
- Formalized policies relating to Modern Slavery, Indigenous Reconciliation, Inclusion & Belonging
- Ranked Best 50 Corporate Citizens since 2018 – #19 in 2025



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.

- Deployment of BGIS' Dynamic Capital Planning Tool.
- Monthly Innovation Hour – global showcases for innovations
- Expansion of BGIS Blue Zone Buildings™ program



Living Sustainably

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

- 28,000MT of waste diverted at our client sites
- BGIS saved over 11,500 tCO2e from building perforamcne and smart building programs.
- 67,000MWH of energy savings, over 4,800tCO2e through implementation of various projects including operational HVAC adjsuutemts, LED lighting retrofits, and Hybrid Heat Pump equipment replacements.



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% Likelihood to Recommend
- Consistent achievement of contractual KPIs and guaranteed savings
- 5,957 Memorable Customer Experiences delivered in 2025



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.

- Formally recognized 6,125 team members through our High Five program
- Annual engagement survey indicated that 80% of us are engaged across the dimensions of saying good things about working at BGIS, intending to stay with BGIS and striving to do our best work each day
- Global and regionally tailored Inclusion & Belonging Events



1.7 OUR PARTNERS, STAKEHOLDERS + INDUSTRY AFFILIATIONS

BGIS Partners and Stakeholders include the communities in which we operate, our clients, our team members, industry associations, suppliers and our board members

Our Partners and Stakeholders benefit in numerous ways, from enhancing client efficiency and lowering environmental impact, to fostering growth for our team and suppliers, to advancing community well-being through sustainable environmental and social initiatives.

Partners & Stakeholders

At BGIS, we actively engage our Partners & Stakeholders through satisfaction surveys for customers, team members, and suppliers, allowing us to assess feedback and integrate their insights into our annual sustainability goals. In addition, we welcome continuous input from our team, clients, and suppliers throughout our daily operations, ensuring all perspectives are considered in our decision-making process. Following are examples of how we engage with communities, clients, team members, the industry, suppliers, and our board of directors.



COMMUNITIES

Local Employment: Creating meaningful employment opportunities that strengthen local economies.
Sustainable Practices: Driving sustainable practices to reduce the environmental footprint of both BGIS and our clients.
Community Engagement: Supporting community-based organizations through partnerships and contributions.
Resilience Building: Enhancing disaster preparedness, response, and long-term resilience.

CLIENTS

Innovative Solutions: Continuously design and implement innovative solutions that not only meet client needs but also reduce environmental impact, lower energy consumption, and drive cost savings and operational efficiencies.
Excellence in Asset Management: Deliver exceptional asset management programs and consistently fulfill commitments with precision and accountability.
ESG Partnership: Delivering on the role we play in supporting our clients in achieving their ESG targets.

TEAM MEMBERS

Quality Employment & Benefits: We provide meaningful jobs supported by competitive wages and customized benefit programs that reflect the diverse needs of our workforce.
Growth & Development: We invest in continuous learning, offering training and advancement opportunities to help employees reach their full potential.
Inclusive Culture: We foster a diverse, equitable, and inclusive workplace where everyone feels valued, respected, and empowered to contribute.
Health & Safety: We prioritize the well-being of our employees through robust workplace safety programs and a proactive approach to risk management.

INDUSTRY ENGAGEMENT & ADVOCACY

Contributing Expertise to Policy Development: We actively collaborate with industry associations, offering our knowledge and insights to help shape regulations and advance sustainable policy frameworks.

Promoting Sustainable Practices Across Partners and Stakeholders: By engaging clients, team members, and suppliers, we elevate the role of industry associations in driving sustainability and supporting community well-being.

SUPPLIERS

Enabling Supplier Growth: We create opportunities for suppliers to expand their businesses through long-term, collaborative partnerships.

Transparent Procurement Practices: Our sourcing processes are open, fair, and built on integrity, ensuring accountability and trust across our supply chain.

Championing Supplier Diversity: We actively seek and support diverse suppliers to foster innovation, equity, and inclusive economic development.

Commitment to Sustainable Sourcing: We prioritize suppliers who align with our environmental and social values, helping to reduce our collective impact and promote responsible practices.

BOARD OF DIRECTORS

Driving Sustainable Business Performance: We achieve long-term success through operational excellence, cost efficiency, and a commitment to sustainable growth.

Upholding Ethics and Compliance: Our actions are guided by strong ethical principles and strict adherence to legal and regulatory standards.

Fostering Corporate Transparency: We maintain open and honest communication with Partners and Stakeholders, ensuring accountability and trust across all aspects of our business.



Guided by our core values and the strategic leadership of our Board of Directors, our commitment to sustainable business practices enables us to deliver a wide range of services that positively impact all Partners and Stakeholders and enhance the well-being of our communities.

Partnering with Industry Leaders

Industry Affiliations

BGIS maintains active and strategic involvement with leading global industry associations, leveraging these partnerships to influence policy development, accelerate innovation, and advance industry standards across the built environment. In several cases, BGIS plays a leadership role through board participation, policy contribution, and the facilitation of cross-industry collaboration, enabling the acceleration of sustainable practices and technology adoption.

These affiliations directly support BGIS' ESG priorities by:

- Advancing climate and sustainability practices through industry collaboration
- Strengthening governance, compliance, and ethical standards
- Driving innovation in building performance and asset management

Through these partnerships, BGIS drives measurable impact, supporting clients in achieving ESG objectives, accelerating the adoption of sustainable technologies, and contributing to stronger, more resilient communities and built environments globally.

These partnerships provide BGIS with a platform to:

- Contribute to energy policy and sustainability frameworks
- Advance facilities management best practices and standards
- Support workforce development and professional accreditation
- Accelerate the adoption of clean technologies and smart building solutions

The tangible outcomes of these collaborations are highlighted throughout this report, including our portfolio of industry awards and recognitions for 2025.

1.8 AWARDS & RECOGNITION

NORTH AMERICA

King Charles III Coronation Medal: Gord Hicks received the King Charles III Coronation Medal, recognizing his leadership and contributions to youth mental health advocacy across Canada.

NRG Energy Excellence Awards: BMO, in partnership with BGIS, Morgan Solar, and Cisco, was awarded Gold in the Sustainability category at the 2025 NRG Energy Excellence Awards, recognizing innovation in energy efficiency and sustainable building solutions.

Hire Vets Gold Award: BGIS received the Gold award in 2025. This award recognizes a company or organization's commitment to veteran hiring, retention, and professional development

BOMA Québec – Défi énergie en immobilier: BGIS achieved category winner status for 75 René-Lévesque East, Chandler, and was named a finalist for four additional properties, recognizing significant year-over-year improvements in energy performance.

BOMA BEST: BGIS achieved one Gold-level BOMA BEST Award and four Silver certifications, recognizing excellence in environmental management across multiple properties.

BOMA Toronto CREST Awards: BGIS received a CREST Award in the Innovation category for its Smart Solar Energy Blind System, recognizing leadership in sustainable and innovative real estate solutions.



BOMA Toronto CREST Award

Forbes Canada's Best Employers: BGIS was recognized on Forbes' 2025 list of Canada's Best Employers for Company Culture, highlighting its commitment to a strong, inclusive, and people-first workplace.

IFMA: Lorri Rowlandson was recognized as one of IFMA's Top Global FM Influencers, highlighting her impact in advancing innovation and leadership in the built environment.

Corporate Knights: BGIS was recognized on Corporate Knights' 2025 Best 50 Corporate Citizens in Canada list, highlighting its leadership in sustainability, social responsibility, and ethical business practices.

BOMA Manitoba Earth Awards: BGIS was awarded the 2025 BOMA Manitoba Earth Award – Light Industrial for the Winnipeg Records Centre, recognizing excellence in environmental performance and sustainable industrial operations.

Top 10 HR Leaders in Canada by Manage HR Magazine: Acklin J. Tellis was named among the Top 10 HR Leaders in Canada, recognizing his leadership in advancing a people-first culture.

OnCon Top 50 Human Resources Team Award & Top 50 DEI Team Award: Recognizing BGIS' leadership in people-focused practices and its commitment to diversity, equity and inclusion.

OnCon Top 100 Learning & Development Team Award & Top 100 Talent Acquisition Team Award: Recognizing BGIS' leadership in talent acquisition, employee development and career growth initiatives.

UNITED KINGDOM

Gold Green Apple Environment Award: BGIS, in partnership with PSS Group, was awarded the 2025 Gold Green Apple Environment Award, recognizing excellence in sustainable facilities management and measurable environmental impact.

RoSPA Gold Medal Achievement Award: BGIS was awarded the 2025 RoSPA Gold Medal Achievement Award, recognizing excellence in health and safety performance and marking its fifth consecutive Gold Award.

IWFM Impact Awards - ESG Council: The BGIS UK and Europe ESG Council was an IWFM Finalist for Equity, Diversity and Inclusion initiative.

IWFM Impact Awards - Manager of the year: Hamza Idris, BGIS Global Integrated Solutions, was a finalist for IWFM Manager of the Year

PFM Finalist – Partners in Expert Services, Large Estates: BGIS UK & Europe, in partnership with The Crown Estate, was shortlisted for the 2025 Partners in Expert Services – Large Estates Award, recognizing excellence in technical service delivery and complex building operations.

PFM Finalist – Partners in M&E (Mechanical & Electrical): BGIS UK & Europe, alongside Landsec and Jaguar Building Services, was shortlisted for the 2025 Partners in M&E Award, recognizing excellence in collaboration and mechanical & electrical service delivery.

AUSTRALIA & NEW ZEALAND

Facility Management Association (FMA) Awards: BGIS, in partnership with Qantas, was named a finalist in the Excellence in FM Practice category, recognizing high-performance integrated facilities management across a diverse portfolio.

RICS Awards (Asia Pacific): BGIS was named a finalist in the 2025 RICS Awards for Property & Facilities Management Team of the Year, recognizing excellence in integrated facilities management services delivered in partnership with Qantas.

Property Council ACT & Capital Region Awards: BGIS was named a finalist in the Team of the Year category, recognizing excellence in integrated facilities management and operational performance across national assets.

HRD Australia – Australian HR Awards: BGIS' People & Culture team was named a finalist in four categories, recognizing excellence in human resources leadership and programs.

WORK180: BGIS was recognized among WORK180's 2025 Top 5 Employers for Career Development in Australia, highlighting its commitment to advancing employee growth and supporting women's career progression.

Property Council of Australia Innovation & Excellence Awards: BGIS was named a finalist in the Product, Program or Service Innovation category, recognizing the impact of its AI-powered REED refrigerant optimization system in improving energy efficiency and reducing emissions.



2025 RICS Awards for Property & Facilities Management Team of the Year



Facility Management Association (FMA) Award



1.9 ESG GOVERNANCE & MATERIALITY

ESG Board Oversight

At BGIS, ESG governance is embedded within our global corporate structure through a disciplined, enterprise-wide framework that ensures alignment with business strategy, risk management, and operational performance. Our Global CEO, Gord Hicks, provides executive sponsorship for ESG governance, supporting the establishment and ongoing leadership of the Global ESG Board in accordance with its formal charter.

The ESG Board serves as a central governance body, providing strategic oversight, guidance, and performance monitoring across BGIS' ESG priorities, while supporting the Global Executive Board in decision-making and risk oversight.
Key areas of oversight include:

- Climate and Environmental Performance: sustainability strategy, energy reduction, and climate-related risks
- Health, Safety, and Well-being: ensuring safe, resilient, and high-performing workplaces
- Inclusion & Belonging: fostering an inclusive, equitable, and engaged workforce
- Community Impact: strengthening community engagement and social value creation
- Governance and Ethics: including compliance, data integrity, and corporate reputation

The ESG Board monitors performance against defined metrics, reviews emerging risks and opportunities, and ensures ESG priorities remain aligned with BGIS' core values and the expectations of our Partners and Stakeholders. The Board also ensures integration with enterprise risk management processes, embedding ESG considerations into broader business planning and decision-making.

Key Responsibilities of the ESG Board

The ESG Board provides strategic oversight and governance to ensure ESG priorities are fully integrated into BGIS' business strategy, risk management framework, and operational execution. Among its responsibilities, the ESG Board will:

- Recommend and periodically refine BGIS' ESG strategy, ensuring alignment with enterprise objectives, client priorities, and evolving regulatory and market expectations
- Oversee the implementation and performance of ESG programs, including policies, standards, and operational practices across all regions
- Establish and guide ESG reporting and disclosure frameworks, ensuring alignment with recognized standards and transparency requirements
- Approve and monitor progress against ESG targets and key performance indicators, supporting data-driven performance management
- Identify, assess, and oversee ESG-related risks and opportunities, integrating them into enterprise risk management and strategic planning
- Escalate material ESG risks, performance issues, and strategic recommendations to the Global Executive Board
- Review and approve ESG-related policies and frameworks to ensure ongoing relevance and effectiveness
- Ensure alignment between ESG priorities and BGIS' Enterprise Risk Management (ERM) program, including the identification and tracking of climate, operational, and supply chain risks

BGIS' ESG governance structure is designed to ensure strong leadership, clear accountability, and full integration of ESG priorities across the organization. Oversight begins at the highest levels, with the Global CEO providing stewardship and the Board of Directors and Global Executive Board ensuring alignment with corporate strategy and enterprise governance.

The Global ESG Board is responsible for managing ESG initiatives, guiding performance, and embedding ESG principles into business operations. Through this structure, ESG is integrated across client-facing and operational functions, where account leadership drives engagement with clients, sustainability committees enable collaboration and knowledge sharing, and energy and sustainability leaders advance innovative solutions.

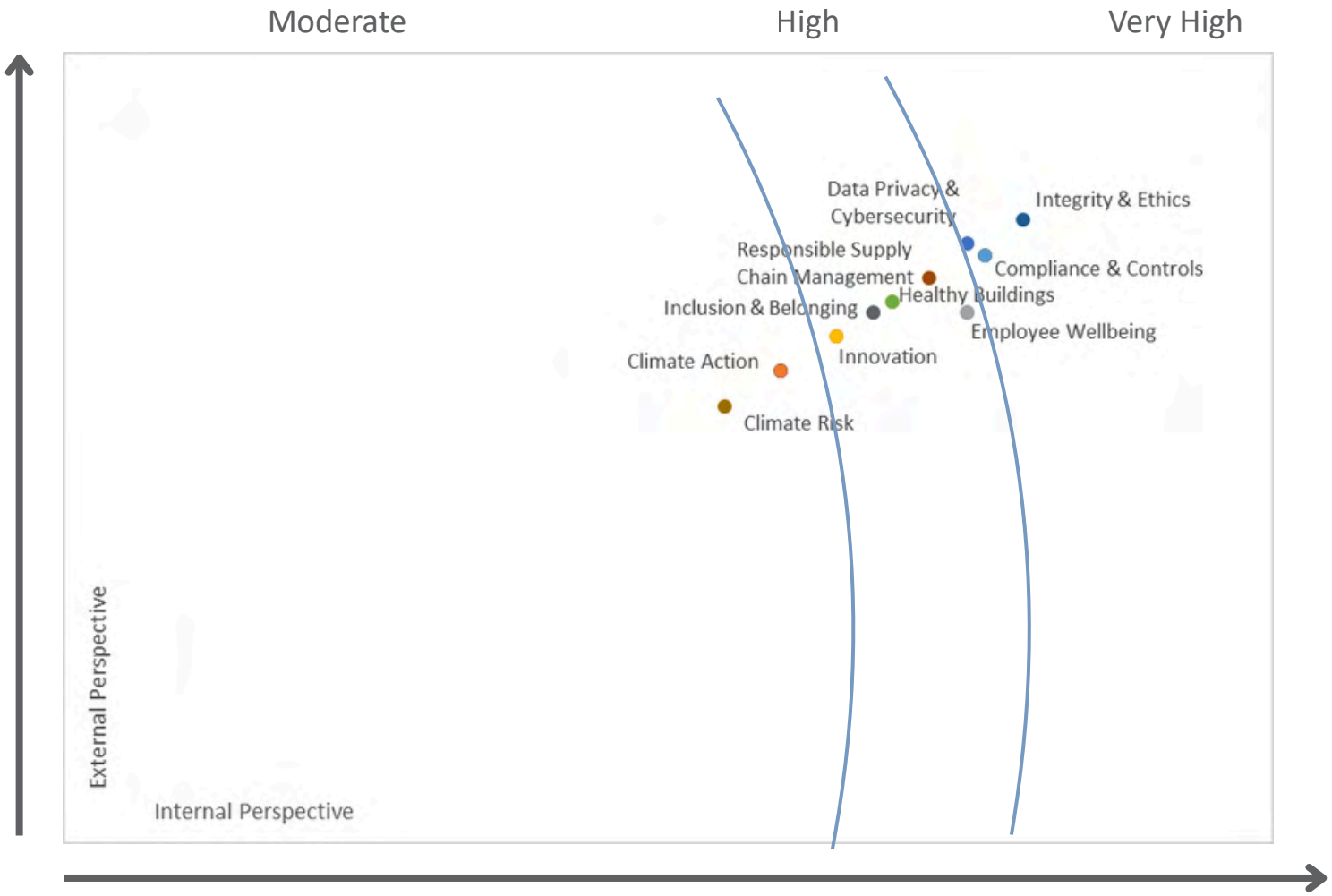
At the operational level, ESG is embedded into day-to-day building management practices, ensuring that sustainability, resilience, and responsible operations are consistently delivered across BGIS' portfolio.

