



2019 SUSTAINABILITY REPORT





ABOUT COMMERCE COURT

Commerce Court is a commercial office and retail complex comprised of over two million square feet, located in the heart of Toronto's Financial District. Its four distinct towers include Commerce Court East (21 Melinda Street), Commerce Court South (30 Wellington Street), Commerce Court West (199 Bay Street), and our landmark historic tower, 25 King Street West, or Commerce Court North.

The property is managed by QuadReal Property Group, a global real estate investment, operating and development company, and is owned by British Columbia Investment Management Corporation (BCI), one of Canada's largest institutional fund managers.

About this Report

The 2019 Sustainability Report is an annual publication created for the various stakeholders of Commerce Court: our tenants, visitors, clients and the larger commercial real estate community. This report describes the various initiatives and tenant relations activities the Commerce Court team undertook in 2019 as it relates to the complex's sustainability program, including environmental, wellness and community betterment.

The report is divided into two components: *Our Footprint* – the combined effect our operations have on the natural environment; and *Our Handprint* – our positive impact on the environment, occupant well-being, and the broader community.

Key Performance Indicators (KPIs) associated with energy, water and emissions have been reviewed by a third party for assurance purposes. KPIs associated with waste management are based on a third-party audit. See the Measuring Our Performance section of this report for a full description of the KPIs utilized by our team to measure performance.

HAVE QUESTIONS OR SUGGESTIONS?

Contact us at:

✉ CCTO-Sustainability@quadreal.com

Visit our website for resources and other information about our programs:

🌐 commercecourt.ca/sustainability

MESSAGE FROM COMMERCE COURT PROPERTY MANAGEMENT

Dear reader,

We are pleased to share our 2019 Sustainability Report – the eighth consecutive annual sustainability reporting effort for Commerce Court.

This past year brought with it several notable achievements, many of them focused on our historic North Tower, 25 King Street West. In 2019, the North Tower was the recipient of a BOMA Toronto and BOMA Canada's The Outstanding Building of the Year (TOBY®) Award in the Historic Building category and also achieved LEED® Platinum designation under the new v4.1 Operations and Maintenance (LEED® O+M) certification. These crowning achievements highlight the performance and relevance that even an 89-year-old asset can deliver in a modern age.

While we celebrate the past, it is just as important that we focus on the future:

Now more than ever, the safety, health and well-being of our tenants, team members, stakeholders and Toronto community has become paramount. While our attention in 2020 has been redirected to managing the health of our building community and ensuring a safe return to workplace process for our tenants that gives them confidence, we cannot stress the importance that sustainability and wellness will play in the months and years ahead.

As we begin the slow return to our workplaces, finding new ways to engage with our tenants – through virtual offerings and alternatives to our traditional programming – will be a major component of promoting health and well-being of our occupants. Office environments will look different going forward, and our team is committed to ensuring the same high-quality experience that our customers and various stakeholders expect of Commerce Court, whether they are working at the property or remotely from home.

Lastly, a big thank you to the invaluable members of our property team that strive for excellence in our building management and operations; this report is a testament to their collective efforts last year.

We hope you enjoy this report and welcome your feedback.



Taryn Kelly
General Manager, Commerce Court
QuadReal Property Group



Lindsey Miranda
Property Manager, Commerce Court
QuadReal Property Group

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SUSTAINABILITY AT A GLANCE:

COMMERCE COURT

SITE ENERGY USE INTENSITY (SEUI)

26.2 KWH/ft²

WATER USE INTENSITY (WUI)

56.3 L/ft²

ENERGY STAR SCORE

58

WASTE DIVERSION RATE

67.1%

WASTE CAPTURE RATE

85.2%

WASTE REDUCTION RATE

16%
IMPROVEMENT



TOTAL GREENHOUSE GAS EMISSIONS

4,809
TCO₂E/YEAR

TOTAL NUMBER OF TENANT EVENTS, WORKSHOPS, AND INITIATIVES

250+



GREENHOUSE GAS INTENSITY

3.8
KGCO₂/ft²

OUR 2019 ACHIEVEMENTS

RACE2REDUCE CREST AWARD - COLLABORATION

BOMA CANADA TOBY® AWARD (25 KING STREET WEST)

LEED® EXISTING BUILDING OPERATIONS & MAINTENANCE - PLATINUM (25 KING STREET WEST)

BOMA TORONTO CERTIFICATE OF EXCELLENCE AWARD (25 KING STREET WEST)

BOMA TORONTO TOBY® AWARD (25 KING STREET WEST)



HIVE FACTS

2

ONSITE HIVES



200

JARS OF HONEY PRODUCED AT COMMERCE COURT GIVEN AWAY TO TENANTS



OUR FOOTPRINT

The ecological or environmental footprint is a valuable tool for Commerce Court in measuring success and performance. The concept dates back to the 1990s, when a pair of ecologists - including Canadian William Rees - described the concept in their published work *Our Ecological Footprint* (1996)¹. We are regularly reviewing and scrutinizing our consumption when it comes to energy, water and waste and how those all relate to our overall greenhouse gas (GHG) emissions. Here are the highlights of the efforts at Commerce Court to reduce our footprint in 2019.

