

# Sustainability Scorecard 2020





**HAVE QUESTIONS OR WANT TO LEARN MORE?**

Contact us at: [ccto-sustainability@quadreal.com](mailto:ccto-sustainability@quadreal.com)

Visit us at: [commercecourt.ca/building/sustainability/](http://commercecourt.ca/building/sustainability/)



# OUR SUSTAINABILITY COMMITMENT

Every business is nested within a set of environmental, social and economic constraints. Where some might see barriers, we look for opportunities. For QuadReal, constraints inspire innovation and fuel our entrepreneurial spirit. We hope that our commitment to reducing the carbon footprint of our Canadian operations by 80% by 2050 will unlock new thinking, new synergies and new partnerships. We aim to earn trust and to help our tenants and residents flourish, and our neighbours thrive. We want to do our part.

QuadReal aims to be a global sustainability leader. By delivering on our Sustainability Policy, we will help drive long-term financial value for the British Columbia Investment Management Corporation (BCI) and its clients: representing more than half a million of British Columbia's pensioners. We are committed to continually exceeding the expectations of our tenants, residents, employees and the communities in which we operate through efficiency, engagement, health and innovation.

Read our full Sustainability Policy [here](#).

## 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.

## ABOUT THIS REPORT

This annual publication is created for our various stakeholders and focuses on two key areas of performance: *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.

# OUR FOOTPRINT

Measuring current performance, road-mapping a net-zero future



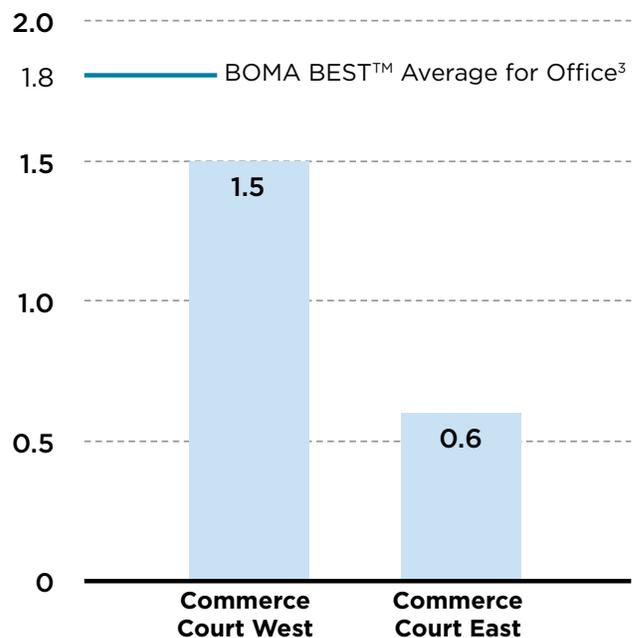
The ecological or carbon footprint remains an important tool in measuring building performance and plotting a course for further emission reductions that support our corporate target of 80% by 2050 and evolving net-zero ambitions. First established as a concept in 1996<sup>1</sup>, the carbon footprint represents many of the tangible, measurable aspects of our building operations, specifically energy, water and waste. A full overview of our 2020 performance is presented on page 5.

## IMPACTS OF A GLOBAL PANDEMIC

With the onset of the COVID-19 pandemic in early 2020, measuring building performance became yet another challenge for our team to address. Finding ways to make COVID-impacted 2020 performance data matter in relation to past and future performance periods is a priority for QuadReal and our partners.

As we worked with industry stakeholders to establish enhanced, more robust metrics for measuring energy performance beyond 2020 – a major component of our carbon footprint – it was still important to continue to monitor performance and compare against industry benchmarks from this decade-defining year. When it came to overall emissions, two of the complex’s towers – including the largest, Commerce Court West – performed better than the 2020 industry average for office assets in Canada.