Looking ahead, the ESG Board will continue to evolve its priorities to address emerging risks, regulatory developments, and client expectations. This evolution is informed by structured engagement with Partners and Stakeholders, as well as data-driven insights from across our global operations.

BGIS is committed to expanding ESG engagement across its ecosystem, including clients, communities, suppliers, team members, leadership, and industry partners, to strengthen transparency, accountability, and measurable impact. This ongoing dialogue supports continuous improvement and ensures ESG considerations remain embedded in strategic decision-making and operational execution.



What Matters to Us



Results from BGIS' 2025 Materiality Assessment

BGIS' 2025 Materiality Assessment aligns with not only our purpose above but also the issues that are at the forefront of our societies today.

PRIMARY RESULTS

- Integrity & Ethics
- Data Privacy & Cybersecurity
- Compliance & Controls

SECONDARY RESULTS

- Healthy Buildings
- Responsible Supply Chain Management
- Employee Wellbeing
- Inclusion & Belonging
- Innovation
- Climate Action
- Climate Risk



2.0 GOVERNANCE & ETHICS

2.1 GOVERNANCE FRAMEWORK & ACCOUNTABILITY

Board of Directors Structure

In recent years, BGIS has strategically expanded its global footprint through targeted acquisitions, strengthening its capabilities across key service lines while enhancing governance oversight across a growing and diverse portfolio.

The BGIS Group of Companies comprises multiple legal entities, each governed by its own board of directors within a consistent global governance framework. Across a number of these entities, boards include strong representation of women, with several achieving approximately 50% female representation, reflecting BGIS' commitment to inclusion and belonging at the leadership level.

These boards meet regularly with directors and executive leadership to oversee risk, evaluate strategic opportunities, and provide governance direction aligned with organizational priorities. BGIS maintains a rigorous governance framework supported by formal board evaluations, structured succession planning, and clearly defined accountability mechanisms to ensure continuity and effective leadership. Governance practices are reinforced through documented meeting protocols and oversight by an independent audit committee responsible for compliance, internal controls, and impartial review.

The BGIS Group is ultimately governed by a parent Board of Directors, appointed by shareholders, which is responsible for setting the organization's long-term vision, strategic direction, and governance expectations. This structure supports the effective oversight of ESG priorities and ensures responsible business practices are embedded across all entities and operations.

How We Hold Ourselves Accountable

BGIS upholds a strong culture of accountability to ensure the integrity, credibility, and reliability of our operations. We maintain transparent and responsible practices that foster trust among our team members, clients, partners, Stakeholders, communities, and the broader public.

Australian Sustainability Reporting

The 2025 Financial Year is the first year of Sustainability Reporting for the Group in compliance with the Australian Sustainability Reporting Standards. In our first year we have captured Scope 1 and Scope 2 emissions in the report. Scope 3 emissions will be included in the 2026 Financial Year. Scope 1 greenhouse gas (GHG) emissions data is based on the quantities of transport and stationary fuels consumed by BGIS. Scope 2 GHG emissions data is based on data from utility accounts provided by electricity retailers and electricity statements provided by commercial property landlords.

Accountability Mechanisms and Governance Practices

At the heart of our organizational integrity lies a robust framework of accountability mechanisms and governance practices. These systems are designed to ensure that we operate transparently, ethically, and in alignment with the expectations of our clients, partners, employees, and broader Stakeholder community.

Transparent Reporting and Disclosure

Transparency is a cornerstone of our governance philosophy. We are committed to open and honest communication across all levels of our operations. This includes:



Financial Reporting

We adhere to rigorous financial reporting standards, ensuring that our financial statements are accurate, timely, and reflective of our true performance.



Client Reporting

We maintain clear and consistent communication with our clients, providing regular updates on service delivery, performance metrics, and ESG initiatives.



Supplier Reporting

Our relationships with suppliers are built on mutual trust and transparency. We share relevant information openly to foster collaboration and accountability.



Stakeholder Engagement

We provide transparent updates to all Stakeholders, including employees, board members, and community partners, reinforcing our commitment to shared value creation.

Audit Committee Oversight and Governance Activities

Our Audit Committee, composed of three independent directors from the BGIS Board, plays a critical role in upholding our governance standards. The committee is responsible for overseeing:



Financial and Internal Control Audits:

Including compliance with the Sarbanes-Oxley Act (SOX), ensuring the integrity of our financial systems.



Enterprise Risk Management (ERM):

An annual assessment identifies the top 10 organizational risks, each accompanied by actionable mitigation strategies.



Regular Meetings:

The committee convenes five times annually—quarterly, and a dedicated session for financial statement approval.



Third-Party Audit Reports:

Independent auditors present findings on financial statements and internal controls, reinforcing objectivity and accountability.



Quarterly Reporting:

This includes updates on internal control testing (financial and SOC), ethics and compliance training completion, and any ongoing litigation or investigations.



Whistleblower Oversight:

Reports submitted through our anonymous hotline are reviewed and escalated to the Audit Committee, ensuring that concerns are addressed promptly and impartially.



Charter Review:

The committee annually reviews its charter to ensure continued relevance and compliance, incorporating feedback and regulatory updates.



Transparency in Transactions:

All related-party transactions, including those involving executive team businesses, are disclosed and reviewed to prevent conflicts of interest.



Delegation of Authority:

The committee approves changes to transaction approval limits, maintaining control over financial decision-making.



Stakeholder Engagement and Feedback Mechanisms

BGIS embeds structured engagement with its Stakeholders into its governance framework to strengthen accountability, inform decision-making, and support continuous improvement. We actively seek and incorporate feedback from:

- **Clients:** Ongoing engagement and structured account governance processes provide continuous feedback on service performance, innovation opportunities, and ESG priorities.
- **Suppliers:** Regular performance reviews and engagement sessions enable alignment on service delivery expectations, ESG objectives, and continuous improvement initiatives.
- **Board of Directors and Audit Committee:** Oversight and strategic guidance inform governance practices, risk management, and compliance frameworks.
- **Employees:** Formal and informal feedback channels support open communication, enabling employee-driven insights that strengthen engagement, inclusion, and operational effectiveness.

Feedback gathered through these channels is actively incorporated into business planning, ESG strategy development, and operational improvements to ensure responsiveness, transparency, and accountability.

Incident Reporting and Whistleblowing Mechanisms

To ensure ethical conduct across all operations, we maintain a secure and confidential ethics hotline hosted by a third-party provider. This platform allows employees and Stakeholders to report concerns anonymously, without fear of retaliation. All reports are reviewed and addressed through our governance framework, ensuring accountability at every level.

2.2 RISK, RESILIENCE, & COMPLIANCE

The foundation on which our business approach is built enables reliability, compliance, and business continuity for BGIS and our clients while minimizing the impact on our communities.

Resiliency and Risk Reduction

BGIS Risk Management and Business Continuity Policies in Action

Risk Management is a critical aspect of operations in our own business and on our client accounts. Our clients entrust us to deliver services to them, and our Stakeholders count on us to maintain the credibility and reliability that we are known for.

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.

The following policies support Risk Management at BGIS.

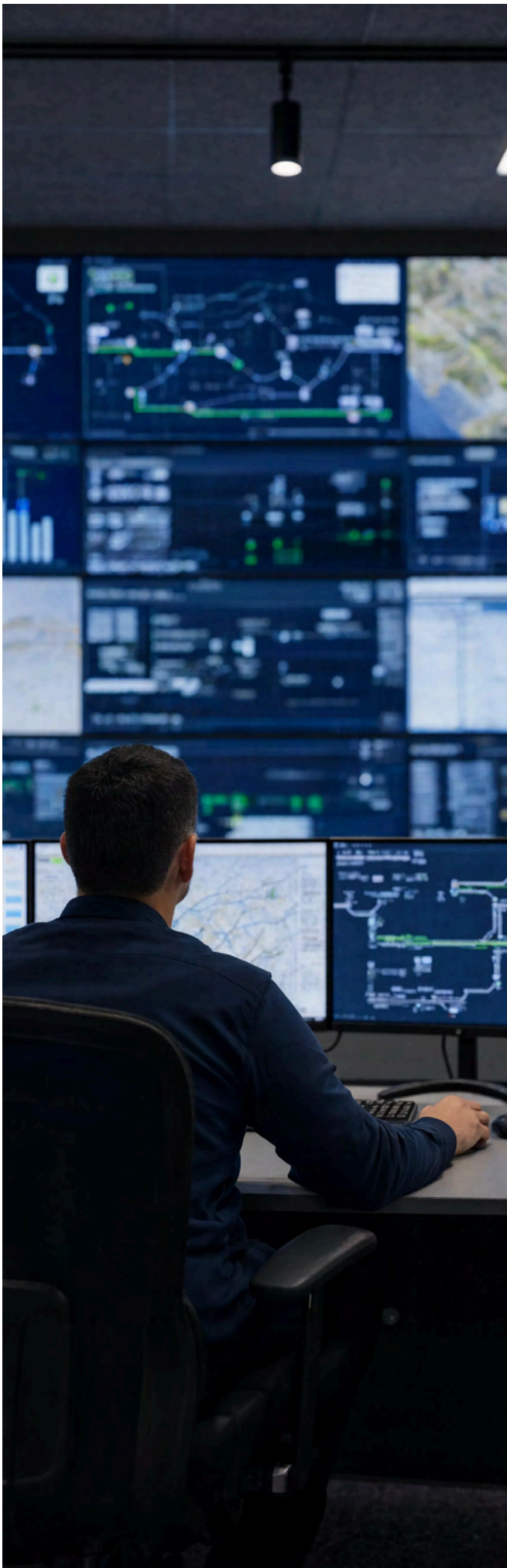
Global Enterprise Risk Management Policy

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 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 2025, with key milestones identified and approved by the Board of Directors.

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 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.

Using Technology to Mitigate Climate Risks, Improve Well-being, and Optimize Efficiency

In 2025, we navigated a range of adverse events, including climate-related disruptions, civil unrest, and technology-driven incidents. Throughout these challenges, our Business Continuity Management team played a critical role in maintaining resilience, issuing timely alerts and providing clear guidance to support operations.

This period underscored the dedication of our teams, who continued to deliver for clients while balancing personal responsibilities. Behind the scenes, the support of families and loved ones was equally essential. Together, these efforts exemplify resilience, adaptability, and an unwavering commitment to continuity.





2025 Adverse Event Snapshots from Around the Globe

New Zealand

Severe weather warnings issued for the Wellington, Canterbury, Dunedin and Southland areas. While we did not have to enact our Business Continuity Plans (BCPs) all worksites in these areas were closed, travel cancelled, and staff requested to work from home during these events. Events were managed at local Management levels and overseen by Senior Managers in consultation with our clients.

Australia

In March 2025, BCPs were activated as a precaution in Northern NSW for Tropical Cyclone Alfred in the event of disruption of conducting PPM / reactive work on the NSW Multi Agency account. Fortunately, the cyclone did not affect services.

North America

- Cloudflare outage
- SharePoint Vulnerability

Canada

- Ontario Ice Storm
- Planning for potential client operational strikes
- Wildfires in the West

United States

- California Wildfires
- Southern US Winter Storms
- US Tornados

Response Readiness



On Christmas Day, a fire occurred at the TD branch located at 443 E. Broadway in Salem, New Jersey, within a shopping center. The fire originated in the break room and resulted in a power outage along with significant fire, smoke, and water damage throughout the branch. The Fire Department responded promptly and successfully extinguished the fire; however, due to the extent of the damage and concerns related to potential roof impacts, the building was deemed unsafe to enter without supervision and proper personal protective equipment.

Upon notification of the incident, the BGIS Facilities Management team immediately mobilized resources and dispatched team members and vendors to the site.

While Fire Department personnel remained on location, a board-up vendor secured the property at both the front and rear entry points under the direction of emergency responders. Initial assessments confirmed severe structural and interior damage, requiring comprehensive remediation and further evaluation before re-occupancy could be considered.

In parallel with the on-site response, the BGIS team quickly organized a cross-regional coordination call to bring together key stakeholders and subject matter experts across facilities, operations, safety, and external vendor partners. Multiple vendor partners from across various regions were engaged to collaborate on stabilization and recovery efforts. This coordinated approach ensured the appropriate expertise and resources were aligned early, enabling the team to develop a structured recovery plan focused on restoring operations as efficiently and safely as possible.

The rapid mobilization of internal teams and vendor partners, combined with proactive cross-regional collaboration, enabled the property to be secured quickly, mitigated further damage, and established a clear path forward for recovery planning.

"Tim and I want to close out our first full week of the new year on a high note!
I want to sincerely thank each of you for your support and partnership during the Salem Broadway fire on Christmas day. Emergencies always seem to happen at the most inopportune times, and this situation was no exception. We all know that events like this may unfortunately come with the territory in our line of work, but that doesn't make them any less challenging – especially when they are not situations we handle every day. Even so, I am still blown away by the response, preparedness, and execution from this team! You have all stepped up in every possible way!

- *Todd, you were the FM on call during the Christmas holiday and did an outstanding job with the initial response […]*
- *Rich, jumping back in during your PTO to join us onsite the day after New Year's made a real difference, especially in supporting our Retail partners […]*
- *Frank, your experience with natural disasters has been invaluable. You have been an amazing sounding board and consistently offered your support […]*
- *Shannon, I also want to recognize you for all the support so far throughout this event […]*
- *Michelle, I truly don't know what I would do without you! […]*

This has been an incredibly stressful event, yet this team not only executed but exceeded expectations. While we still have a road ahead of us, there is nothing this team can't do. I am truly proud to work alongside all of you and cannot thank you enough for everything you've done."

—Client Feedback

Building Resilience Across BGIS and Client Operations

At BGIS, our Business Continuity Management System (BCMS) is a core component of our enterprise risk management and operational resilience strategy. It is designed to ensure that critical business functions can be maintained or rapidly restored in the face of disruption, protecting both BGIS operations and those of our clients. This includes the coordinated execution of recovery activities and structured support for emergency response across all regions.

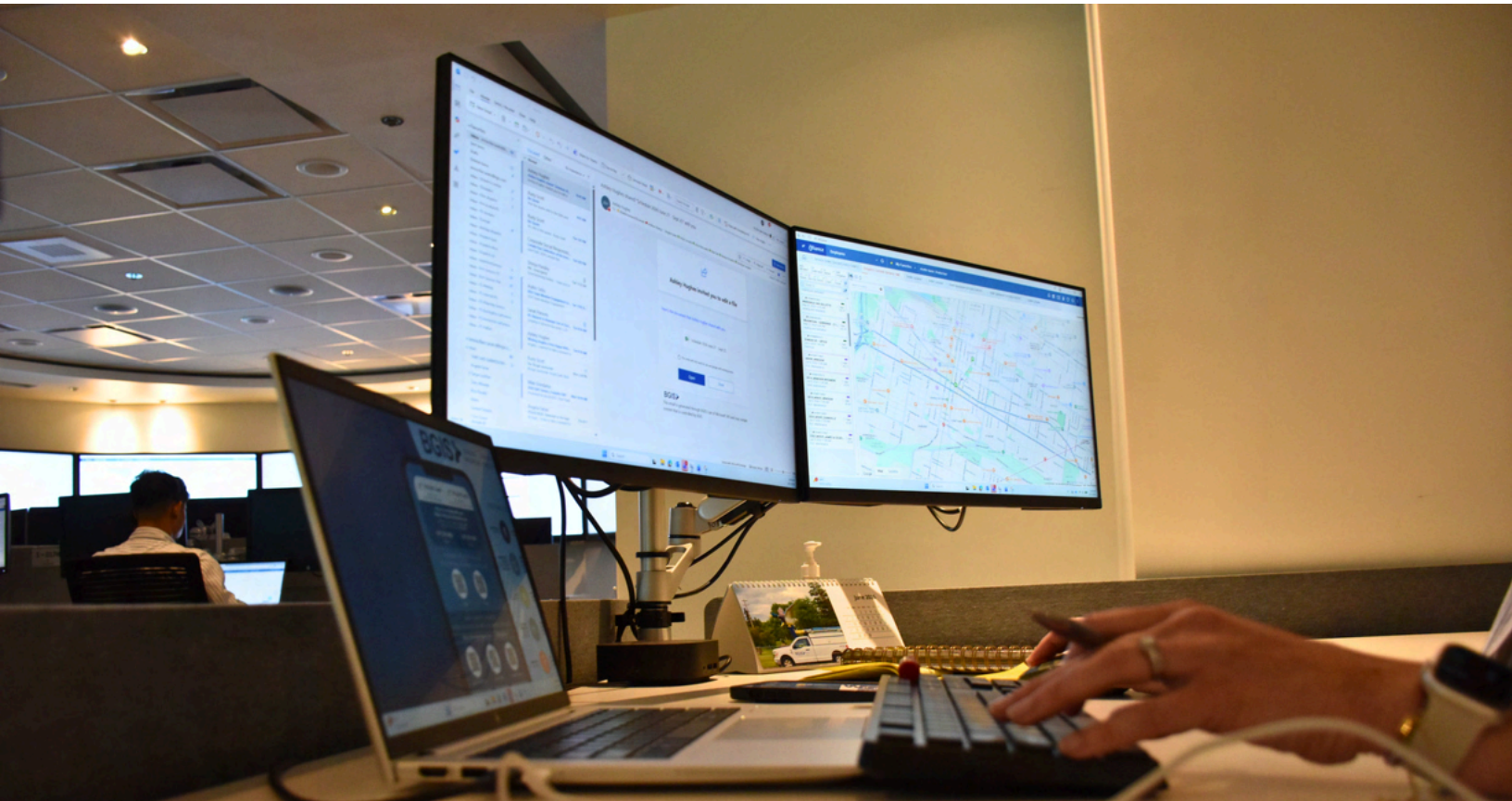
Our BCMS is aligned with ISO 22301 standards and informed by leading global frameworks and industry bodies, including the Disaster Recovery Institute, the Business Continuity Institute, and the Canadian Standards Association (CSA Z1600). This alignment ensures that our approach reflects globally recognized best practices in business continuity and resilience.