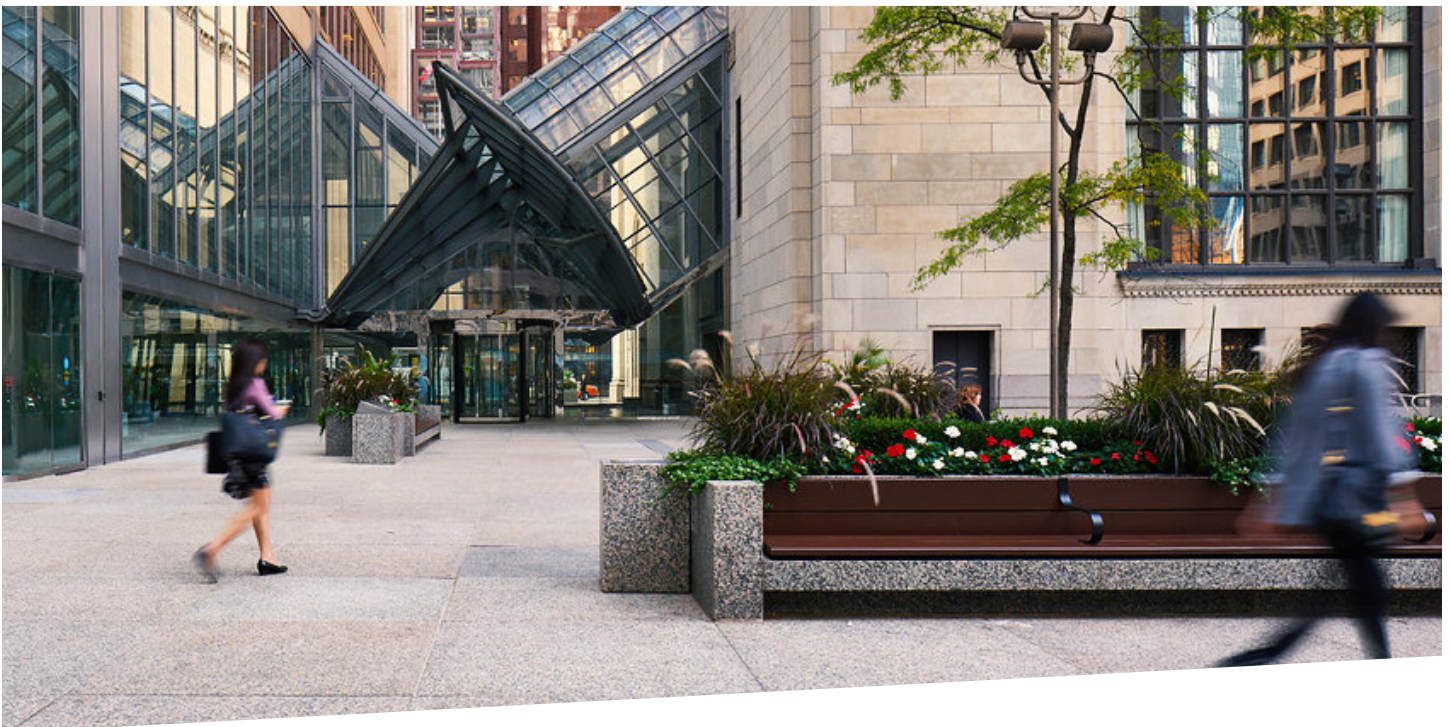
Energy

Approaching energy use at a building complex as unique as Commerce Court requires a multi-faceted approach that includes electricity from conventional sources for lighting, plug load and building operations; as well as heating and cooling using district systems and lower carbon alternatives.

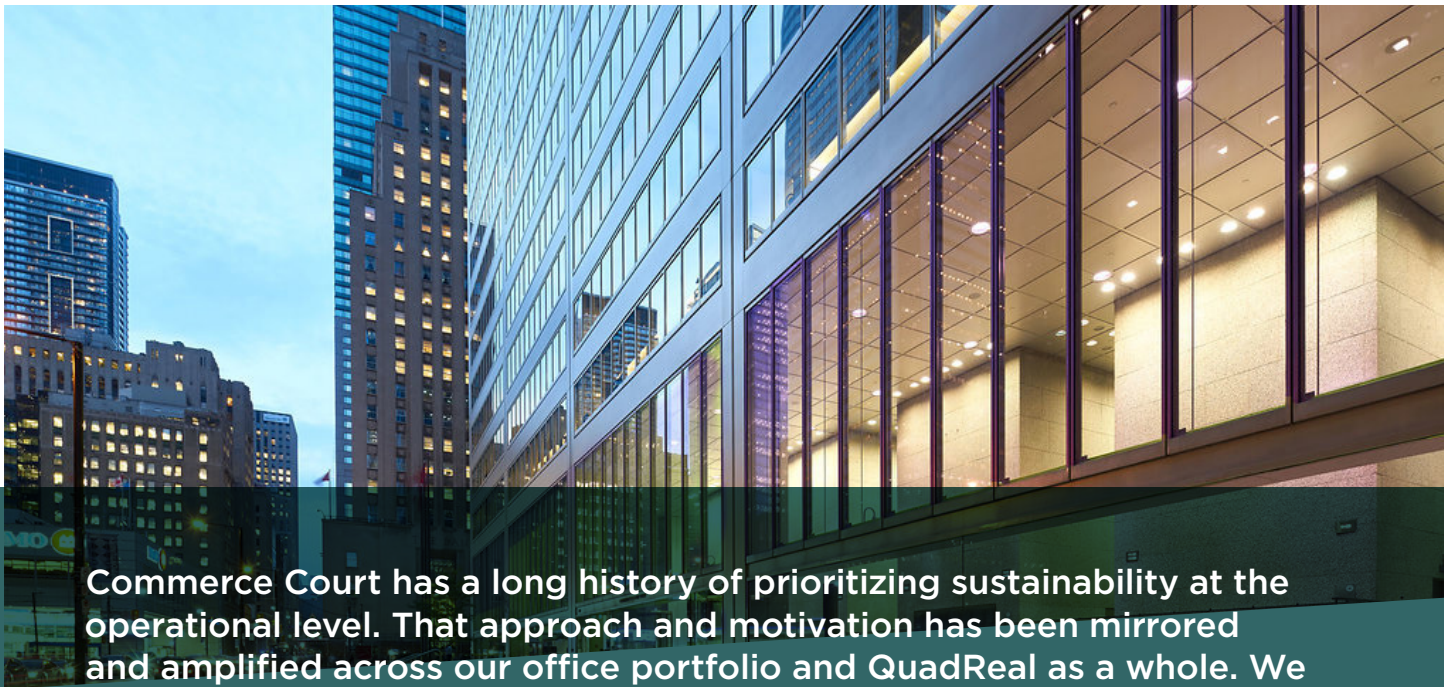
Commerce Court benefits from a relatively 'clean', lower emission electricity mix in Ontario, and works to minimize higher