## EMISSION INTENSITY (kgCO<sub>2</sub>e/ft<sup>2</sup>/year)<sup>2</sup>



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

2 kgCO<sub>2</sub>e - kilograms of carbon dioxide-equivalent emissions, a measure of greenhouse gases including but not limited to carbon dioxide.

3 BOMA Canada (2021) Building on Sustainability: 2021 National Green Building Report.



# OUR HANDPRINT

Reaching tenants and stakeholders, wherever that may be

**The Handprint – a measure of the beneficial contribution we make to the natural environment and community<sup>1</sup> – is our attempt to convey the various initiatives undertaken at Commerce Court for the benefit of our building occupants, visitors and larger community. While the hundreds of on-site events, charitable efforts and volunteer opportunities coordinated by our team were largely put on hold throughout 2020, we still found ways to have a positive impact on our community and stay connected, even while physically apart.**

## **THE QUAD NEWSLETTER AND BETTER TOGETHER PROGRAM**

Commerce Court was an early participant and driving force behind a COVID-era tenant engagement effort that would quickly see nationwide adoption by QuadReal office, residential and even retail operations. The ethos of The Quad newsletter to provide a ‘virtual gathering place on health, positivity, well-being and community’ was embodied in each monthly edition through the sharing of helpful resources, thought-provoking articles and feel-good stories to help our tenants feel connected while many adjusted to life away from the office. By mid-2020, The Quad began featuring QuadReal-hosted online workshops, seminars and performances made exclusive to our tenants under the banner of our Better Together program.

## **COLLISION GALLERY**

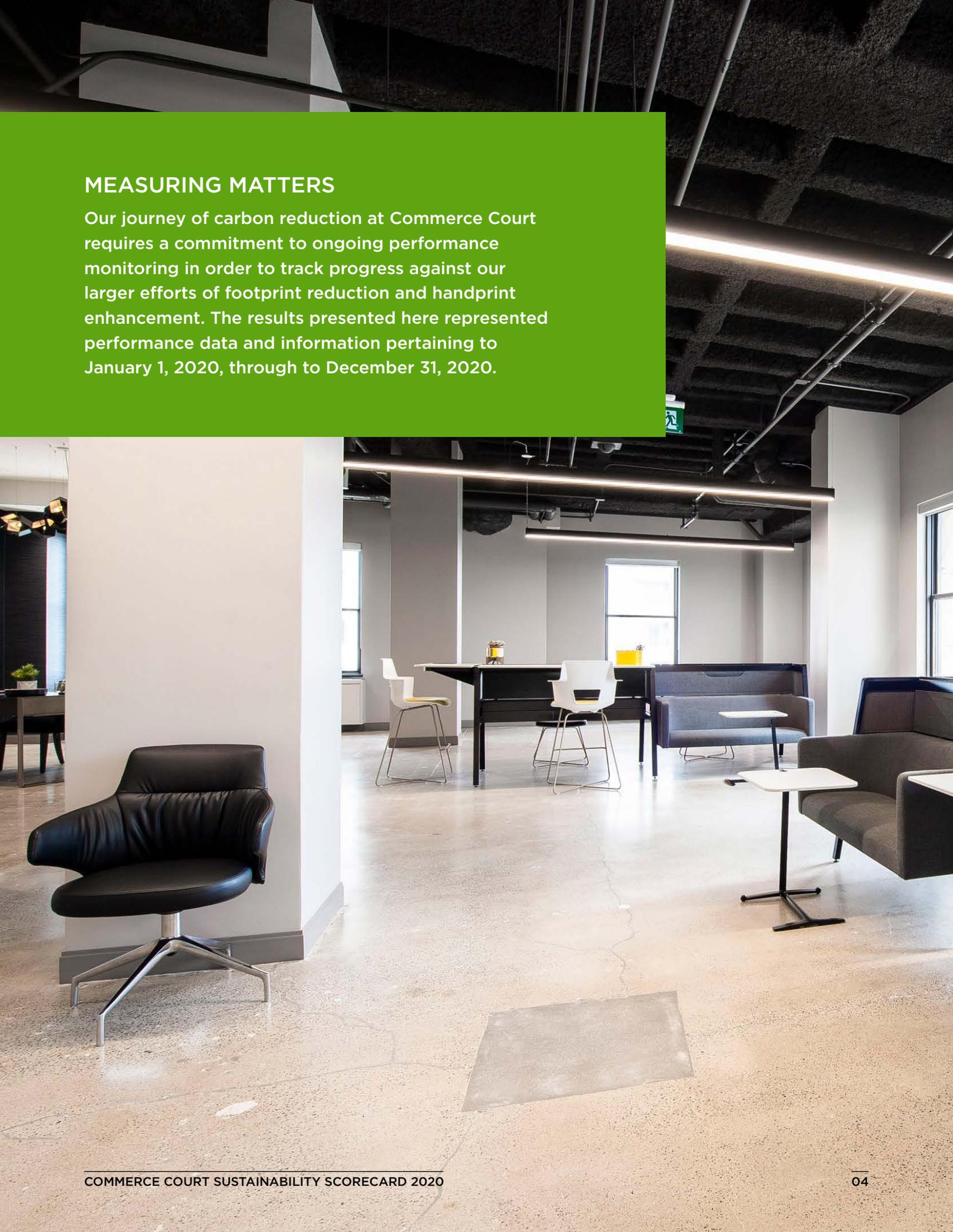
Envisioned long before the word ‘lockdown’ became familiar language, the multi-functional creative space received its grand opening