In 2025, our BCMS continued to evolve to address emerging risks, including climate-related disruptions, infrastructure challenges, and increasing operational complexity across global portfolios.

Key features of our program include:

- **Executive and Cross-Functional Leadership:** The BCMS is championed at senior leadership levels, with active involvement from cross-functional teams to ensure alignment across all business units and regions.
- **Dedicated Resources and Expertise:** Specialized personnel, tools, and systems are deployed to support both corporate and client-specific continuity planning and response requirements.
- **Integrated Emergency and Continuity Response:** Business continuity and emergency response protocols are fully integrated, enabling a coordinated, rapid, and structured approach to incident management and recovery.

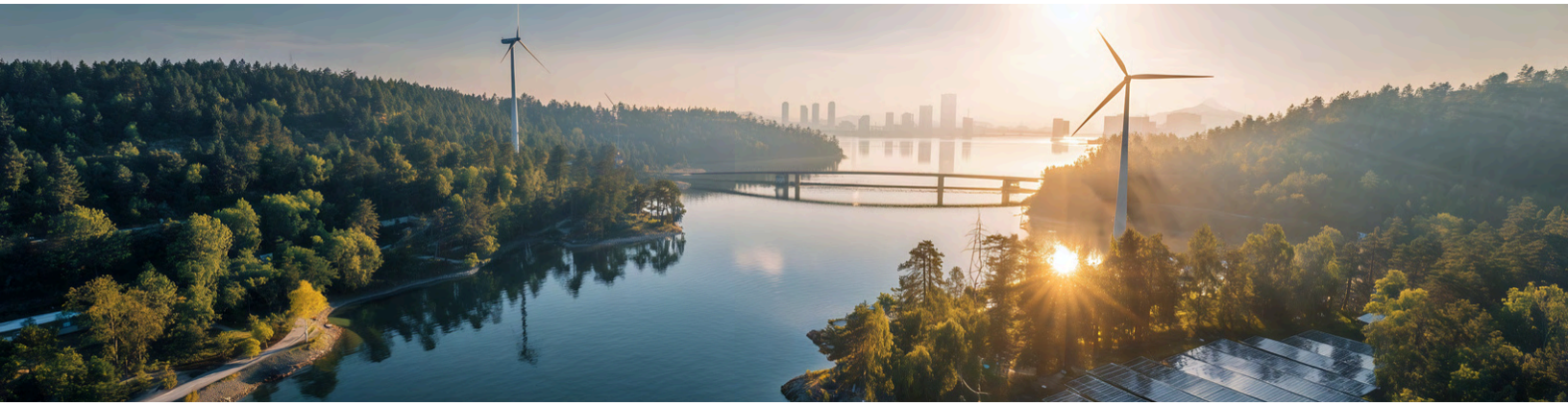
This integrated, standards-based approach ensures that BGIS remains a resilient and trusted partner—supporting operational continuity, mitigating risk, and safeguarding the interests of our clients, team members, and Partners and Stakeholders in an increasingly uncertain environment.



Managing Climate-Related Risks

Climate risk management is a core component of BGIS' enterprise risk management and resilience strategy. We deploy structured, data-driven approaches to identify, assess, and mitigate the impacts of climate-related events, integrating risk analysis, operational protocols, and strategic capital planning to support both our operations and those of our clients.

As climate-related disruptions continue to increase in frequency and severity, BGIS works proactively with operators, designers, builders, and asset owners to prepare for evolving risks while advancing decarbonization and sustainability objectives. This dual focus ensures that resilience and environmental performance are addressed in parallel across the built environment.



BGIS also identifies and advances climate-related opportunities by working in partnership with clients to support their environmental objectives and long-term portfolio resilience. Through an integrated suite of consulting and operational services, we help clients mitigate climate impacts while optimizing asset performance.

Key service areas supporting climate risk management include:

- Energy management and efficiency programs enabled by utility reporting and data-driven performance analysis
- Integrated sustainability strategies and initiatives
- Climate risk assessment and impact analysis

BGIS continues to invest in specialized expertise across energy management, sustainability consulting, building science, and sustainable procurement. These capabilities enable us to deliver practical, scalable solutions that reduce environmental impact, strengthen resilience, and support informed decision-making across client portfolios.

Climate-related risks and opportunities are formally integrated into BGIS' ERM framework. On an annual basis, the ERM Group collaborates with Corporate Services and account teams to identify and assess risks using standardized prioritization criteria. These risks are documented within a Corporate Risk Register, segmented by business unit and account, and are reviewed on a quarterly basis to ensure appropriate mitigation and oversight.

Additionally, BGIS evaluates climate-related business opportunities across Professional Services, account management, Supply Chain, and ERM functions, ensuring alignment between risk mitigation and growth strategies.

Climate risk considerations are also embedded within our Business Continuity Planning process. Annual BCP reviews assess the potential impacts of climate-related disruptions, incorporating mitigation strategies into corporate and operational plans. Each corporate department evaluates how climate risks may affect service delivery, ensuring readiness to support frontline operations and maintain continuity for our clients.

Proactive Climate-Risk Management

BGIS is committed to identifying, assessing, and managing climate-related risks across our operations and service delivery. Our approach integrates climate resilience into strategic planning, operational execution, and client engagement. Key initiatives include:

Embedding Climate Risk, Resilience, and Opportunity Across the Business

BGIS integrates climate-related considerations across its service delivery, governance, and strategic planning processes to strengthen resilience and support informed decision-making.

Climate Scenario Analysis for Service Delivery

BGIS applies climate-related scenario analysis to assess potential impacts on energy consumption, operational performance, and cost structures across client portfolios. These insights support risk-informed service delivery models, enabling more resilient planning, optimized lifecycle decisions, and alignment with evolving client sustainability requirements.

Integrated Business Continuity Planning

Climate-related disruptions are embedded within BGIS' Business Continuity Planning framework. Annual reviews assess the potential impacts of extreme weather events and other climate risks on service delivery, with mitigation strategies incorporated into operational and recovery plans across all regions and business units.

Verified GHG Emissions Reporting

BGIS conducts third-party verification of its GHG inventory in accordance with ISO 14064-3 standards. Verified data is disclosed through recognized platforms, including the CSA CleanStart Registry and the Carbon Disclosure Project, reinforcing transparency, credibility, and alignment with global reporting standards.

Enterprise Risk Management Integration

Climate risks are formally integrated into BGIS' Enterprise Risk Management (ERM) framework. Corporate Services and account teams assess risks annually using standardized prioritization criteria, with key risks tracked through a Corporate Risk Register and reviewed on a quarterly basis to ensure timely mitigation and oversight.

Climate-Aligned Business Opportunities

BGIS incorporates climate-related opportunities into its strategic planning processes, evaluating initiatives across Professional Services, account management, Supply Chain, and risk management functions. This approach aligns business growth with the transition to a low-carbon economy while supporting client sustainability objectives.

Client-Focused Climate Mitigation Solutions

BGIS supports clients in reducing environmental impact and enhancing resilience through integrated services across Facilities Management, Procurement, Consulting, and Technical Services. Programs such as BGIS Direct accelerate the implementation of energy-efficient technologies and sustainable solutions, guided by ISO 14001-based management systems and industry best practices.

Through this integrated approach, BGIS strengthens climate resilience, enhances operational performance, and supports clients in achieving their ESG objectives while navigating an increasingly complex risk environment.

Reducing Risk through Supply Chain

At BGIS, Supply Chain Management is recognized as a critical strategic risk category and is overseen by the Senior Vice President, Strategic Sourcing. This risk is formally integrated into our ERM Program, reflecting its importance to our operational resilience and ESG commitments.

We have identified Supply Chain Disruption and Procurement Failure as a key risk area. To proactively manage this, our Strategic Sourcing teams conduct the following activities:



Regular Vendor Market Analysis: We continuously monitor market conditions for all major vendors, identifying trends, disruptions, and emerging risks that could impact service delivery or material availability.



Risk Assessments: We assess the financial health and operational stability of our suppliers, with a focus on identifying early warning signs of potential distress or supply shortages.



Contingency Planning: For high-risk vendors or categories, we develop and maintain contingency plans, including alternative sourcing strategies, inventory buffers, and rapid response protocols.



Sustainability and Ethical Sourcing: Our sourcing practices also incorporate ESG criteria, ensuring that our suppliers align with our values on environmental stewardship, labour rights, and ethical business conduct.

This integrated approach ensures that our supply chain remains resilient, responsible, and responsive, supporting both our clients' needs and our broader sustainability goals.

For example, BGIS performs a bi-annual Supply Chain Impact Assessment using our own industry experience and credible sources of information like Gartner, AON, KPMG, Government Publications (US Economic Policy Institute, Statistics Canada, US Bureau of Labor etc.), Deloitte, etc. and in 2025, in North America identified the following as our highest areas of risk as it relates to our supply chain:

- Business Disruption due to extreme weather
- Business Disruption due to Disease
- Cyber Risks

BGIS identified moderate risks related to the following:

- Minimum Wage
- Inflation
- Material Disruption

Each topic on BGIS' impact assessment has associated mitigation measures to ensure the continuity of our services to our Clients, regardless of global region.

BGIS Policies and Programs Ensuring Proper Ethics & Compliance

Organizational Controls & Audits

BGIS maintains a robust internal control and audit framework designed to ensure consistent service quality, operational integrity, and continuous improvement across all regions and service lines. This framework is underpinned by an integrated management system supported by multiple globally recognized ISO certifications, including ISO 9001 for quality management.

BGIS has maintained ISO 9001 certification for over two decades, demonstrating sustained adherence to internationally recognized quality management principles. These certifications are independently verified by accredited third-party registrars, providing assurance that BGIS' processes, controls, and service delivery standards meet rigorous global benchmarks.

Our integrated certification model is supported by a global cross-account harmonization approach, which reduces duplication, standardizes practices, and ensures consistent application of controls across the organization. This enables BGIS to maintain efficiency while strengthening governance and oversight.

Audit and assurance activities are embedded within our operating model, with regular internal and external audits conducted to assess control effectiveness, regulatory compliance, and alignment with organizational standards. These activities are supported by structured review processes, performance monitoring, and continuous improvement initiatives.

Through this disciplined and standards-based approach, BGIS ensures the reliability of its control environment, reinforces accountability, and delivers consistent, high-quality outcomes for clients.

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

ISO 9001 – Quality Management System
(Canada, US, ANZ, UK)

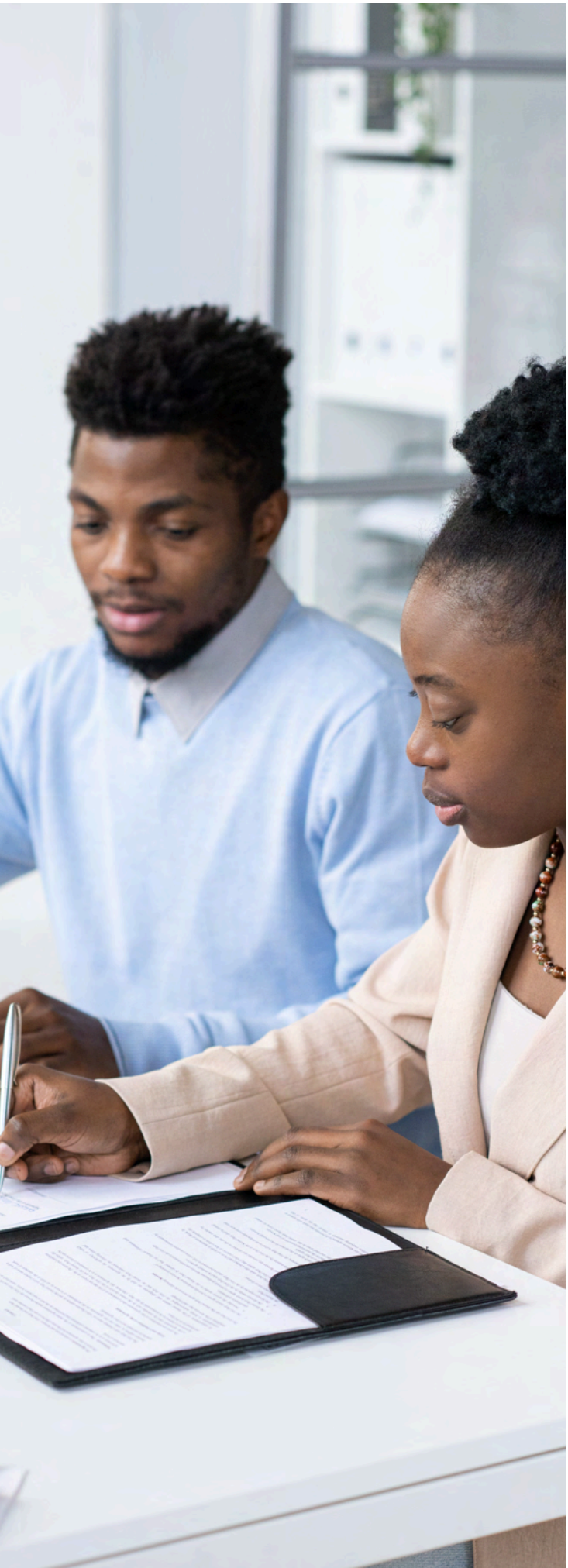
ISO 14001 – Environmental Management System
(Canada, US, ANZ, UK)

ISO 22301 – Business Continuity Management System
(Canada, US)

ISO/IEC 27001 – Information Security Management System
(Canada, US, ANZ, UK)

ISO/IEC 27017 – Cloud Services
(Canada—Markham HQ)

ISO 45001 – Health & Safety Management Systems
(Canada, US, ANZ, UK)



Code of Business Conduct and 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.

Code of Ethics

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.

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.

Inclusion & Belonging Policy

Our objective is to build a workforce that reflects the broad range of perspectives and experiences found in the communities where we operate and recruit talent. By fostering a culture of inclusion and belonging, we are committed to ensuring equitable representation and opportunities for individuals from all backgrounds. This includes proactively identifying and addressing barriers to participation, and creating an environment where everyone feels valued, respected, and empowered to contribute fully.

BGIS Supplier Code of Conduct

Our Supplier Code of Conduct has been developed to establish a minimum set of requirements for 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.



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.