emission energy sources like natural gas and conventional cooling options with Enwave's district steam and Deep Lake Water Cooling.

Given the large share of our energy mix that is associated with occupied space, our team has long recognized the need for collaborative approaches to energy conservation with our tenants. By leveraging our Commerce Court Green Council along with tools like our tenant



¹ Wackernagel, M. and Rees, W. (1996) *Our Ecological Footprint: Reducing Human Impact on the Earth*. New Society Publishers, Philadelphia.



Commerce Court has a long history of prioritizing sustainability at the operational level. That approach and motivation has been mirrored and amplified across our office portfolio and QuadReal as a whole. We applaud the efforts of our property teams in striving to reduce our footprint and engage our community in a positive and uplifting way.

Sarah Clarke, Vice-President, Office East

energy management portal, RealSuiteData, we are continuously engaging our building occupants on how to manage the impact of energy use within their own leased spaces.

Notable behind-the-scenes energy saving measures in 2019 included the completion of LED retrofitting of our base building light fixtures in West tower tenant suites, and chilled water booster pump replacements in our North and West towers.

Water

QuadReal continues to explore options and implement best practices that improve our overall water efficiency. Our new standard for all renovated washrooms requires the use of low flow fixtures that align with stringent standards set out by sustainable building certification programs like LEED® and BOMA BEST®. Our building operations team conducts regular reviews to address leaks, particularly in our older assets, and to reduce waste wherever possible.

While certain areas of water management are addressable, others pose challenges that we continue to work through. Exceptional water uses like cooling towers and larger retail tenants are sub-metered; however, domestic water use associated with our tenant kitchens and washrooms

represent a sub-set of consumption data that remains unavailable. This reality of limited data along with the historically low cost of water have made it challenging to engage tenants in reducing their in-suite water consumption.

As water utility costs continue to rise, we are mindful of the impact to tenants' bottom line. Expanding our capacity to sub-meter water use and applying ever-increasing efficiency standards to new washroom fixtures help better manage water use. This will continue to be a growing area of focus for years to come.

Waste

While a smaller component of our overall emissions profile, waste represents a growing and complicated area of environmental management. Local and global market factors continue to impact our recycling programs, placing a greater emphasis on the need to reduce waste generation wherever possible. It is also a very tangible element of our environmental footprint that tenants physically interact with on a daily basis.

Helping our tenants and visitors navigate the ever-changing landscape of proper waste management was a priority in 2019,

as we offered a number of educational tools, workshops, and special campaigns during Waste Reduction Week to our Commerce Court tenants in an effort to reduce waste and improve recycling rates.

Notably, Commerce Court participated in a regional waste contract renewal project in 2019 that leveraged a recently developed national QuadReal Waste Management Tender and Contract standard. Amongst other objectives, the process intended to raise the bar for waste management contracts across our portfolio and prioritize improved data collection. While there are no perfect solutions, encouraging higher standards in waste management through cooperative approaches with service providers is one way we hope to improve our waste diversion and find new carbon reduction solutions related to waste.

SUSTAINABILITY BY THE NUMBERS

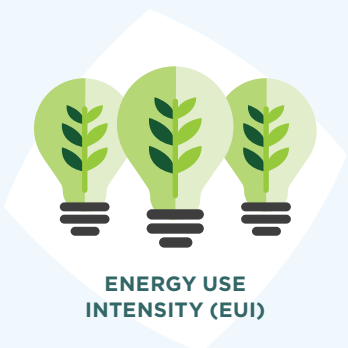


ENERGY STAR scores are used to benchmark participating buildings in Canada and the United States. They provide an external reference to property owners and managers to assess the energy efficiency of their buildings against similar properties. ENERGY STAR Portfolio Manager uses a 1-100 ENERGY STAR score based on the actual energy use data entered to rank an individual building's performance relative to its peers.



2018 ENERGY STAR
63

2019 ENERGY STAR
58



Expressed as equivalent kilowatt hours per square foot (ekWh/ft²), the Energy Use Intensity metric accounts for weather, occupancy and exceptional uses (for example, computer server rooms) to express the total energy used at the complex.



While increasing over 2018, the property's EUI performance still ranked better than the BOMA BEST® average performance for office buildings for 2018-2019².

2018 EUI
21.3 ekWh/ft²/year

2019 EUI
26.2 ekWh/ft²/year



Unlike energy use, water is not normalized for occupancy or exceptional uses such as a fitness centre or restaurant. In the future, we anticipate the implementation of a normalized metric that will enable properties to manage their water use by tracking "normal" consumption of water by office tenants through the removal of outliers. Water Use Intensity expressed as litres per square foot (L/ft²).

2018 WUI
37.6 L/ft²

2019 WUI
56.3 L/ft²



Commerce Court's waste diversion rate is determined through a third-party audit conducted annually. The audit scope includes diversion rate analysis for the entire complex, by tower and retail concourse. In addition, it also analyzes performance per floor and by tenant.

2018 WASTE DIVERSION
67.4%

2019 WASTE DIVERSION
67.1%



WASTE CAPTURE RATE

In 2018, Commerce Court's Capture Rate, which measures the percentage of recyclable materials found in the appropriate bins has decreased by about 6%, mainly due to changes in the acceptability of paper towels into the recycling stream.

2018 WASTE CAPTURE
85.6%

2019 WASTE CAPTURE
85.2%



WASTE GENERATION AND INTENSITY

While diversion rate and capture rate represent more established methods of evaluating waste management performance, looking at the overall waste generated and the amount produced per square foot of space at the complex provides insight into the most important and often overlooked of the 3Rs: Reduction. While the total waste generated – including all garbage, recyclables, and organics – is measured in metric tonnes (MT), waste intensity is presented in pounds per square foot in a given year.

2018 WASTE GENERATED
1,417.6 MT

2019 WASTE GENERATED
1,187.9 MT

2018 WASTE INTENSITY
1.84 lbs/ft²/year

2019 WASTE INTENSITY
1.55 lbs/ft²/year

As we continue to evaluate the KPIs used around waste management, our team is exploring other reporting options that deepen our understanding of waste generation, including waste intensity per occupant.



GREENHOUSE GAS (GHG) EMISSIONS

Impacts from energy (electricity, natural gas, and steam), water, and waste are all factored into our total GHG emissions determination at Commerce Court. Annual GHG emissions are expressed in tonnes of carbon dioxide equivalent per year (tCO₂e/year). The impact of our team and tenants' collective efforts to reduce our energy, water, and waste culminates in our measure of these absolute annual emissions.

2018 GHG EMISSIONS
8,999 tCO₂e/year

2019 GHG EMISSIONS
10,334.7 tCO₂e/year

25 King Street West – Still Performing with the Best

Our complex's North Tower – often and not surprisingly referred to as Commerce Court North – is a landmark Class 'A' office tower located in the heart of Toronto's Financial District. Constructed in 1921, the elegant tower is considered one of Toronto's first skyscrapers and was recognized as the tallest building in the British Commonwealth until 1962. Today, 25 King Street West remains a fixture of the Toronto landscape leaving an impressive legacy as one of the city's most enduring landmarks.



While the iconic façade and vaulted gold-coffered cathedral ceiling are just a few of the remarkable historic features boasted by this tower, it is also host to many challenges when it comes to environmental performance of an older asset.

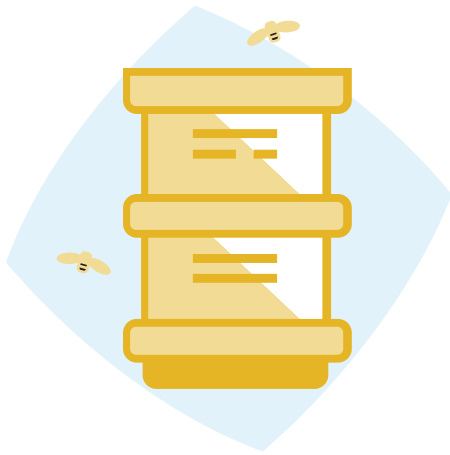
The building requires specialized maintenance and architectural sensitivity in all renovation, restoration, and retrofit projects. 25 King Street West continues to maintain and restore many of its original elements, enabling the property to remain true to its history while continuing to grow and evolve with the ever-changing workplace landscape.

As we look to improve existing building features and leverage interconnected systems across the complex, we intend for 25 King Street West to remain a leader and case example for how to achieve higher performance from historic building stock.

As a result of this dedication to performance, the property was honoured with the prestigious The Outstanding Building of the Year (TOBY) Award by both BOMA Toronto and BOMA Canada in 2019. Sought after by many Class A properties in the commercial real estate sector, this award considers operational excellence in areas of tenant relations, community

engagement, sustainability, security and life safety, and training and betterment. The property also competed for this same award at the International level in summer 2020.

In 2019, 25 King Street West also achieved LEED Platinum certification under the new LEED 4.1 O+M standard for sustainable buildings and is completing Fitwel healthy building certification in 2020.



PROMOTING BIODIVERSITY

Our environmental programs strive to continuously enhance occupants' awareness of sustainability issues by inspiring positive change through engaging events and campaigns. The Property Management team participates in innovative solutions that can enhance our property services and operations.

URBAN BEEKEEPING

In the spring of 2018, Commerce Court welcomed two beehives, installed on the seventh-floor roof of 25 King Street West, also known as the North Tower. In partnership with Alvéole, the hives are diligently cared for to ensure that the bee colony is healthy all year long.

Since that time, our hives have become a well-received addition to the community of Commerce Court. Alvéole was brought on site multiple times in 2019 to run various workshops on the importance of bee colonies and even provide participants with an opportunity to harvest honey from sample hives. The positive feedback and long waitlists to join these workshops are testament to the resonance this program has with our building occupants.