Modern Slavery

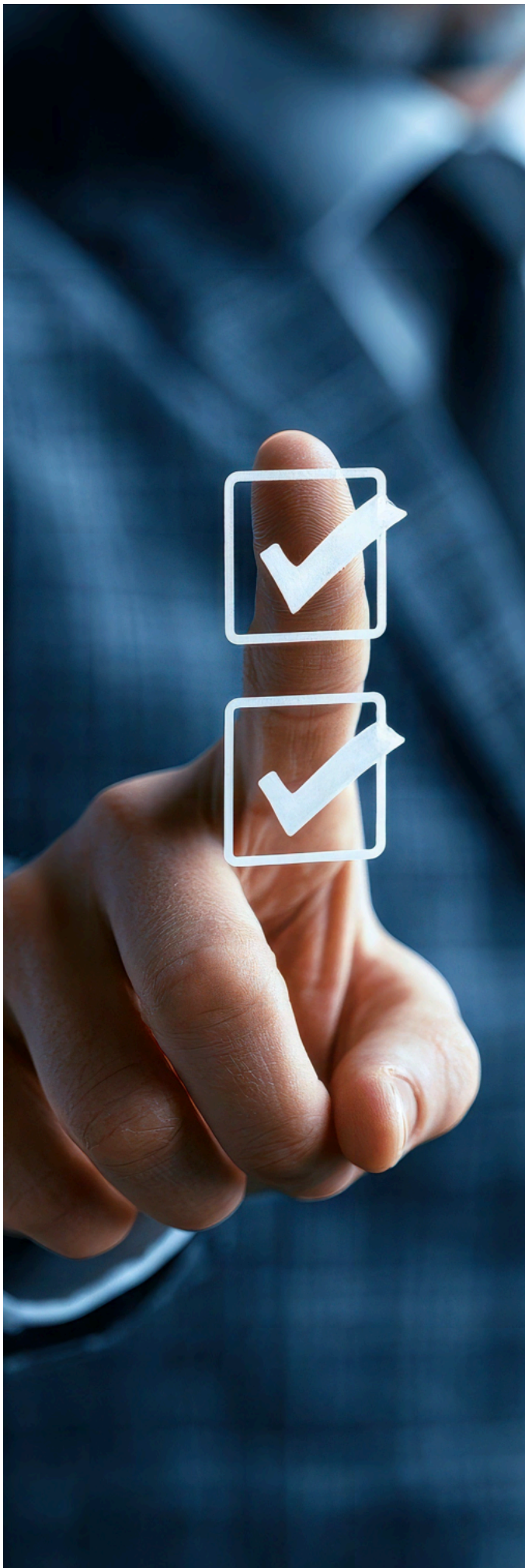
The BGIS Group of Companies has taken steps to prevent, reduce, assess, and manage the risk of forced labour and child labour in its business and supply chains, including the following:

- 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

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.

BGIS Policies are reviewed, updated as needed, and signed off on annually by our CEO and Regional Leads.



Compliance

Compliance is a foundational component of BGIS' ESG framework, embedded across all aspects of our operations to ensure ethical, transparent, and responsible business practices. Our approach integrates regulatory adherence with governance, risk management, and operational oversight—supporting consistency, accountability, and long-term value creation.

Our compliance framework is structured around three core areas:



Compliance with Business Legislation

BGIS maintains rigorous governance processes and internal controls to ensure alignment with applicable business laws, industry standards, and regulatory requirements. This includes adherence to corporate governance codes, anti-corruption legislation, and financial reporting standards. Our compliance functions actively monitor regulatory developments and update policies and practices accordingly, ensuring transparency, accountability, and ongoing alignment with evolving legal frameworks.



Compliance with Environmental Regulations

Environmental compliance is integrated into BGIS' operations through adherence to local, national, and international regulatory requirements related to emissions, resource use, and environmental protection. Our approach aligns with emerging standards in energy efficiency, water conservation, and sustainable building practices, supported by data-driven management systems and continuous performance monitoring. These capabilities enable BGIS to support both regulatory compliance and broader client sustainability objectives across their portfolios.



Compliance with Employment and Labour Regulations

BGIS is committed to fair labour practices and compliance with all applicable employment legislation, including regulations related to equal opportunity, workplace safety, and employee rights. Our employment policies are designed to support inclusion and belonging, while ensuring alignment with global labour standards and human rights frameworks. Ongoing training, monitoring, and audit processes reinforce a culture of compliance, respect, and accountability across the organization.

By embedding compliance into our governance structures and day-to-day operations, BGIS strengthens risk mitigation, enhances operational resilience, and builds trust with our clients, team members, and Partners and Stakeholders, while supporting a more sustainable and responsible built environment.



Data Privacy & Cybersecurity

BGIS maintains a comprehensive data privacy and cybersecurity framework designed to protect sensitive information, ensure regulatory compliance, and support secure innovation across the organization. This framework is anchored in robust governance, defined policies, and ongoing monitoring to address evolving cyber and data-related risks.

Artificial Intelligence – Policies and Governance

In 2023, BGIS established a formal policy governing the responsible use of artificial intelligence (AI), including generative AI technologies. In 2025, this framework continued to evolve, with ongoing oversight to ensure alignment with BGIS' values, risk tolerance, and client expectations.

The AI governance framework enables team members to leverage advanced technologies to enhance productivity and innovation, while ensuring that appropriate controls are in place to protect BGIS and client data. Clear guidelines define acceptable use, data handling requirements, and risk mitigation measures, reinforcing responsible and secure adoption of AI tools across the organization.

Access Management and Data Protection Controls

In 2025, BGIS implemented an Access Certification Policy to further strengthen identity and access management controls. This policy establishes a structured process for the periodic review and validation of user access rights across systems and data environments, ensuring that access is appropriate, controlled, and aligned with business requirements.

This enhancement reinforces BGIS' commitment to the principle of least privilege, reduces the risk of unauthorized access, and strengthens overall data protection and compliance efforts.

Cybersecurity and Information Protection

BGIS recognizes the critical importance of safeguarding information assets and maintaining the trust of our clients, team members, and partners. Our cybersecurity program is designed to address evolving threats through a combination of governance controls, technology safeguards, and user awareness.

Policies and standards governing the use of digital tools and platforms ensure that data is handled securely and that cyber risks are proactively managed. These controls protect sensitive information, support regulatory compliance, and safeguard business continuity while enabling innovation and operational efficiency.

Through this integrated approach, BGIS strengthens its cybersecurity posture, mitigates emerging risks associated with digital and AI technologies, and ensures the responsible management of data across all operations.

Information Security Framework

BGIS maintains a comprehensive Information Security Framework that provides strategic direction and governance for the organization's Information Security Program. This framework is designed to safeguard information assets, protect client and corporate data, and ensure resilience against evolving cybersecurity threats. BGIS' Information Security Program is certified to ISO/IEC 27001, demonstrating alignment with internationally recognized information security management standards.

The program is structured around two integrated streams: Governance, Risk, and Compliance, and Technical Security Controls. Together, these streams ensure that risks are proactively identified, managed, and mitigated through a combination of policy, process, and technology-based safeguards. Information security policies, standards, and procedures are aligned with industry best practices and are consistently applied across all BGIS accounts and operations.

BGIS' security framework encompasses controls across network and system security, identity and access management, remote access, and third-party connectivity. These controls are supported by defined processes governing both physical and logical access, as well as data privacy and information handling requirements.

To provide independent assurance, BGIS engages external auditors to conduct annual SOC 1 Type II (CSA 3416) assurance engagements. These audits assess the design and operating effectiveness of internal controls related to financial reporting, security, and operational processes, providing clients with confidence in the integrity and reliability of BGIS' control environment.

Through this integrated and standards-based approach, BGIS ensures the ongoing protection of information assets, strengthens cybersecurity resilience, and maintains the trust of our clients, team members, and Partners and Stakeholders.



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.

Business Continuity Planning in Information Technology

BGIS' Business Continuity Plan for IT includes the following key activities:

System Restoration Sequencing: A defined order for restoring systems, supported by annual testing of critical recovery environments.

Change Management Integration: Disaster recovery (DR) requirements are evaluated as part of the broader change management process.

Training and Preparedness: The IT operations team receives annual training focused on restoration procedures, roles, and responsibilities.

DR planning is an integral component of the overall IT Business Continuity framework. As a provider of a hosted software solution, significant investments have been made in the supporting infrastructure to ensure resilience and reliability. This infrastructure has successfully passed multiple rigorous third-party audits.

Key elements of the Disaster Recovery strategy include:

Primary and Secondary Data centres: Geographically separated facilities to ensure redundancy.

Real-Time Data Replication: Continuous backup of critical systems through database replication.

Interruption Management Protocols: Established procedures for handling various levels of system or facility disruptions.

Failover Procedures: Documented processes for transitioning operations to a backup environment in the event of a primary site outage.

Escalation and Communication Framework: Clearly defined responsibilities, contact information, and escalation paths.

Ongoing training is provided to the IT infrastructure team to maintain readiness, and annual testing is conducted at the recovery site to validate the effectiveness of the DR plan. Additionally, the production environment is designed with high availability in mind, utilizing multiple web servers and clustered database configurations to ensure fault tolerance and continuous service delivery.





3.0 ENVIRONMENT & CLIMATE ACTION

3.1 CLIMATE ACTION

BGIS Value: Living Sustainably

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

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, and encompassed by the leading services we provide, including: real estate services, facilities management, project delivery, professional services, and workplace solutions.

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.



3.2 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 Charger programs, low carbon energy systems, waste management services and waste audits, and environmental compliance monitoring.

Our team of industry professionals uses an outcome-based approach to provide the following services to over 155 million square feet of space across 18+ thousand locations:

- **Energy & Sustainability Services** to control, manage, and optimize the energy and sustainability performance of a building.
- **Engineering Design Services:** multidisciplinary engineering consulting specializing in mechanical and electrical (M&E) design services for a wide range of building systems.
- **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/Carbon reduction: Client account initiatives and statistics on energy and carbon savings, waste, water and biodiversity initiatives

In 2025, the performance of BGIS' key sustainability initiatives includes results related to Energy and Carbon, Water, Waste Management, and Climate Resiliency.

Managed Energy and Carbon Projects

67,000MWh of energy savings, 4,800 tCO_2e saved through implementation of various projects, including operational HVAC adjustments, LED lighting retrofits, and Hybrid Heat Pump equipment replacements.

Smart Building Programs

161,000MWh of energy savings, 11,500 tCO_2e savings from building performance and smart building program initiatives that are part of client Smart Building Programs.

Water Projects

Saved 7,000 m3 of water from various water projects, including water leak detection, smart irrigation, and operational measures.

Waste

28,000 MT of waste diverted. Addition of diversion services at several client locations (including recycling, organics, electronics, pallet diversion). Ongoing waste audits conducted across many client sites.

Biodiversity

2 pollinator gardens installed in Ontario. Annual harvest of 300 jars of honey from urban beehives.

Solar PV Revitalization

Major program to assess and fix the performance of 15 year old solar PV arrays. Resulting in Energy Cost savings of $270k, and 500tCO2e emissions savings.

Supporting industry through continued leadership of BEIC to foster innovation and acceleration of adoption of new technologies.

The BEIC is an industry-driven, not-for-profit organization founded by BGIS in 2016 It is also chaired by BGIS CEO, Gord Hicks. BEIC was established to accelerate the collaboration, innovation, and adoption of clean building technologies including energy efficiency and renewable power solutions that will transform the built environment, while developing world class clean tech companies, creating jobs, and enabling economic prosperity in a future low carbon era. With over 65 members, the BEIC provides input to federal and provincial governments related to the types of incentive programs and policies required to increase adoption of new energy efficient building technologies and renewable energy solutions.

Protection of our Clients' Assets – Customer Protection & Product Responsibility

Our planet is experiencing unprecedented changes in its climate, the consequences of which are being felt worldwide with more frequent and severe weather events. By taking action to reduce greenhouse gas emissions, we can mitigate the worst effects of climate change and protect the environment, improve human health and well-being, and promote sustainable economic growth. BGIS recognizes that immediate and impactful carbon reduction is necessary to curb the worst effects of climate change. Maintaining 1.5C change in global temperature will reduce impact on sea levels, species loss and extinction, marine and land ecosystems, as well as the impact on human health, livelihood, food security, and economic growth. We have built a strategy to assess climate risks on our portfolio and our client's portfolios, which includes a climate impact risk assessment, assessing vulnerabilities and potential risks, and developing mitigation strategies.

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. As an example, we are leading the EV Charging solution by providing full turn-key solutions including design, install, on-going maintenance, and monitoring. We expect these types of services to grow and our offerings to expand as we transition to a net-zero economy. 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.





Climate Risk management and resiliency

At BGIS, we have a commitment to innovation and believe that sustainable operating practices are vital to providing our clients with solutions to enable the sustainable and cost-effective operation of their portfolios. As the awareness of the risk of impacts from climate events increases and the frequency and magnitude of these impacts also increase, the assessment of these risks is an important step in mitigating their impact on client properties and operations.

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 offers a variety of climate risk management services to our clients, including a phased approach to climate risk assessments utilizing methodology outlined in ISO 31000. ISO 31000 is a risk management standard that provides guidelines and principles for effective risk management in organizations.

3.3 AWARDS & RECOGNITION

Australian Financial Review – Best Places to work 2025 Property Construction and transport sector.

Inspiring Workplaces 2025 – BGIS Australia

2025 Volunteer Employer Recognition Award – WA Department of Fire and Emergency Services.

Environmental Stewardship Award – Australian Government Department of Climate Change, Energy, the Environment and Water

Canadian Energy Innovator of the Year (2025) from the Association of Energy Engineers

Canadian Energy Manager of the Year (2025) from the Association of Energy Engineers

Canadian Innovative Energy Project of the Year (2025) from the Association of Energy Engineers

Sustainability Initiative of the Year (2025) from The Business Intelligence Group

BOMA Canadian Pinnacle Innovation Award



BOMA Canadian Pinnacle Innovation Award



3.4 BGIS BLUE ZONE BUILDINGS™

In 2025 the BGIS Blue Zone Buildings™ initiative expanded following its launch in 2024. In a rapidly changing world, our indoor environments have become silent adversaries to our health, productivity, and longevity. The Blue Revolution transforms indoor workspaces into environments inspired by the world's healthiest places, promoting optimal health, longevity, collaboration, innovation, productivity, and economic growth.

BGIS Blue Zone Buildings™ program is a call to action; a framework that turns everyday spaces into catalysts for positive change. We're not just rethinking indoor environments—we're revolutionizing them. Our mission is urgent: to transform every building into a beacon of health, innovation, and human potential. This vision is bold and ambitious, but it's one we must achieve together.

By reframing how we view our buildings through the lens of these four essential pillars—Consume, Connect, Caring, and Condition—we unlock the potential to transform them from passive structures into active participants in our health, community, and well-being.

BGIS Blue Zone Buildings™ are the future of healthy spaces, boasting the following features:

- Integrated strategic framework
- Powered by engineering excellence
- Real impact on real lives
- Practical implementation
- Informed by decades of research

In 2025, BGIS successfully worked with our Clients to launch the Blue Zone Buildings TM program across a number of high profile sites, resulting in improved indoor and working environments, strengthened operational resiliency and reduced risk.

US – Regions

Regions Financial Corporation – Headquarters, Birmingham, Alabama

Results

- 20% Reduction in Volatile Organic Compounds (VOCs): Reduction in VOCs through C-Polar filter installation.
- Rapid Indoor Air Quality (IAQ) Response: IAQ sensors can validate safe indoor quality in real-time.
- Employee health assurance: IAQ data resolved complaints without additional testing or downtime required.
- Flood Mitigation: Leak sensor detected a drain backup, enabling response in under 2 minutes
- Leak detection savings: two leaks resolved, including one affecting 50% of the building sewage system – avoided ~$10,000 USD in remediation costs.
- Air quality incident resolution: Two major IAQ concerns resolved, avoiding ~$6,000 USD in testing costs and 2 days of downtime.
- Employee health complaints (headaches, sinus issues, etc.): Operations team used IAQ sensors to validate high-quality indoor air quality, providing assurance without the need for additional testing or potential office space downtime. This has supported Regions return to office initiative.





CN Tower

The CN Tower, one of Canada's most famous landmarks was an early adopter of the BGIS Blue Zone Buildings™ program. The implemented programs collectively deliver health, operational, financial, and reputational benefits, positioning the CN Tower as a high-performing, resilient, and occupant-focused environment.

- Improved indoor air quality and occupant comfort through active HVAC maintenance, IAQ testing, and adoption of low/No-VOC cleaning products
- Reduced health risks via proactive testing and management of Legionella, radon, and potable water quality
- Early detection and prevention of mould and water damage through annual inspections, rapid remediation, and on-site monitoring by trained staff
- Stronger operational resilience with preventive maintenance programs and continuous monitoring minimizing system failures and disruptions
- Lower lifecycle and remediation costs by addressing issues early (e.g., leaks, IAQ findings, water quality adjustments)
- Enhanced occupant and visitor confidence in building safety, cleanliness, and environmental quality

ANZ BGIS Blue Zone Buildings™ Updates:

Across the ANZ region, there are 24 buildings that are actively implementing a range of health and wellbeing initiatives. These efforts focus on creating environments that support physical, mental, and social wellbeing by integrating features such as improved indoor air quality and ventilation, assessing drinking water quality, enhanced filtration, controlling legionella, and using low-VOC cleaning products. These measures reflect a growing emphasis on designing and operating buildings that holistically support occupant health and wellbeing.



Sustainable Cleaning – VOC-free cleaning

VOC levels indoors can be 2 to 10 times higher than outdoors, with some products emitting VOCs for days or weeks, significantly contributing to indoor air pollution (SciTech Daily). This is why we endeavour to use only Nature's Pond products to clean facilities, which are Non-VOC, antibacterial cleaning products that meet the EcoLogo 2792 standard.

BGIS' health and safety standards avoid products that create health impacts for our janitorial team members. BGIS uses Nature's Pond cleaners to contribute to our environmental health and safety goals. Non-VOC products such as Nature's Pond offer superior performance while protecting our health against increased risks associated with high usage, such as asthma, chronic obstructive pulmonary disease, complications during pregnancy and early childhood respiratory conditions. Nature's Pond provides enzyme-based cleaning products with no harmful VOCs of chemicals like ammonia, chlorine, or phosphates. It is both environmental and health conscious, with reduced eye and respiratory irritation from users and building occupants. BGIS' sustainable cleaning solution is versatile and multi surface, as well as biodegradable.



Air filtration

C-POLAR™ is a revolutionary antimicrobial technology that captures, inactivates and eradicates bacteria and viruses. In traditional filters, microbials can accumulate and some even grow at trapping sites over time. This may result in the structural deterioration of the filter and the dissemination of viruses, microorganisms, and pollens in the air.

This filter technology has the highest level of protection against all forms of bioaerosols, by inactivating and eradicating up to 99.9% of viruses, bacteria, molds, fungi, and pollens, and particulates as small as 0.045um.

C-POLAR™



BGIS has adopted the use of filters which include non-toxic, metallic polymers which are approved by the FDA, WHO and UN Food and Agricultural Organizations. When applied to filters, these antimicrobial polymers are designed to offer particulate reduction plus an additional layer of protection against bioaerosols. Inactivating and eradicating viruses, bacteria, molds, fungi, and pollens with the highest level of efficacy possible means creating an infection resilient environment. This technology enables us to deliver on our promise to create healthier, more sustainable buildings, while providing upstream solutions for maintaining occupant health.

Leveraging technology for proactive IAQ management. Innovation that puts people first.

Leak Detection

Undetected water leaks can compromise indoor environmental quality, contribute to mold formation, and negatively impact occupant health and building performance. By deploying smart detection technologies, we help clients address risks at an early stage and maintain safe, resilient facilities.

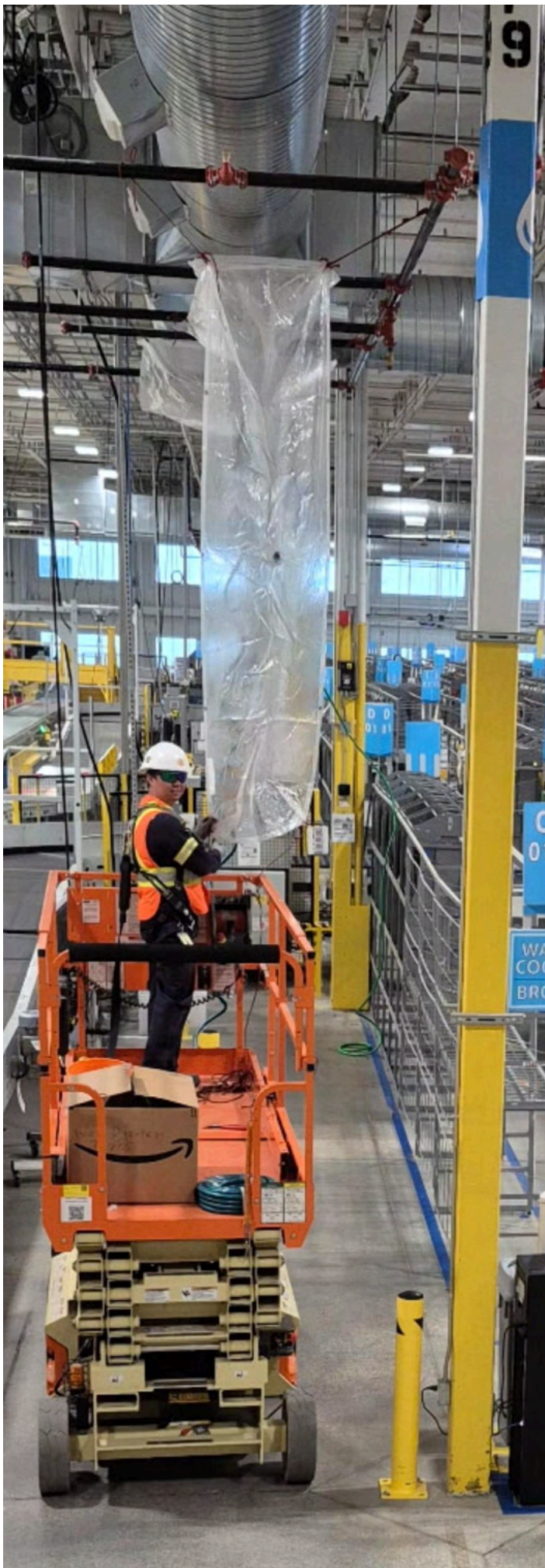
Water leak detection technology was installed at over 100 client facilities in 2025, strengthening proactive building management and supporting healthier indoor environments. These systems enable early identification of water intrusion, helping to prevent conditions that can lead to mold growth and structural damage.

Indoor environmental quality monitoring

Indoor air quality can be 2-5 times worse than outdoor air quality, leading to allergies and chronic respiratory and cardiac illnesses. To prevent this, measuring the following five requirements annually is critical for optimal indoor health: CO2, PM2.5, Humidity, CO, and TVOCs.

Our Remote Command Centre (RCC) monitors indoor air quality, allowing adjustments to optimize for the health of the occupant, or changes in facility management routines. Optimized indoor air quality can lead to better cognitive functioning, higher productivity levels and reduce instances of chronic illness caused by chemicals and particulate matter.

Over 300 client facilities were tested for radon levels in 2025, supporting proactive indoor environmental quality (IEQ) management and reinforcing our commitment to safeguarding occupant health across client portfolios. Radon testing is a critical component of comprehensive air quality monitoring, particularly in enclosed and ground-contact spaces where exposure risk is elevated. Our radon testing program reflects a proactive, science-based approach to indoor environmental quality—advancing healthier buildings while reducing long-term risk for clients and occupants.



Smart Solar Energy Blind System at BMO Scarborough Office Complex

BMO Financial Group, in partnership with BGIS, Morgan Solar (MSI) Toronto, and Cisco, have installed 24 intelligent Morgan Solar Energy Blinds —including a low voltage Power-over-Ethernet (PoE) battery energy storage ”microgrid” system. This novel Energy Blind system is the first of its kind and demonstrates a high level of collaboration, innovation and commitment by all parties to improve the performance of our office spaces, while also tackling BMO’s sustainability goals.

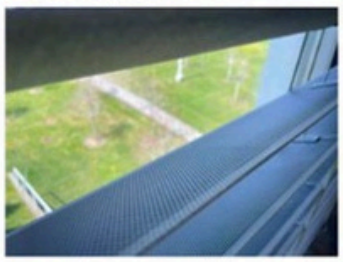
The photovoltaic automated energy blinds are an intelligent, integrated shading solution that not only collect and manage sunlight at the windows to generate electricity to power the blinds themselves, but also reduce building energy consumption and emissions, create healthy comfortable and beautiful daylit spaces, and accelerate building owners’ ability to meet ESG targets. The blinds are automated to manage solar loads, glare, and optimize energy production depending on the time of day/year. They can also be manually operated by the BMO staff who work in these areas, and default back to the intelligent operation after a period of time.

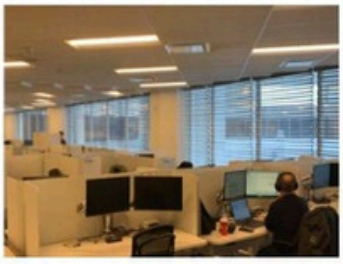
The blinds are generating at peak efficiency of 9 percent, creating up to 50kWh/m2/yr and a projected savings of ~$3,590/year in energy costs. The commercial version of this system is estimated to have an incremental simple payback of ~6.5 years relative to alternative motorized blind systems, taking into account currently available federal and provincial incentive programs.

The team is collecting user and client feedback with the hope to discuss the business case for future opportunities to expand and optimize the system.









3.5 RESPONSIBLE SUPPLY CHAIN MANAGEMENT

2025 Risk Mitigation in Supply Chain

BGIS recognizes that operational resilience is central to supporting global operations where service disruption, safety incidents, or asset failures can have significant downstream impacts.

BGIS proactively monitors and mitigates key operational risks, including but not limited to the following.

Risk	Mitigation Strategy
Fuel Pricing Volatility	Supplier diversification, strategic sourcing leverage, domestic/near-shore procurement, inventory buffering, invoice scrutiny
FM Cost Inflation	Indexed escalation frameworks, “should-cost” modeling, demand aggregation, continuous market monitoring
Tariff Volatility & Trade Policy Uncertainty	Contractual tariff clauses, diversified sourcing strategies, cost transparency requirements, centralized tariff review
Skilled Labour Shortages	Self-delivery preference, workforce development programs, multi-year labour rate structures
Supplier Financial Instability	Financial health monitoring, vendor diversification, step-in and transition rights
Cyber Risk & Third-Party Technology Dependency	Updated cybersecurity contractual requirements, vendor onboarding risk assessments, IT security integration
Aging Infrastructure & Obsolescence	Asset criticality analysis, redundancy planning, pre-approved retrofit strategies

BGIS’ Strategic Sourcing and Enterprise Risk teams continuously monitor these risks and proactively engage our clients should any material impacts arise.

Supply Chain Management

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, 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.

BGIS’ Sustainable and Ethical Procurement Policy applies to all employees and contractors acting on behalf of BGIS in North America, United Kingdom, and the European Union. It promotes limiting plastic use, encouraging post-consumer recycled products, and packaging, among other sustainability criteria.

Supplier Innovation Awards

BGIS annually recognizes our suppliers for their innovative service delivery solutions. In 2025, the BGIS Supplier Innovations Awards were North American in focus and were held during our 2025 North American Client Forum conference in Naples, Florida. This year we received 60+ submissions from North American companies. An evaluation committee comprised of sustainability and supply chain experts evaluated each submission based on their innovative and sustainable contribution as well as the impact on operational efficiency and operating cost savings.



AlertAQ Smart Water Leak Detection

- New water shut-off valves, and powerful, new leak detection algorithm, LeAQ™, for the AlertAQ™ water intelligence platform
- Clients have conserved more than 10.6 billion gallons (40 billion liters) of water
- Saved over $100 million USD in avoided damage and water costs
- Prevented 110 thousand tonnes (243 million pounds) of CO2e from entering the atmosphere



“System 28” Stainless Steel Band Refurbishing of Fuel Islands

- Converts rusted metal fuel islands into stainless steel islands using a patten stainless steel banding system.
- Cost and time efficient
- No removal of existing concrete or any material from the gas station
- No loss of sales as no down time at the fuel pumps.



Menstrual Equity in Federally Regulated Workplaces

- Citron Hygiene offers a wide range of products and services that enable large enterprises to seamlessly integrate menstrual hygiene solutions in their facilities at scale.
- Every away-from-home washroom can easily be transformed into a Period Dignity Washroom.
- Their air care, urinal and toilet care, and hand hygiene solutions are also serviced regularly, allowing organizations to provide advanced hygiene solutions without extra staff or bandwidth.
- Products are sustainably produced with 25% less packaging than the industry standard.



Case FMS

- Case FMS' technology allows for our team to develop optimized routes for our service partners.
- Can be used to reduce the driving time required to accomplish daily tasks
- By reducing drive times, we support reductions in fuel consumption and carbon emissions for our 23,000+ partners in our network.

Honourable Mentions

We would also like to extend our congratulations to the Honourable Mentions who receive special recognition for Innovative Solutions and Circular Economy:

CECC Roof Maintenance Solutions (RMS)

- Drone and AI-Enabled Roof Inspections
- With its sister company Maintenance Drone Co, RMS has developed a proprietary solution using drones, AI diagnostics, and integrated data to provide a faster, safer, and more cost-effective alternative for roof inspections

SkyDweller

- Revolutionizing Exterior Cleaning with Autonomous Aerial Innovation
- By leveraging autonomous cleaning drones powered by patent-pending AI precision aerial technology, Skydweller is 5-10 times faster, safer, and more cost-effective than traditional methods.
- Canadian Indigenous-owned and CCIB certified

ENTOUCH Controls

- Partnered with the BGIS Professional Services team to help deliver EMS building controls that integrate seamlessly with the Remote Command Center (RCC) as part of the Smart Retail Controls program
- Leverage advanced ML algorithms to optimize asset performance across weather changes and seasonality
- Operational and energy efficiencies for customers



Supplier Innovation Award Winner - Alert Labs



Supplier Innovation Award Runner Up - Courtyard Concrete Services

3.6 RESPONSIBLE FOR OUR ENVIRONMENTAL IMPACT

BGIS Environmental Impact & Our GHG Emissions & Targets

BGIS has a commitment to reduce our business impacts on the environment through a number of initiatives, including tracking of energy and water consumption, waste generation, and GHG emissions. The data gathered is used to identify opportunities for continued improvement towards a sustainable future. Keeping these key areas at the forefront allows BGIS to meaningfully contribute to the UN Sustainable Development Goals of Affordable and Clean Energy (SDG 7), Industry Innovation and Infrastructure (SDG 9), and Responsible Consumption and Production (SDG 12).

Our sustainability 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 Sustainability Policy
- CORP-PSV-10591 Energy Management Policy
- CORP-SSM-10648 Sustainable and Ethical Procurement Policy
- CORP-ENV-10454 Environmental Policy

Quantifying these goals will allow BGIS to continue making strides to limit global warming to 1.5C through our own operations, as well as through our clients' portfolios, suppliers, and team members. BGIS is also committed to the Canada Net Zero Challenge, requiring organizations to achieve net zero by 2050. Setting and making meaningful progress towards these targets allows BGIS to align with the UN Sustainable Development Goal of Climate Action (SDG 13), as we continue to take urgent action to combat climate change and its impacts.

Living Sustainably is one of the core drivers of what we do. We strive to protect and preserve the environment by being leaders in sustainable business practices, environmental stewardship, and sustainable conservation. We help guide our clients to embody these same values, allowing them to achieve their own sustainability goals in a manner that lessens their footprint on the planet.



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 Commitment

BGIS is committed to reducing energy consumption, waste, and water usage, as well as natural resource use and greenhouse gas emissions, in our own facilities and our clients' portfolios. We are 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. Environmental stewardship is a cornerstone of our operating philosophy. This commitment is highlighted in our integrated Environmental Management System, based on the ISO 14001 standard. BGIS is a participant in Canada's Net Zero Challenge. We are committed to net-zero across our scope 1 and 2 emissions, and for a few categories of scope 3 categories by 2050. We also track water and waste performance for our offices, are working towards reducing our footprint, and have demonstrated a 5% improvement in waste diversion for our Markham Head office from 2024 to 2025.

Our Environmental Impact

Our GHG emissions are calculated following the ISO 14064-1 standard using the Operational Control approach, accounting for all GHG emissions based on the control of operations. Our 2024 GHG inventory includes direct and indirect emissions from our corporate facilities in Canada, ANZ, the UK, and the US, our vehicle fleet of 2,911 vehicles, and business travel. This includes emissions from electricity and steam consumption, and fugitive refrigerant emissions. We are committed to reducing emissions even as our business continues to grow.

Direct GHG Emissions (Scope 1):
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 Imported Energy (Scope 2):
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 and Fuel and Energy Related Activities (Scope 3):
These emissions include business air travel and upstream generation of electricity, T&D losses, and other fuels (natural gas, propane, steam). In 2025 we expanded our scope 3 emissions to include Category 3, Fuel and Energy Related Activities, including GHG emissions from upstream generation of electricity, T&D losses, and other fuels (natural gas, propane, steam).