This on-site beekeeping project is part of Commerce Court's sustainable site program, which also includes the use of high-performance maintenance equipment to minimize impacts such as noise and emissions. Our sustainable site program also prohibits the application of pesticides, herbicides, or petroleum-based products.

FLAP CANADA

Back in 2018, Commerce Court retained Fatal Light Awareness Program (FLAP) Canada, a not-for-profit organization dedicated to the reduction of bird fatalities in urban areas, to prepare a BirdSafe® Building Risk Assessment. The assessment identified building areas susceptible to bird collisions and compared current infrastructure and programs with third-party building standards. The Property Management team is considering recommendations of this report in capital planning and redevelopment efforts at the complex.

In support of this program, we also run a bi-annual informational campaign in the spring and fall during bird migration periods to encourage reduced lighting in tenant spaces.

In conjunction with our other downtown properties and the mirrored efforts of industry peers, we hope these efforts protect and promote critical biodiversity in Toronto.



OUR HANDPRINT

While reducing our direct and indirect environmental impact from building operations is fundamental to the management of Commerce Court's operations, we also recognize the importance of creating a positive impact for our tenants, various stakeholders, and the broader community. As such, we strive to create a community where individuals and organizations feel engaged and compelled to help us go beyond 'doing less harm' and to make meaningful, positive impact.

The Handprint – a beneficial contribution to the natural environment and community – is a concept developed by Gregory A. Norris of Harvard University's T.H. Chan School of Public Health³. This section of the report expands on our environmental, wellness and community giving initiatives implemented in 2019 – a measure of Commerce Court's sustainability Handprint.



³ Norris, Gregory A.: Introducing Handprints: A Net-Positive Approach to Sustainability. 2019. Harvard Extension School. Website: extension.harvard.edu/introducing-handprints

PROMOTING THE HEALTH OF OUR CUSTOMERS AND PLANET

Customer service is at the heart of our operations at Commerce Court, which means that providing access to resources and amenities that promote tenant wellness and healthy buildings is of the utmost priority.

Our Security and Custodial teams work tirelessly at the frontline and behind the scenes to ensure that the physical health of our customers and visitors remain paramount. Beyond that, we strive to promote the other forms of physical and mental well-being year-round. In addition to the many events and other tenant programming discussed later in this report, we have a number of year-round offerings and permanent amenities designed to promote customer well-being and healthy buildings.

INDOOR AIR QUALITY TESTING

Indoor Air Quality (IAQ) assessments are conducted twice per year within tenant premises and common areas in accordance with industry standards. Both audits in 2019 showed Commerce Court meeting all recommended IAQ parameters for a healthy work environment under the American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE) standards.

These audit results are shared with our tenants in an effort to increase transparency and reassure our customers that their health and well-being is of the utmost priority.

GREEN CLEANING PROGRAM

Our commitment to a safe and healthy work environment at Commerce Court also means that we strive to find solutions that minimize impacts to the natural environment without compromising an effective cleaning program that keeps workspaces and common areas safe for our tenants. Our green cleaning program, supported by QuadReal best practices, meets stringent LEED® and BOMA BEST® sustainability building requirements and includes the use of third-party certified eco-friendly cleaning products such as Environmental Choice EcoLogo™ certified cleaning agents, sanitizers, and other supplies. Eco-friendly alternatives also offer safer alternatives to conventional cleaning materials, especially in enclosed indoor environments.

SECURITY AND LIFE SAFETY

The Commerce Court Security & Life Safety team's primary objective is to create a space that feels safe and accessible to all who work and visit the property. All security guards are trained to tend to medical emergencies and identify and approach someone in need. This team also coordinates critical tenant education including Fire Warden Training that takes place twice each quarter and special information campaigns are run during Emergency Preparedness Week and Fire Prevention Week in the retail concourse, providing information to tenants and guests about emergency preparedness at home and work.

COMMERCE COURT RUN CLUB AND FITNESS CLASSES



2019 marked the introduction of a number of new and expanding fitness offerings, including our inaugural Commerce Court Run Club which was very well received. The Club drew great interest and the instructor-led sessions were offered twice a week, exclusively for Commerce Court tenants. It was an encouraging example of how our programming for tenants can extend beyond the walls of the complex, and we plan to offer this again at a later date.

In 2019, we also introduced a new weekly series of early morning yoga and lunchtime Pilates classes – complimentary for building occupants – in our Commerce Court Concourse Lounge. Instructor-led classes coordinated by our wellness partner Tri Fit/Medisys were very well received by our tenants.

GREEN AND HEALTHY COMMUTING

Situated off of our central courtyard is a large, secure indoor bike storage room equipped with double-stacked racks that provide storage for over 100 bicycles at a time. The bike storage room also includes water bottle refill station, a bike repair and tire filling station, a 24-hour help line, and a pass card-enabled, motion-sensor entrance to allow for secure yet hand-free access for tenants cycling to work. Outdoor bicycle racks are also available to all Commerce Court tenants and guests.



Onsite shower facilities with complimentary towel service further encourage cycling, running, rollerblading and other active forms of transportation for commuters. Our sustainable commuting infrastructure is rounded out by onsite complimentary EV charging stations and direct access to King Street station for easy transit connection.

Discussed further in this report under 2019 Events and Programming are specific measures and programming undertaken to promote some of these commuting options over the past year.