OUR FOOTPRINT				
Category	**2022**	**2023**	**2024**	**2025**
Global Scope 1 Emissions (tCO_2e)	16,986	17,835	20,372	24,967
Global Scope 2 Emissions (tCO_2e)	521	628	787	712
Global Scope 3 Emissions (tCO_2e)	1,875	2,031	1,974	6,812
Total Water Consumption (m^3)	4,003	5,002	5,120	8,375
Total Waste Generation Head Office (MT)	19.0	19.0	18.8	22.2

2025 Total Energy	**384,206 GJ**
Buildings - Electricity	11,836 GJ
Buildings - Steam	919 GJ
Buildings - Chilled Water	444 GJ
Buildings - Natural Gas & Propane	10,571 GJ
Vehicle Fleet - Fuel	360,430 GJ
Vehicle Fleet - Electricity	6 GJ

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

CANADA				
Category	**2022**	**2023**	**2024**	**2025**
Scope 1 Emissions (tCO_2e)	11,700	11,906	13,050	13,966
Scope 2 Emissions (tCO_2e)	254	269	247	283
Scope 3 Emissions (tCO_2e)	754	928	1,478	4,404
Scope 3 Category 3	-	-	-	3,558
Scope 3 Category 6	754	928	1,478	847

USA				
Category	**2022**	**2023**	**2024**	**2025**
Scope 1 Emissions (tCO_2e)	2,972	3,575	3,929	4,843
Scope 2 Emissions (tCO_2e)	129	132	129	133
Scope 3 Emissions (tCO_2e)	409	416	446	1,493
Scope 3 Category 3	-	-	-	1,251
Scope 3 Category 6	409	416	446	243

UK				
Category	**2022**	**2023**	**2024**	**2025**
Scope 1 Emissions (tCO_2e)	124	108	430	239
Scope 2 Emissions (tCO_2e)	6	18	12	27
Scope 3 Emissions (tCO_2e)	10	4	5	65
Scope 3 Category 3	-	-	-	63
Scope 3 Category 6	10	4	5	2

ANZ				
Category	**2022**	**2023**	**2024**	**2025**
Scope 1 Emissions (tCO_2e)	2,191	2,246	3,286	5,919
Scope 2 Emissions (tCO_2e)	133	210	393	269
Scope 3 Emissions (tCO_2e)	708	683	526	849
Scope 3 Category 3	-	-	-	526
Scope 3 Category 6	708	683	526	324

UPPAREL

BGIS partners with UPPAREL, a leader in textile recovery and recycling, to recycle uniforms across Australia. BGIS joins the fight against textile waste through the recycling of our uniforms. For FY25 we prevented 508.5 KG of textiles from being sent to landfill. This has also resulted in the prevention of 1,780KG of greenhouse gases from polluting our atmosphere.

Our BAE Systems Australia account team who provide facilities management to sites across Australia, has diligently collected and sent the unwanted uniforms and textiles to Upparel, contributing to this outstanding achievement.





Coffee Cup Recycling

The Sydney and Melbourne offices participate in Simply Cups, Australia's largest paper cup recovery program, helping us divert thousands of cups from landfill through verified collection and recycling.



Green Team

In 2025, the BGIS Green Team grew to strengthen employee engagement in sustainability and continues to foster a culture of environmental responsibility across the organization. Led by dedicated and passionate team members, the Green Team plays a key role in delivering meaningful education, events, and initiatives to the broader BGIS community.

- **Waste Reduction Week – Textiles Drive**
  - Hosted at the Markham office, this initiative collected 45 kg of textiles, diverting materials from landfill and promoting circular resource use.
- **Educational Programming**
  - A lunch-and-learn session focused on plastics recycling provided employees with deeper insights into waste streams and responsible disposal practices.
- **Employee Engagement Activities**
  - Interactive initiatives, such as a waste sorting quiz, helped raise awareness and build practical knowledge around proper waste management.



4.0 PEOPLE (SOCIAL)

4.1 WELL-BEING

Overview of the Well-being Program

At BGIS creating a healthy, safe, and inclusive work environment is more than a strategic priority—it is a deeply held belief rooted in our purpose. When our people thrive, so does our organization. Our holistic approach to team member health and well-being extends beyond programs and policies; it is embedded in our culture and continues to evolve and strengthen year over year. We are proud to be recognized as a global leader in this space and to be setting new standards in team member health and wellness.

Our vision is intentional and ambitious: to cultivate the healthiest team members in the world. This is not an abstract aspiration, but a tangible goal we actively pursue by integrating wellness into every stage of the team member experience. From safety and flexibility to mental health and community connection, our people remain at the centre of everything we do.

Data Driven, People-Centered Approach

The foundation of BGIS' wellness strategy is a data-driven, people-centred approach that actively promotes both physical, mental and social health. We regularly analyze key indicators—including benefits and disability utilization, well-being surveys, and engagement metrics—to identify emerging trends, assess risks, and uncover opportunities to enhance well-being. This evidence-based framework enables us to adapt policies and implement targeted initiatives that address barriers to health and respond to the diverse needs of our workforce.

Our global Health, Safety, and Well-Being Operational Excellence Committee—comprised of HSE and wellness professionals—facilitates knowledge sharing and innovation across regions, driving consistent improvement and operational efficiency.

In 2025, we enhanced our Wellness Metrics Scorecard, which is presented quarterly to the executive team. The scorecard tracks participation, health outcomes, and team member feedback, reinforcing transparency and accountability across the organization.

By investing in both our physical environments and team member-centered health initiatives, we strengthen physical well-being, build mental resilience, and support the long-term, sustainable health of our workforce.

Promoting Physical Health and Movement

Our wellness goals emphasize the development of healthier bodies and minds. We recognize that physical health reduces injury risk, while mental well-being improves stress management and risk awareness. By encouraging movement and self-care, we reduce incidents, accelerate recovery, and foster a strong, health, safety, and well-being-focused culture.



Key initiatives include:

- **Virtual Healthcare Online:** On-demand access to primary care through text, video, and chat, enabling convenient care from any location.
- **Fitness Reimbursement Program:** Financial support for fitness-related expenses to reduce barriers to physical activity. In 2025, utilization increased by 8.7%.
- **Corporate GoodLife Membership:** Discounted nationwide gym access to encourage consistent physical activity.
- **WHOOP Products:** Discounted access to wearable health technology to support individualized wellness journeys.
- **Complimentary Virtual Yoga:** Over 100 accessible classes offered for team members, enhanced by on-site lunchtime yoga as part of our Return-to-Office initiative.
- **BGIS Blue Zone Buildings™ Movement Challenges:** Team-based challenges that motivate daily physical activity and connection.

- **Ergonomic Campaigns and Movement Breaks:** Education and practices to support safe workstations and reduce physical strain.
- **Well-Being Sessions:** More than 20 educational workshops covering wellness resources, nutrition, sleep hygiene, and other related health topics.
- **BGIS Nourish to Flourish Cookbook:** vibrant, team-created collection of recipes that reflects our shared commitment to health, well-being, and connection.
- This cookbook is a cornerstone of our Healthiest Company Initiative, which aims to foster a culture of holistic wellness across BGIS. It goes beyond nutrition—it's about empowering our people to thrive physically, mentally, and emotionally, both at work and at home. This cookbook is special to BGIS because:
  - Team-Sourced Recipes: Every dish was submitted by BGIS team members from across the globe, showcasing the diversity of our people and the traditions that nourish them.
  - Holistic Wellness Focus: Recipes are designed to support energy, focus, and long-term health—many are plant-based, gluten-free, dairy-free, and adaptable to various dietary needs.
  - Cultural Storytelling: Each recipe is accompanied by a personal story, offering a glimpse into the lives, families, and heritage of our colleagues.
  - Aligned with our BGIS Blue Zone Buildings™ Philosophy: Inspired by regions where people live longer, healthier lives, our BGIS Blue Zone Buildings™ program promotes wellness through design—and now, through food.



Advancing Mental Health and Psychological Safety

Fostering a culture of care is central to BGIS' approach to mental health and well-being. Guided by our Core Values, we are committed to cultivating a psychologically safe, inclusive, and respectful workplace where individuals feel valued, supported, and empowered.

We recognize that mental and emotional health is integral to being "work ready." For our building and service technicians, effective risk assessment and response under pressure depend on mental well-being. As a result, mental health is embedded directly into our safety culture, including quarterly well-being toolbox talks that integrate mental wellness topics for our technical teams.

The **BGIS Blue Zone Buildings™ Mental Health Program** is a cornerstone of this commitment. From day one, employees are supported through structured onboarding, including virtual well-being buddy sessions to explore available resources. Refresher sessions ensure continued awareness and engagement among existing team members.

Canada

In 2025, our 26 Mental Health First Aid Responders in Canada supported 113 outreach conversations. Activity increased by 144% from Q1 to Q4, with the highest engagement occurring in Q4. The overall trend reflects growing awareness, trust, and utilization of mental health supports.

US

In 2025 the US launched the Mental Health Ambassador program and certified 24 team members to assist co-workers in times of need.

APAC

Our Mental Health First Aider program is a proactive initiative embedded within our broader health, safety, environment, quality, and well-being strategy, designed to support early intervention and foster a psychologically safe workplace. Trained Mental Health First Aiders across the business provide confidential, peer-to-peer support, helping employees recognise signs of mental health challenges, access appropriate resources, and seek professional help where needed. The program promotes awareness, reduces stigma, and strengthens a culture of care and inclusion, ensuring our people feel supported, connected, and empowered to maintain their well-being at work and beyond.



Leadership Accountability and Integrated Support

Leadership plays a critical role in fostering psychological safety. BGIS leaders are trained to model openness and empathy through active listening, open-ended dialogue, and transparent communication. In 2025, mandatory Leader Mental Health Training achieved 98% compliance across all people leaders.

In March 2025, we implemented a Mental Health Ecosystem with our ITS Team. This integrated, multidisciplinary model brings together public healthcare, team member benefits, private healthcare providers, and proprietary services from our short-term disability provider. Over the last three quarters in 2025, the program generated an estimated cost savings of approximately $60,000, equivalent to 62 weeks saved.

BGIS is committed to our team members' access to healthcare and supportive resources.

Benefits Paid in 2025:

CANADA	US	UK
$32.4M	$7.9M	€156K

Listening, Transparency, and Continuous Improvement

Team member voice is fundamental to our well-being strategy. We regularly deploy well-being surveys to gather insights into experiences, challenges, and evolving needs.

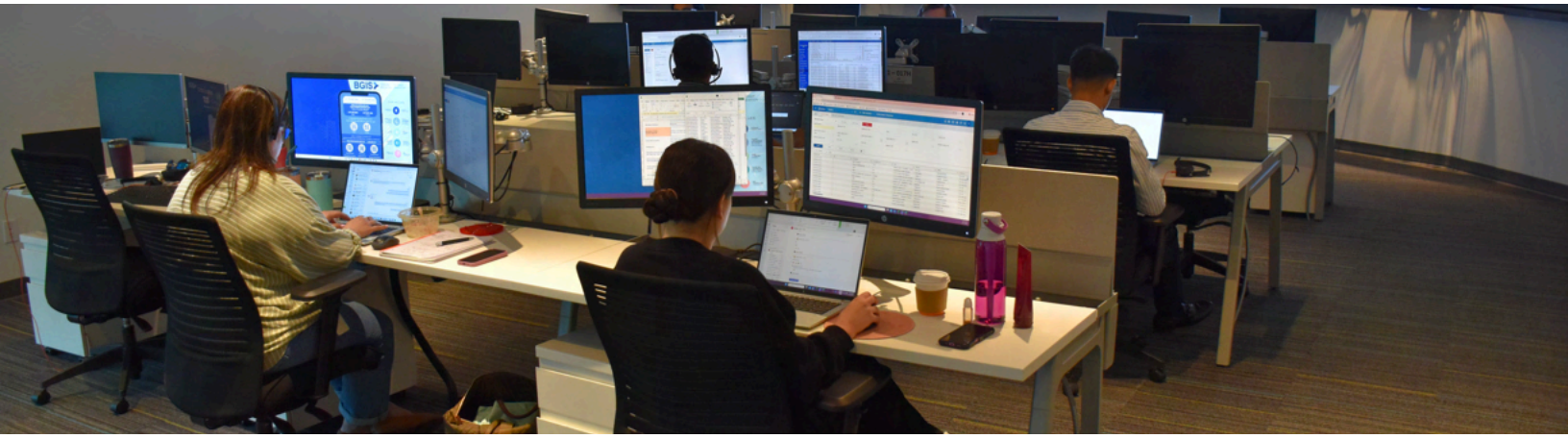
Importantly, we close the feedback loop by sharing outcomes and taking visible, meaningful action, reinforcing trust and accountability. A dedicated feedback channel (well-being@bgis.com) further enables team members to share suggestions, concerns, and ideas.



Supporting our Clients and their Team Members with Return to Office

In support of one of BGIS' North American financial institution client's return to office initiative, a limited refresh of 3–6 floors expanded rapidly into a near full retrofit of 10 floors, excluding only structural wall changes and millwork. Several floors housed high-tech lab environments, requiring enhanced planning and flawless execution to maintain 24/7 access and connectivity. Project complexity was further heightened by the requirement to deliver the work using three general contractors and an Architect of Record new to the client's corporate office initiatives, while coordinating 18 external client vendors alongside multiple internal client teams and their service partners. Compounding this challenge, on-site construction commenced just eight weeks after project kickoff, with limited time available for planning and design.

Despite these pressures, the BGIS team successfully executed a fast-track, 24/7 multi-shift delivery model, pacing floor turnovers at one to three-week intervals to enable continuous progress across all partners. The project was delivered within budget, navigated significant IT and infrastructure challenges. BGIS internal partners across Facilities Management, Workplace Solutions and Technical Services worked in close collaboration, supporting one another to ensure seamless execution and overall project success without any interruption to tenants on the occupied floors.



Key outcomes and highlights:

- Delivered within budget despite significant scope growth and IT challenges
- Successfully supported aggressive timelines and operational constraints
- MAC team completed 16 moves of 2,816 employees, 2,942 new chairs, ordered / washed and deployed 500 mugs, 500 drinking glasses, 720 dinnerware sets and 1,080 sets of cutlery
- Completed Air Balancing of the entire building to optimize occupant comfort and system efficiency
- Floors received upgraded kitchenettes with new fridges, filtered water dispensers, coffee stations
- Project outcomes have been very well received by the Lines of Business

These accomplishments significantly improved employee satisfaction by delivering a smoother, more comfortable, and better-supported workplace experience with minimal disruption. Completing the project within budget and under aggressive timelines ensured business continuity while enabling large-scale employee moves supported by new ergonomic seating, helping reduce physical strain and improving daily comfort. Building-wide air balancing enhanced temperature consistency and air quality, directly addressing a key driver of workplace comfort, while upgraded kitchenettes with new appliances, filtered water, coffee stations, and fully stocked dining ware created more welcoming, functional break spaces that support well-being and social connection. The strong positive reception from the client Lines of Business reflects that these improvements aligned closely with employee needs, reinforcing trust, morale, and overall engagement in the office environment.

Safety

Safety is a foundational element of our ESG commitment and a core value embedded in how we operate every day. We take a proactive, technology-enabled, and people-first approach to protecting the health, safety, and well-being of our team members, whether they are working on-site, remotely, or in high-risk environments. Our ongoing investments in innovation, workplace culture, and psychological safety reflect our belief that a safe workplace is essential to sustainable performance and long-term value creation. This commitment has been recognized through the following industry and workplace well-being awards.

Metric	Canada	US	UK	ANZ	Global
LTIR	0.58	0.60	0.45	0.59	0.57
TRIR	1.28	1.29	0.75	1.99	1.38

Awareness, Engagement, and Community Connection

BGIS actively participates in both national and internal mental health awareness initiatives, including Bell Let's Talk Day and Canadian Mental Health Association Mental Health Week. In 2025, our Bell Let's Talk Day Leader Panel was our most successful to date, engaging approximately 500 team members through authentic leadership storytelling. We also expanded our Annual Global Safety Day to include a dedicated wellness focus, with more than 1,000 team members participating in wellness-related sessions.

Team members and their family have access to a confidential Employee Assistance Program, providing immediate short-term counseling and a broad array of work, health, and life services—spanning financial, legal, career, nutrition, and family support, as well as self-directed digital programs.

To strengthen social connection and emotional resilience, we continue to host Connection Conversations—informal, confidential discussions that bring together team members at similar life stages to share experiences and support one another.

Our Floater Day policy continues to support flexibility and can be used as an on-demand wellness resource, employees are empowered to prioritize well-being when they need it most—whether to manage stress, fulfill caregiving responsibilities, or recharge.

A special shoutout to Blake Corbin (Canada), Sash Payne (APAC & NZ), and David Shaffer (USA) as this year's winning Brad Kerrivan Safety Leader Award recipients, recognized for their unwavering commitment to prioritizing safety.

Well-being of our Clients and Communities

At BGIS, we operate with a deep commitment to the well-being of both the occupants of our clients' facilities and the broader communities we serve. Every service we provide—from maintenance and cleaning to energy management and security—is delivered with a people-first mindset. We prioritize creating safe, healthy, and welcoming environments that enhance the daily experiences of building users. Beyond the walls of our clients' properties, we actively engage with local communities, supporting initiatives that uplift families and foster sustainable development. Our approach is rooted in empathy, responsibility, and a genuine desire to make a positive impact wherever we operate.

AWARDS & RECOGNITION

Safety is a foundational element of our ESG commitment and a core value embedded in how we operate every day. We take a proactive, technology-enabled, and people-first approach to protecting the health, safety, and well-being of our team members, whether they are working on-site, remotely, or in high-risk environments. Our ongoing investments in innovation, workplace culture, and psychological safety reflect our belief that a safe workplace is essential to sustainable performance and long-term value creation. This commitment has been recognized through the following industry and workplace well-being awards.

Gold Winner of 2025 OHS Canada Honours Award for best use of Safety Technology: BGIS was recognized for our in-house developed Lone Worker App which provides assurances that our workers in remote locations are safe.

Excellence Canada Healthy Workplace Month Great Employer Award. This award recognizes organizations that go above and beyond to support team member well-being, foster a positive culture, and create healthy, thriving, workplaces.

BGIS was recognized with a 2025 Canadian Workplace Well-being Award by Canadian Positive Psychology Association (CPPA). This award celebrates organizations that demonstrate an outstanding commitment to workplace well-being, team member mental health, and psychological safety.

NSC Occupational Excellence Achievement Award: Recognizing BGIS' excellence in workplace health, safety and operational risk management.



Excellence Canada Healthy Workplace Month Great Employer Award



Gold Winner of 2025 OHS Canada Honours Award for best use of Safety Technology

4.2 INCLUSION & BELONGING

We recognize that each employee's unique experiences, perspectives, and viewpoints add value to our ability to create and deliver the best service for our clients.

Core to our Culture of Caring is our Inclusion and Belonging program where we foster an inclusive and kind workplace, where everyone feels valued and respected, where differences are welcomed and 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.

BGIS' Four Pillars

Inclusive Connections

We believe that to allow representation at all of levels of the organization, we need to expand our reach with partnerships and networks.

Develop Our Future

We recognize that offering formal mentorship support, providing access to resources and knowledge programs are critical elements to increase representation at all levels of BGIS.

Be Deliberate

We are committed to broadening our recruitment strategies and holding our leaders accountable to attract, develop, and retain diverse talent across the organization.

Be Visible

Recognizing the benefit of service and responsibility, BGIS will be Visible, engaged in our communities – giving back, at professional forums, through multiple channels, promoting our commitment.



Inclusion & Belonging Committees at BGIS

Group	Mission
Corporate Inclusion & Belonging Committee	The Inclusion & Belonging Committee leads the way in demonstrating that inclusion improves the well-being of our people and improves innovation, collaboration, and global business results. This is a cross-section of team members from diverse backgrounds committed to the development and maintenance of the plan and the promotion of key programs focused on strengthening inclusion & belonging throughout the organization.
Abilities Committee	The Abilities Committee is a team member led initiative that represents both team members with and without disabilities and works to increase awareness, provides educational opportunities on disability topics, and creates an inclusive culture for team members whose lives have been impacted by disability. The committee plays an active role in community outreach and involvement and is also focused on providing a safe space to share experiences, network, and be supported by peers and allies.
Women of BGIS Committee	The Women of BGIS Committee is a team member led initiative that helps women find connections and support. We are committed to increasing the representation, inclusion and development of women in leadership and non-traditional roles by providing a safe space to share experiences, network, and be supported by peers and allies.

Celebrating Inclusion & Belonging

In 2025, BGIS demonstrated a strong and continued commitment to inclusion and belonging through a wide range of communication campaigns, learning opportunities, and engagement events. Delivered both virtually and in person, these initiatives supported our ongoing journey toward greater awareness, education, and the development of respectful, inclusive, and thriving workplaces across the organization.

Throughout the year, BGIS recognized and celebrated key cultural, social, and awareness moments. Campaigns such as Black History Month, International Women's Day, Pride Month, Indigenous History Month, National Indigenous Peoples Day, Disability Employment Awareness Month, and Truth and Reconciliation helped foster reflection, dialogue, and learning while amplifying diverse voices and experiences within our communities.



Education and skill-building were central to our 2025 approach. BGIS hosted multiple interactive workshops and learning sessions focused on topics such as inclusive leadership, authentic self-expression, accessibility, neurodiversity, and equitable recruitment practices. These sessions supported employees in building practical skills, increasing cultural competence, and better understanding how inclusion shows up in everyday behaviors and decisions.
BGIS also emphasized connection and community building. Facilitated roundtables and collaborative discussions created safe spaces for employees to share experiences, build camaraderie, and strengthen cross-team relationships. In-person events such as awareness walks, cultural celebrations, and social connection activities reinforced our commitment to belonging by encouraging participation, empathy, and shared purpose.

Social impact and advocacy were reflected in BGIS-supported initiatives addressing broader societal issues, including ending violence against women, accessibility and employment inclusion, and reconciliation with Indigenous Peoples. Activities such as awareness walks, Red Dress Day, Orange Shirt Day, and community drives underscored BGIS' commitment to aligning values with meaningful action.

Spotlight on Inclusion & Belonging Events at BGIS in 2025

BGIS once again hosted our Taste of the World event in November, a day for our team to come together to explore foods from different cultures prepared by our own team members and learn more about their unique heritages. Team members were invited to pick up a Passport the morning of the event to travel through each region to experience the food, sounds, and sights while collecting passport stamps along the way.



Taste of the World

BGIS celebrated International Women's Day with the theme of Give to Gain. We discussed how by giving time, mentorship, recognition, and opportunities, we can help build confidence, equality, and stronger communities. In return, we gain diverse perspectives, innovation, and a more inclusive future where everyone can thrive.

In the UK BGIS held various events in celebration of team member diversity, such as workplace celebrations for Ramadan, Easter, Black History Month, Cultural Potluck Day, Eid-Al-Adha. We celebrated International Women's Day with a fireside chat with the theme of Empower, Elevate, Accelerate: Women leading at BGIS. Events like these go beyond the experience itself—they play a vital role in fostering understanding, strengthening relationships, and promoting an inclusive workplace culture. They highlight the value of diverse perspectives and reinforce that our collective differences drive stronger, more dynamic teams. Ultimately, they serve as a reminder that creating an environment where everyone feels respected, supported, and empowered is an ongoing commitment shared by all.



Girls in Property Day

Team members in Australia and New Zealand delivered impactful guest speaking engagements with CEDA, participating in Virgin's NRW panel discussions, Inspiring Future Leaders through the Property Council of Australia's Girls in Property program, and mentoring at the Reconciliation Australia Conference.

Commitment to Reconciliation—Canada and Australia & New Zealand

Canada

BGIS continues to strengthen its commitment to reconciliation, inclusion, and sustainable impact through a series of meaningful initiatives that embed Indigenous engagement across its operations. By advancing workforce development through targeted programs, integrating Indigenous participation into procurement, and fostering culturally inclusive partnerships, BGIS is creating tangible opportunities for Indigenous communities within the facilities management sector. These efforts are further reinforced by recognized leadership in ESG, enhanced transparency in supplier engagement, and initiatives that celebrate Indigenous culture while promoting environmental responsibility. Together, these actions reflect BGIS' ongoing dedication to building respectful relationships, driving economic empowerment, and supporting long-term, inclusive growth.

- BGIS launched a dedicated Indigenous Intern Program as part of its broader Reconciliation and workforce inclusion strategy. The initiative was designed to create meaningful employment pathways for Indigenous students in the skilled trades, engineering, and facilities management sectors.
- BGIS was named Canadian Aboriginal and Minority Supplier Council's (CAMSC) 2025 Corporation of the Year for exceptional leadership in advancing ESG principles through inclusive procurement.
- BGIS deepened its commitment to Reconciliation by embedding Indigenous Participation Plans into its procurement processes across major federal projects.
- We expanded our partnership with Two Row Architect, integrating Indigenous design into four major federal projects.
- We successfully launched the BGIS Stars Tier 2 reporting platform, enabling more transparent tracking of Indigenous supplier engagement across our value chain.
- As part of the Tomorrow Matters waste management initiative, a unique collaboration was launched to promote sustainability, celebrate Indigenous culture, and support reconciliation efforts. This project involved the creation of custom Indigenous recycle bins featuring student artwork from the CD Howe Building, in partnership with CleanRiver Recycling Solutions.
- BGIS integrated mandatory Indigenous Cultural Training into Percipio.
- BGIS partnered with local Indigenous artisans to host an Indigenous Artisan pop-up market in a Government of Canada building located in Hamilton. The market provided Indigenous creators with a no-cost opportunity to showcase and sell their arts and crafts directly to building occupants, fostering cultural exchange and economic empowerment.
- With widespread participation in 2025, BGIS continues to honour the spirit of Truth & Reconciliation on Orange Shirt Day, not just as a moment of remembrance, but as a catalyst for ongoing learning, inclusion, and Reconciliation with a virtual sharing circle for all employees.



Australia & New Zealand

As part of our Reconciliation Action Plan initiatives BGIS APAC supported numerous programs and events such as the Bennelong Cup and National Reconciliation Week focusing on the theme of Bridging Now to Next in hopes to inspire reflection and conversation on practical steps we can take in Indigenous reconciliation. Rikki Cooper spoke at the Leadership Institute Indigenous Leadership Summit in Melbourne. She also spoke at the Property Council of Australia to discuss the crucial role of Indigenous inclusion in the Property industry.

In 2025, BGIS celebrated five-years of supporting the Cowboys Community Foundation, as a Foundation Partner by funding the running of two Toyota HiAce vans to drive students to school, one each for the Boys Campus and Girls Campus. NRL Cowboys House is removing distance as a barrier to quality secondary education for Indigenous students from some of Australia's most remote and geographically disadvantaged communities. We are very pleased to support the house, which is a unique, culturally-safe boarding facility for young Aboriginal and Torres Strait Islander men and women attending partner schools in Townsville.





Football Shoes and Boots for an Indigenous Community

Close to 100 pairs of football shoes and boots were donated from BGIS employees across Australia to the Indigenous community of Napranum, located on the western Cape York Peninsula.

Due to the remoteness of this Indigenous community, there are a limited number of retail shops and the high cost of football boots places them out of reach for many financially disadvantaged families. BGIS delivered the donated boots directly to those who need them.

AWARDS & RECOGNITION – BGIS Women Celebrated in our Industry

Women at BGIS received industry recognition as winners and finalists from various organizations in 2025, including the following:

WORK189's Top 101 Employers for Women in 2025

World's top 100 HR Execs: Sarah Noveli

Rikki Cooper recognized by Property Council Queensland and Property Council Victoria as a Finalist for the **Diversity, Equity and Inclusion Award**



4.3 HIRING PRACTICES

At BGIS we are committed to fostering a workplace built on equal employment opportunity, fairness, and respect. We do not tolerate discrimination, and are dedicated to fully leveraging the potential of our team members across all employment opportunities. Our goal is to build a workforce that reflects the diversity of the communities in which we operate, and we proactively support employment equity to ensure fair and equitable representation throughout the organization.

All career opportunities at BGIS are made available on an equal-opportunity basis. Internal and external candidates are evaluated objectively based on job-related qualifications, experience, and performance, free from non-work-related considerations. We also recognize that fair and equitable compensation is essential to attracting, retaining, and motivating talent. BGIS takes deliberate steps to ensure pay equity, internal and external competitiveness, and compliance with applicable legislation across the global regions where we operate.

BGIS remains committed to strengthening diversity by recruiting, developing, and retaining professionals from all backgrounds. We believe our people are the foundation of our success, and promoting diversity and inclusion is central to our ongoing pursuit of organizational excellence.

People & Culture Statistics

2025 Team Members

Metric	Canada	US	UK	ANZ
Total New Hires	1,656	356	241	868
New Hires (Male)	958	281	194	583
New Hires (Female)	559	56	44	254
Boomerangs	139	19	3	31
Voluntary Turnover Rate	8.3%	10%	16.3%	16.1%

CANADA

	Full Time	Part Time	Total	Directors
Female	2835	446	3412	131
Male	4712	347	5255	196

UNITED STATES

	Full Time	Part Time	Total	Directors
Female	206	0	209	3
Male	800	2	820	18

UNITED KINGDOM

	Full Time	Part Time	Total	Directors
Female	90	7	98	1
Male	505	4	514	5

AUSTRALIA & NEW ZEALAND

	Full Time	Part Time	Total	Directors
Female	476	42	526	8
Male	1247	31	1289	11



BGIS Referral Program

BGIS recognizes that attracting and retaining exceptional talent is essential to being a top employer. The BGIS Team Member Referral Program plays a vital role in this effort by leveraging the strength of our team members' networks to connect us with high-quality candidates. By encouraging referrals, BGIS not only taps into trusted recommendations from our people but also rewards them for identifying individuals who have the right skills and align with our culture and values. Team member participation in this program is a key contributor to the ongoing success and growth of BGIS.



Canada Referral Bonuses Paid in 2025:
$169,125 CAD



US Referral Bonuses Paid in 2025:
$71,250 USD



UK Referral Bonuses Paid in 2025:
£27,522 GBP



ANZ Referral Bonuses Paid in 2025:
$113,500 AUD

Supporting our Team Members' Growth

At BGIS, we are committed to supporting our team members' continued growth and long-term career success through our tuition reimbursement program. This program empowers employees to pursue approved courses or degree programs by covering a portion—and in some cases, all—of their tuition costs. By investing in our people's education, we reinforce our belief that learning drives innovation, strengthens performance, and builds future leaders. The program not only helps team members enhance their skills and advance their careers, but also contributes to a more knowledgeable, engaged, and resilient workforce—benefiting both our employees and BGIS as a whole.



Canada Tuition Reimbursement in 2025:
$157,634 CAD



US Tuition Reimbursement in 2025:
$8,899 USD



Internships

BGIS is committed to developing the next generation of talent through structured internship programs that provide meaningful, hands-on experience across its diverse service lines.

These internships are designed to equip students and early-career professionals with practical skills in facilities management, sustainability, and technical services, while fostering a strong understanding of ESG principles in action. Interns are given opportunities to contribute to real projects, collaborate with experienced professionals, and engage in initiatives that support environmental performance, social responsibility, and community impact.

By investing in internships, BGIS not only builds a future-ready workforce but also reinforces its commitment to learning, inclusion, and long-term career development within the communities it serves.

Canada Intern Program

BGIS has a robust Internship Program in Canada whereby we engage new graduates or students about to graduate in our successful internship program across various lines of business. In 2025, BGIS hired 110 interns in Canada!

Lines of Business	
Corporate Function	18
Facilities Management	32
Finance	18
Health & Safety	3
IT/Analytics	4
Marketing	2
Professional Services	5
Project Delivery	7
Technician	21

Geographic Breakdown Canada	
Alberta	11
British Columbia	5
Nova Scotia	3
Ontario	72
Quebec	8
Saskatchewan	1
Newfoundland	1

ANZ Future Leaders Program

In 2025, the BGIS Future Leaders Program in Australia and New Zealand kicked off to a fantastic start in Sydney. This program brings together a group of emerging leaders to accelerate their professional growth and build their leadership capability.

Throughout the first workshop, participants explored a range of engaging topics, including:

- Who we are as leaders
- Leadership hits and misses
- Critical thinking and decision making
- Positive psychology for leaders
- Communication styles
- Stages of team development

Geographic Breakdown ANZ	
New South Wales	11
Queensland	5
South Australia	3
Victoria	72
Western Australia	8

Fair Wages and Advancement

Mean and Median Bonus Pay Gap - UK

Our median gender pay gap reduced from 11% to 6.4%, with our mean pay gap reducing from 11% to 10.7%. We have also seen encouraging movement across pay quartiles, with fewer women represented in the lowest-paid quartile and more women represented in the highest-paid quartile compared to last year.

In an industry like Facilities Management, where technical and senior operational roles remain heavily male-dominated, progress in this area takes time.

This is exactly why long-term investment in development and progression matters, particularly in sectors where talent pipelines into technical and senior operational roles have historically been less diverse. At BGIS, we continue to invest significantly in our people through qualifications and development pathways including ILM, CIMA, ACCA, Business Administration, Building Services Engineering, Project Management, Marketing and wider apprenticeship programmes.



4.4 RESPONSIBLE SUPPLY CHAIN

BGIS has a strong commitment to Supplier Diversity and Inclusion (SDI), including procurement from majority-Indigenous-owned suppliers. SDI has become part of the fabric of how BGIS conducts business and is a strategic initiative that ensures BGIS is inclusive in our strategic procurement practices. Guided by our Sustainable & Ethical Procurement Policy (CORP-SSM10648).

As part of our Supplier Diversity and Inclusion Program we are continuously working to expand our pool of approved Indigenous and diverse suppliers to ensure there is equal access to opportunities with BGIS. In 2025 BGIS spent $157.7 million CAD with Indigenous and diverse suppliers in North America. In Canada our total spend with Indigenous suppliers in 2025 was $34.7 million CAD. In addition to attending and participating in Supplier Diversity events hosted by the certification organizations, BGIS hosted three supplier engagement events; In March we celebrated International Women's Day, an event targeting women-owned businesses; In June in celebration of Indigenous Day an event focusing on Indigenous-owned businesses; and in October an event that targeted all Indigenous and diverse owned businesses.