FITWEL CERTIFICATION

A leading industry certification program that recognizes and promotes healthy buildings, Commerce Court achieved this designation for the West Tower (199 Bay Street) in 2019 and is in the process of pursuing certification for 25 King Street West in 2020. The Fitwel program requires certified properties to meet specific health and wellness standards. You can learn more at www.fitwel.org.

OUTDOOR SPACE

Commerce Court boasts a large outdoor courtyard and water feature shared by tenants of all four buildings. Occupants and visitors alike enjoy regular programming in this space throughout the summer, including outdoor workshops, tenant appreciation events, and live musical performances. Tenants are also invited to book the space for large team events during the warmer months.



Community Giving



QuadReal is actively involved in several initiatives that allow the company to give back to the community at a local, national, and international level. Through the corporate Community Engagement Program, QuadReal also provides all employees with two Volunteer Days per year and matches annual employee contributions to registered charities to a maximum of \$500 per person.

Community is at the heart of everything we do. Through hosting and participating in events and campaigns, we support local organizations who are making a difference in our community.

Katie Ungard
Community Engagement Manager

Collision Gallery

Collision Gallery is a multi-functional creative space developed at Commerce Court in 2019 as a resource for customers, visitors, and the broader community. The focus of the space is to showcase local arts and cultural creators through a series of studio residencies, special exhibitions and interactive programming. The space collides the worlds of commerce and the arts to create dialogue and opportunity for those shaping Toronto's creative and financial culture.



Black Creek Community Farm

For several years now, QuadReal teams in Toronto have supported this staple of the Greater Toronto Area. The farm operates as a start-up organization focused on improving food security, reducing social isolation, and improving employment and education outcomes in its neighbourhood. Volunteers spent a half day helping the farm team to weed and harvest vegetables, which were then donated to local community members with limited access to fresh, nutritional food.

Ronald McDonald House Charities

The organization provides families with a place to call home while their seriously ill children are receiving treatment at Sick Kids or other nearby hospitals. The Meals-on-the-Go program helps ease financial stress and allows families to focus on spending time with their children.

Yonge Street Mission's PATH Clothing Drive

Through annual clothing drives hosted in The Compass on our concourse level, Commerce Court collects gently used clothing in collaboration with other PATH connected Toronto properties and businesses. Donations received go to the Yonge Street Mission's Double Take Store which provides first-time job experience and training for community members and sells new or gently used clothing at a very affordable price.

Toronto Fire Fighters' Holiday Toy Drive

Each year in December, Commerce Court participates in the Toronto Fire Fighters' Holiday Toy Drive. This initiative, run exclusively through the volunteer efforts of retired and active firefighters and corporate partners, collects and distributes toys to families in need over the holiday season.

Supporting Tenant-Driven Causes

QuadReal also provides support for tenant charity initiatives. In 2019, QuadReal supported various tenant charitable initiatives that supported organizations such as United Way.

Toronto Culture Committee

The Culture Committee was developed in 2018 by QuadReal's corporate team to oversee community giving and employee wellness activities across the country. Employees volunteer their time on the Committee to plan social, volunteer, and wellness initiatives. The following events took place to engage QuadReal employees including those working in Commerce Court's Property Management office, all while giving back to community groups:

- **Heart & Stroke Ride for Heart:** A 'wear jeans to work' fundraiser was held for QuadReal staff on May 30, 2019 in support of Team QuadReal's larger Ride for Heart campaign in 2019.
- **Toronto Humane Society Volunteer Day:** On April 5, 2019 a team of 10 volunteers spent the day at the Toronto Humane Society learning about shelter operations and assisting in toy making and food packaging.
- **RMHC Meals to Go Volunteer Day:** QuadReal team members once again supported Ronald McDonald House Charities by purchasing groceries and helping to assemble 150 lunches for families staying at Ronald McDonald House.

2019 EVENTS AND PROGRAMMING

Over the past year alone, Commerce Court hosted an astonishing 250+ individual workshops, events, classes and other programming options for the benefit, enjoyment, and education of our tenants. The timeline below presents a glimpse into our year of programming.

1 YONGE STREET MISSION PATH CLOTHING DRIVE

JANUARY 21–25, 2019

Building staff and tenants collected an impressive 492 donation bags during this year's campaign.

2 WINTER WALKWAY SALE

JANUARY 21–25, 2019

One of several annual efforts to promote our onsite retailers.

3 NATIONAL SWEATER DAY

FEBRUARY 7, 2019

Our property team and tenants wore sweaters and reduced the temperature in offices to encourage energy conservation.

4 COMMERCE COURT GREEN COUNCIL

Meeting on a quarterly basis, this dedicated and well-established team of tenant representatives and Property Management team members focuses on topics of sustainability as it relates to conservation, carbon management, waste and recycling, community engagement and occupant wellness. The Green Council provides a platform for members of our Commerce Court community to share ideas and provide feedback on past and upcoming programs and initiatives.

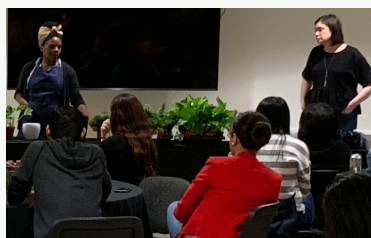
5 VALENTINE'S DAY

FEBRUARY 14, 2019

Treat giveaways abound on this annual effort to celebrate love, accompanied with live music from local artists

6 WELLNESS WORKSHOPS

In partnership with groups like Urban Gardener and Tri Fit, part of the Medisys Health Group, quarterly Tenant Wellness Seminars were held throughout 2019 beginning in February. An incredibly popular series, these workshops covered a range of topics in 2019, including positive thinking, wellness through gardening, achieving nutrition amidst a busy schedule, and cooking with honey (using our own Commerce Court honey!)



7 INTERNATIONAL WOMEN'S DAY

MARCH 8, 2019

Celebrating the achievements and recognizing the women in our workplaces, through a special lobby poster campaign.

8 MARCH MADNESS VIEWING LOUNGE

MARCH 19 TO APRIL 8, 2019

A vacant retail space on the concourse level was converted for basketball fans to enjoy.

1



3



8



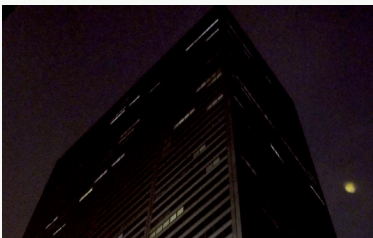
9 SUSTAINABILITY LEADERSHIP BREAKFAST SEMINAR

APRIL 9, 2019

We invited key tenants contacts from across our downtown office portfolio for a special forum and speaking engagement to discuss examples of how sustainability is being driven at the building and office level. Industry expert Chris Coulter of GlobaScan Incorporated new insights and opportunities for developing successful sustainability programs, and all attendees received a free copy of his book *All In: The Future of Business Leadership*.

10 BEYOND EARTH HOUR WEEK-LONG CHALLENGE

Joining thousands globally, all non-emergency lighting was turned off on March 30th to raise awareness about the need for collective action on climate change. Tenants were encouraged to participate by turning off and unplugging in their own spaces. The property also participated in BOMA Toronto's Beyond Earth Hour Challenge, a province-wide campaign to determine the greatest energy reducers during the week leading up to Earth Hour 2019. To further encourage tenant participation, Commerce Court's Sustainability Manager coordinated a week-long internal challenge that mirrored BOMA Toronto's campaign and utilized QuadReal's RealSuiteData platform to determine top energy-saving tenants over the same time period.



11 EARTH WEEK CAMPAIGN

APRIL 22-26, 2019

The Property Management team celebrated Earth Week with an immersive art installation –The Global Plate: An Exploration. The Global Plate provided tenants with an opportunity to learn about the environmental impact of their daily food choices, the healthy and sustainable options offered by our food service retailers and interact with Eco Ambassadors. Tenants tested their knowledge with an interactive online quiz for a chance to win various prizes including a cooking class for two and gift cards supporting resource-responsible food vendors.



12 RAPTORS PLAYOFFS CONTEST

MAY 17, 2019

To show support for the Toronto Raptors during their playoff run, tenants were encouraged to submit their best fan photo for a chance to win Raptors playoff tickets.

13 BIKE TO WORK DAY

MAY 27, 2019

In recognition of tenants opting for active, clean forms of transportation, treats were left in our bike storage areas.

9



12



14 BIKE MONTH FREE TENANT BIKE TUNE-UPS

JUNE 5-6, 2019

In honour of bike month and to encourage cycle commuting, we partnered with Velofix to offer free tune-ups to our tenants.

15 YOGA AND PILATES CLASSES

Beginning in June and running until the end of the year, free yoga and Pilates classes were offered each week to our tenants to promote wellness while accommodating busy work-life schedules.

16 OUT OF OFFICE SUMMER SERIES

JULY 2 TO AUGUST 30, 2019

For the second year in a row, we offered a full slate of weekly programming throughout the summer months, including flower and farmers markets, terrarium and ceramics painting workshops, heritage walking tours and live music in our courtyard every Wednesday in partnership with Stratford Music Festival.



17 POWERFUL POLLINATORS BEEKEEPING WORKSHOP

JULY 11, 2019

The first of two workshops offered to tenants in partnership with our urban beekeepers, Alvéole.

18 ICE CREAM DAY

JUNE 21, 2019

An annual tradition at the complex, tenants are invited to celebrate the first day of summer with free ice cream. No surprise – free treats draw large crowds.

19 CANADA DAY CELEBRATION

JUNE 28, 2019

Commerce Court tenants were invited to join us in celebrating Canada Day with complimentary Beavertails and live music by Canadian talent.

20 COMMERCE COURT RUN CLUB SESSION

Twice-a-week running workshops commenced in September and ran for 10 weeks through the fall.

21 INTERNATIONAL LITERACY DAY

SEPTEMBER 8, 2019



22 HONEY EXTRACTION WORKSHOP

SEPTEMBER 24, 2019

Our urban beekeeping partners, Alvéole, were invited back to lead this popular workshop showing how honey is harvested from our onsite hives.

23 NUIT BLANCHE EXHIBIT

OCTOBER 5, 2019

Our newly minted Collison Gallery included artist installations on display as part of Toronto's Nuit Blanche art festival.

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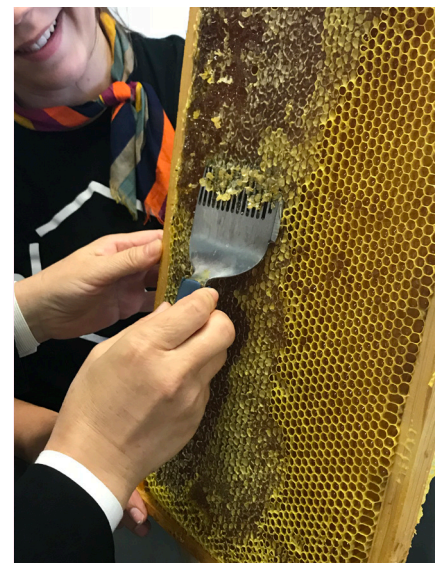
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24 WORLD MENTAL HEALTH DAY OCTOBER 10, 2019

Tenants were invited to join in a complimentary guided meditation to highlight the importance and impacts of mental health on our day-to-day work and home lives.