BGIS' award-winning Indigenous Engagement and Supplier Diversity & Inclusion Program provides BGIS with a competitive advantage with regards to supplier engagement projects. Each year our target is to increase our spend with Indigenous and diverse suppliers by 10%. We track and report our purchasing spend with Indigenous and diverse suppliers monthly to the BGIS Executive Leadership team and we exhibit steady year-over-year progress. Our diverse Supplier engagement has progressed from $1.5 million CAD spend with five suppliers in 2016 to $157.7 million CAD (5.7% of total subcontractor spend) with 228 suppliers in 2025. Since 2016, BGIS has spent $663.4 million CAD with certified and self-identified Indigenous and diverse suppliers across North America.

In ANZ BGIS spend in 2025 was $41.66M AUD representing 4.32% of subcontracted spend. To date BGIS has spent $963.20M AUD with Indigenous and diverse suppliers in ANZ.

In 2025 BGIS was a supportive corporate member of the following Canadian organizations:

- Canadian Council for Indigenous Business (CCIB) who support Indigenous owned businesses. In 2024 BGIS obtained the Partnership Accreditation in Indigenous Relations (PAIR) Bronze certification. The PAIR program is the premier corporate social responsibility program with an emphasis on Indigenous relations. In 2025 BGIS continued to focus on our Indigenous Engagement program and published our Corporate Indigenous Procurement Policy.
- Canadian Aboriginal & Minority Supplier Council (CAMSC) who certify Indigenous and minority owned businesses. In 2025 BGIS was represented on the Corporate Member Advisory Committee.
- Women Business Enterprises Canada Council (WBE Canada), who certify women owned businesses.
- CQCC (formerly CGLCC) - Canada's Queer Chamber of Commerce, who certify 2SLGBTQI+ owned businesses.
- Inclusive Workplace and Supply Council of Canada (IWSCC), who certify disabled and veteran-owned businesses.

ANZ:

- Supply Nation – Member
- Kinaway Chamber of Commerce – Gold Partnership
- Amotai – Autere Member
- Social Traders – Partner
- NDS (National Disability Services) – Partner
- CSI (Corrective Services Industries) – Partner

In 2025 BGIS spent $157.7 million CAD with Indigenous and diverse suppliers in North America.

In addition to attending and participating in Supplier Diversity events hosted by the certification organizations, BGIS hosted three supplier engagement events in 2025:

- In March in celebration of International Women's Day, an event targeting women-owned businesses.
- In June in celebration of Indigenous Day an event focusing on Indigenous-owned businesses.
- In October an event that targeted all Indigenous and diverse owned businesses.



International Women's Day Canada



International Women's Day APAC



NISCL Private Sector Strategic Sourcing Team of the Year

AWARDS & RECOGNITION

John Castelhano recognized as AI in Procurement Champion by CPO

ONCON Icon - Top 10 Supply Chain & Procurement Team

Private Sector Strategic Sourcing Team of the Year at the NISCL (National Institute of Supply Chain Leaders) Awards

BGIS recognized for Innovations in Talent Management at the Future of Sourcing Awards

Recognized as the Corporation of the Year by CAMSC



CAMSC Corporation of the Year

4.5 COMMUNITY ENGAGEMENT

As our value states, 'Living Sustainably' finds its way into everything that BGIS delivers, to our culture of caring and in our value to customers. At BGIS, we are driven by a deep sense of purpose—to leverage our capabilities and influence to create meaningful, positive change. Our dedication to sustainability is matched by our unwavering support for the communities we serve. Even in challenging times, our team consistently exemplifies compassion and generosity, aligning with the United Nations Sustainable Development Goals (SDGs) 1 through 4.

In 2025, BGIS raised over $1M CAD globally for charities around the world. Throughout 2025, our commitment was reflected in a wide range of initiatives, including employee-led fundraising, donation matching, volunteering, corporate giving, and pro bono services. These efforts underscore our belief in the power of collective action and our ongoing commitment to making a difference.

The following are just a few of the initiatives that BGIS and our people participated in throughout 2025.

Kids Help Phone and Cam's Kids

In 2025, BGIS raised $300,000 CAD in donation funds through its Montreal and Markham charity golf tournaments in support of Kids Help Phone, reinforcing our ongoing commitment to youth mental health. In addition, BGIS launched the Cam's Medallion campaign to support Cam's Kids, securing commitments from 10 preferred vendor partners to contribute $10,000 CAD annually over the next five years. This initiative will provide sustained funding and help amplify the impact of Cam's Kids, which has experienced close to 30% year-over-year growth.

BGIS US Charity Golf Tournament

127 Golfers and numerous volunteers joined us in Naples, Florida at the annual BGIS US Charity Golf Tournament. Thanks to the support of our partners we raised $120,000 USD for Operation Healing Forces, $20,000 USD for the JED Foundation and $10,000 USD for Music Heals.



Bell Let's Talk

In 2025, our virtual Bell Let's Talk Day Leader Panel was our most successful to date, engaging approximately 500 team members through authentic leadership storytelling. One of our Senior Canadian Leaders shared their personal journey with mental health and touched on how impactful workplace wellness and leadership is critical in the workplace. We touched on the impact of Bell Let's talk day and how critical it is to have open and honest conversations about mental health. Our leader concluded the conversation with advice and inspiration and BGIS resources that are open to all our team members across North America.

BMO Walk So Kids Can Talk

On Sunday, May 4th, we hit the pavement at locations across Canada in support of the BMO Walk So Kids Can Talk – and raised over $10,000 CAD! A huge thank you to our walkers – and to everyone who contributed from coast-to-coast.





Supporting Hospital Staff, Patients and Families

Our facilities management team at Monash Health-Casey Hospital located in Melbourne, Australia, once again collected donations for the Monash Children's Hospital Christmas Gift Drive. The gifts ensure that every child in the care of the hospital on Christmas Day will receive a gift from Santa, creating a special experience for the children and their families during such a difficult time. Thank you to everyone at the hospital and the Melbourne BGIS office who donated this year.

Handmade toys for local community

Our team in Christchurch, New Zealand, crafted wooden toys to donate to local community organizations. The team of 16 volunteered to complete nearly 100 toys and sixrocking horses, that were donated to Pillars Ka Pou Whakahou, The Hoon Hay Foodbank, and Women's Refuge.



Toys for Tots

BGIS' US team donated 3,000 pounds of toys that were donated to children in need across America



CN Tower Walk for WWF

The BGIS team raised $20,000 CAD for the World Wildlife Fund (WWF) during the WWF CN Tower Climb for Nature, placing 3rd on the Toronto Team Leadership Board with John Castelhano being the top individual fund raiser in Toronto.

Movember

In November our global teams once again joined forces in the BGIS Global Molliance to raise funds and awareness for men's health and suicide prevention, raising $5,395 CAD.





Nourish Trust

For the fifth year, our team in Wellington, New Zealand supported the Nourish Trust, a wonderful organisation that provides hampers of nourishing food to families in need across the region at Christmas. BGIS provided hampers of food products, and our team of enthusiastic volunteers delivered them to 23 families.

Cowboys Community Foundation

We are celebrating five-years of supporting the Cowboys Community Foundation, as a Foundation Partner by funding the running of two Toyota HiAce vans to drive students to school, one each for the Boys Campus and Girls Campus. NRL Cowboys House is removing distance as a barrier to quality secondary education for Indigenous students from some of Australia's most remote and geographically disadvantaged communities. We are very pleased to support the house which is a unique, culturally-safe boarding facility for young Aboriginal and Torres Strait Islander men and women attending partner schools in Townsville.



5.0 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 and 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 are 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 79 offices globally, both owned and leased locations, and leases a service fleet of 2,911. 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 2025.

5.1 DATA ASSURANCE

BGIS Environmental Footprint

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

Greenhouse gas emissions reported are derived from the following major sources:

Direct Emissions (Scope 1)
Vehicle fleet and building space heating from combustions 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: AA 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 for Canada, UK and US. For Australia, the 2025 Financial Year is the first year of Sustainability Reporting for the Group in compliance with the Australian Sustainability Reporting Standards. BGIS also reports GHG emission data to the Carbon Disclosure Project each year. The results of the GHG inventory are published in the ESG report annually.

5.2 APPENDIX

UN Sustainable Development Goals

UN SDG	BGIS Contribution to our Team Members & Clients
SDG 3: Ensure healthy lives and promote well-being for all at all ages	BGIS values the health and well-being of all our team members and has introduced programs such as flexible work arrangements encouraging our team members to work remotely and also have the flexibility to choose a schedule that strikes a healthy balance between their work and personal lives. 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. 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.
SDG 5: Achieve gender equality and empower all women and girls	Women of BGIS is an initiative that encourages the growth, support and advancement of the female workforce within BGIS. Acting as an internal networking opportunity the goal of Women of BGIS is to foster growth of females, encouraging them to obtain higher roles in leadership.
SDG 6: Ensure availability and sustainable management of water and sanitation for all	BGIS is committed to reducing the impacts of our business upon the environment. We have deployed water reduction strategies including irrigation controls, water leak detection, widespread aerator program, cooling tower cycle optimizations, and plumbing fixture replacements. The BGIS landscaping and grounds maintenance scope of work stipulates that all organic land care substances and materials required for the performance of the service must be environmentally friendly, chosen on the basis of highest effectiveness and selectivity and least hazardous to health and the environment and meet BGIS' Environmental Landscaping Specifications
SDG 7: Ensure access to affordable, reliable, sustainable and modern energy for all	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.
SDG 10: Reduce inequality within and among countries	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.
SDG 11: Make cities and human settlements inclusive, safe, resilient and sustainable	Our BGIS Blue Zone Buildings ™ initiative transforms indoor workplaces into environments that promote health, longevity, collaboration, innovation, productivity, and economic growth. 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.

UN SDG	BGIS Contribution to our Team Members & Clients
SDG 12: Ensure sustainable consumption and production patterns	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. On an annual basis, 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 client's needs.
SDG 13: Take urgent action to combat climate change and its impacts	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. In 2025, BGIS continued to lead our clients on their carbon neutral journeys, allowing us to operationalize the vision outlined in strategies and studies and measure the impact of various initiatives.

GRI Content Index

GRI 2: General Disclosures 2021

		2025 Disclosure Reference	Omission
2-1	a. legal Name b. nature of ownership and legal form. c. location of it's headquarters d. countries of operation	a. BGIS b. BGIS is a privately owned entity. c. BGIS headquarters is 4175 14th Avenue, Markham ON, Canada d. Our Core Operations include: Australia Canada New Zealand United Kingdom United States	
2-2	a. list all entities included in sustainability reporting.	BGIS	
2-3	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.	a. The report covers our activities from January 2025 to December 2025. Frequency is annually. b. Consistent with a. c. July 2026 d. marketingcommunications@bgis.com	
2-4	a. report restatements of information made from previous reporting periods and explain: i. the reasons for the restatements; ii. the effect of the restatements.	No restatements	
2-5	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: 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.	a. BGIS has undertaken third party verification of the GHG inventory for Canada, US, and UK. 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.	

		2025 Disclosure Reference	Omission
2-6	a. report the sector(s) in which it is active; b. describe its value chain, including: 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.	a. Government, education, healthcare, utilities, finance, telecommunications, property, resources, oil & gas and sport & leisure. b.i., ii, iii. About BGIS page 10, industry affiliations page 17, sustainable procurement page 56, responsible supply chain page 82 c. no significant changes.	
2-7	a. total number of employees, and a breakdown of this total by gender and by region; b. i. Total number of permanent employees, and a breakdown by gender and by region; ii. temporary employees, and a breakdown by gender and by region; iii. full-time employees, and a breakdown by gender and by region; iv. part-time employees, and a breakdown by gender and by region; c. describe the methodologies and assumptions used to compile the data, including whether the numbers are reported: i. in head count, full-time equivalent (FTE), or using another methodology; ii. at the end of the reporting period, as an average across the reporting period, or using another methodology	a. b. Total Team Members, Page 11, 77-78 c. head count at the end of the reporting period	b.iii. non-guaranteed hours employees, and a breakdown by gender and by region is not available for this reporting period.
2-28	a. report industry associations, other membership associations, and national or international advocacy organizations in which it participates in a significant role	Industry Affiliations, Page 17	
2-29	a. describe its approach to engaging with stakeholders, including: i. the categories of stakeholders it engages with, and how they are identified; ii. the purpose of the stakeholder engagement; iii. how the organization seeks to ensure meaningful engagement with stakeholders.	Our Partners, page 14-16	

GRI 302: ENERGY 2016

		2025 Disclosure Reference	Omission
103-1	Explanation of the material topic and its boundaries	Our Environmental Footprint, Page 59-62	
103-2	The management approach and its components	Our Environmental Footprint, Page 59-62	
103-3	Evaluation of the management approach	Our Environmental Footprint, Page 59-62	
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 59-62	

GRI 305: EMISSIONS 2016

		2025 Disclosure Reference	Omission
103-1	Explanation of the material topic and its boundaries	Our Environmental Footprint, Page 59-62	
103-2	The management approach and its components	Our Environmental Footprint, Page 59-62	
103-3	Evaluation of the management approach	Our Environmental Footprint, Page 59-62	
305-1	The reporting organization shall report the following information: a. Gross direct (Scope 1) GHG emissions in metric tons of CO_2 equivalent.	Our Environmental Footprint, Page 59-62	
305-2	The reporting organization shall report the following information: a. Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO_2 equivalent.	Our Environmental Footprint, Page 59-62	

GRI 401: EMPLOYMENT 2016

		2025 Disclosure Reference	Omission
103-1	Explanation of the material topic and its boundaries	Hiring Practices, Page 77	
103-2	The management approach and its components	Hiring Practices, Page 77	
103-3	Evaluation of the management approach	Hiring Practices, Page 77	
401-1	a. Total number and rate of new employee hires during the reporting period, by age group, gender and region.	Hiring Practices, Page 77	b. Total number and rate of employee turnover during the reporting period, by age group, gender and region not available for this reporting period.
401-2	a. Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation	Total Benefit Spend, Page 68	

GRI 405: DIVERSITY AND EQUAL OPPORTUNITY

		2025 Disclosure Reference	Omission
103-1	Explanation of the material topic and its boundaries	Inclusion & Belonging, Page 72	
103-2	The management approach and its components	Inclusion & Belonging, Page 72	
103-3	Evaluation of the management approach	Inclusion & Belonging, Page 72	
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).	Total team members, page 78. BGIS reports full-and part-time breakdown of staff by gender.	Age groups are not reported.

Sustainability Accounting Standards Board (SASB)

Code	SASB Reference	2025 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 metres)	52M square metres
IF-RS-000.C	Number of buildings under management with owner operational control (number)	51,590
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.
IF-RS-410a.2	Floor area and number of buildings under management provided with energy and sustainability services (square feet, number)	18,000 locations, comprising of over 155M sqft of buildings were provided with energy and sustainability services in 2025.
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: 63M sqft 137 BOMA BEST certifications 15 Fitwel certifications 108 Buildings Reported in Energy Star 2,431 WELL Health Safety Rating Achievments
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	2025 Disclosure
a) Describe board's oversight of climate-related risks and opportunities	BGIS' global ESG governance structure is built into our corporate structure and leadership begins at the top with our global CEO, Gord Hicks. 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.
b) Describe management's role in assessing and managing climate-related risks/opportunities	The ESG Board oversees BGIS' ESG initiatives such as climate risk and energy reduction. Responsibilities of the board include: -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	2025 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.	We are responsible for our Clients' facility operations including projecting costs for climate-related risks such as the cost of energy and energy consumption due to global warming, disasters and clean-up, and building operational impacts from climate change. We use climate-related scenario analysis for the purposes of modeling forecasts of energy consumption and costs. These are used to forecast costs and risks associated with our commercial service delivery contracts and our obligations to meet our Clients' requirements. Our Business Continuity Plans covers extreme weather on BGIS assets and Client assets.

Risk Management	2025 Disclosure
a) Describe the organization's processes for identifying and assessing 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 to our ability to deliver operations to our front line business groups and Clients.
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.	

Metrics and Targets	2025 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.	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: -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 our ESG Report.
c) Describe the targets used by the organization to manage climate related risks and opportunities and performance against targets.	BGIS is a participant in Canada's Net Zero Challenge. BGIS is committed to net-zero across our scope 1 and 2 emissions, and for a few categories of scope 3 categories by 2050. The BGIS commitment aligns with the goals of the Paris Agreement, to limit global warming to 1.5°C.

BGIS

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