25 WASTE REDUCTION WEEK OCTOBER 21-25, 2019

A week-long interactive exhibit – REFUSE Waste – designed to challenge tenant views on the way they treat waste and encourage mindful habits when disposing of items. QuadReal highlighted five waste items that have been known to have detrimental environmental impacts with an educational display and engaged Eco Ambassadors to further educate tenants and distribute over 600 QuadReal Reuse Kits, consisting of reusable produce bags, coffee mugs, cutlery sets, and shopping bags.



26 PARTNERS IN PROJECT GREEN CLOTHING DRIVE

OCTOBER 21-25, 2019

This annual clothing drive in partnership with Partners in Project Green/Toronto and Region Conservation Authority collected 138 kg of clothing for donation to Diabetes Canada.

27 HALLOWEEN SURPRISE AND DELIGHT TREAT GIVEAWAY

OCTOBER 31, 2019

28 WELLNESS LIVES HERE LEADERSHIP BREAKFAST SEMINAR

NOVEMBER 13, 2019

In collaboration with the Centre for Active Design (CfAD), QuadReal hosted a discussion forum to promote health and well-being within buildings through practical and impactful design and operational approaches. Tenants were invited to attend a morning seminar, and were treated to a complimentary, local, zero waste breakfast. Participants also received *The Office Guide to Building Health*, a resource developed by QuadReal and the CfAD to support tenants in creating a healthy and welcoming office environment.

29 BLACK CREEK COMMUNITY FARM VOLUNTEER DAY

NOVEMBER 5, 2019

30 BLACK FRIDAY WALKWAY SALE

NOVEMBER 29, 2019

31 HOLIDAY GIFT WRAPPING BOOTH

DECEMBER 2-24, 2019

Tenants enjoyed complimentary gift wrapping with a purchase from any Commerce Court retailer.

32 TORONTO FIRE FIGHTERS HOLIDAY TOY DRIVE

DECEMBER 2-17, 2019

33 HOLIDAY WALKWAY SALE

DECEMBER 2-6, 2019

34 TENANT HOLIDAY EVENT

DECEMBER 11, 2019

This keystone event marked the holiday season with a festive holiday party including live music, complimentary sweet treats and hot beverages, and ornaments personalized by six local calligraphers.

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LOOKING AHEAD

BETTER TOGETHER

For QuadReal, the nature of how we operate our buildings and engage with our tenants has drastically changed in the face of a global pandemic. Adaptability and preparedness have both been critical pieces of our strategy to ensure safe buildings as tenants prepare to slowly return to the workplace. At the same time, our programming, amenities, and engagement have had to adapt in the short term and in the foreseeable future to reach our customers and to strive for placemaking amidst a fluid understanding of what “workplace” means to them.

The efforts captured within the pages of this report are a nod to all that we have done together over the past year in a world pre-dating COVID-19. While time will tell if these reports act as an unintended time capsule of the way things used to be, we are confident that sustainability –

and especially the health and well-being of our people, community, and natural environment – will play a critical role in our approaches to building management, now more than ever.

We will do this together.

MEASURING OUR PERFORMANCE

Energy Use Intensity (EUI)

The Energy Use Intensity metric is normalized for weather to help account for the number of cooling and heating days, occupancy patterns and other operational factors like exceptional use spaces. It is specifically calculated in accordance with the ENERGY STAR Portfolio Manager requirements to help arrive at a building's ENERGY STAR score.

Water Use Intensity (WUI)

Water Use Intensity is a performance metric that captures both domestic and mechanical uses of water, such as water consumption by office occupants, food court retailers, washrooms, and building equipment such as chiller use. WUI is not normalized for exceptional uses such as showers, laundry use and other atypical uses within a commercial office tower.

Waste Material Diversion Rate

Expressed as a percentage, this refers to the total amount of materials removed from the site and directed somewhere other than a landfill. Commerce Court's waste diversion rate is based on a third-party audit conducted in February 2020 reporting on the previous 12-month performance period.

Waste Material Capture Rate

Expressed as a percentage, Capture Rate is the proportion by weight of all waste currently diverted from disposal (i.e. landfill or incineration) to the total weight of all waste material that could have been diverted (recyclables that end up in the garbage stream). Commerce Court's waste capture rate is based on a third-party audit conducted February 2020 reporting on the previous 12-month performance period.

Waste Material Generation Rate

Waste material generation refers to the total amount of materials created on-site, including garbage, recycling and organics streams. This metric enables a property to track the total amount of waste generated with the objective of reducing it year over year. It is also helpful in determining the success of the waste program following the first of the three Rs: “Reduce, Reuse and Recycle.” Commerce Court's waste generation rate is based on a third-party audit conducted February 2020 reporting on the previous 12-month performance period.



**CONTACT OUR SUSTAINABILITY MANAGER
FOR MORE INFORMATION**

We welcome your feedback. Please send your questions, comments and suggestions about this report and our sustainability program to Nick Philip, Sustainability Manager:

... CCTO-Sustainability@quadreal.com

QUADREAL'S 2019 CSR SERIES