in 2020 at 30 Wellington Street (Commerce Court South). Open to the larger community, the space showcases local artists and culture creators through a series of studio residences, special exhibitions and interactive programming. Due to the pandemic, the exhibits were translated into virtual experiences that QuadReal tenants and stakeholders across the country could enjoy. We look forward to safely welcoming members of our downtown community to this space in 2021!

## **COMMERCE COURT GREEN COUNCIL**

Our long-standing Green Council is a working group of sustainability-focused individuals from the tenant organizations at Commerce Court, both large and small. While the global pandemic postponed many of our on-site efforts, the dedicated members of our Green Council continued to meet virtually on a quarterly basis throughout 2020 to discuss the changing sustainability landscape and challenges presented to energy, water and waste management amid the pandemic.

<sup>1</sup> Norris, Gregory A.: Introducing Handprints: A Net-Positive Approach to Sustainability. 2019. Harvard Extension School. Website: [extension.harvard.edu/blog/introducing-handprints-a-net-positive-approach-to-sustainability/](https://extension.harvard.edu/blog/introducing-handprints-a-net-positive-approach-to-sustainability/).



## MEASURING MATTERS

Our journey of carbon reduction at Commerce Court requires a commitment to ongoing performance monitoring in order to track progress against our larger efforts of footprint reduction and handprint enhancement. The results presented here represented performance data and information pertaining to January 1, 2020, through to December 31, 2020.

# 2020 SUSTAINABILITY SCORECARD

## COMMERCE COURT

	Commerce Court West	Commerce Court North	Commerce Court East	Commerce Court South
 Normalized Energy Use Intensity (NEUI) (ekWh/ft <sup>2</sup> )	18.0	34.1	13.3	38.8
 ENERGY STAR® Score	82	40	96	25
 Water Use Intensity (WUI) (l/ft <sup>2</sup> )	26.0	7.0	28.4	55.7
 Waste Capture Rate	85.2%	89.8%	85.2%	85.2%
 Waste Diversion Rate	71.3%	71.2%	61.8%	43.1%
 Emission Intensity (kgCO <sub>2</sub> e/ft <sup>2</sup> )	1.5	4.6	0.6	4.0
 Awards and Certifications	<ul style="list-style-type: none"> <li>• BOMA BEST™ Gold (Commerce Court North, South)</li> <li>• BOMA BEST™ Platinum (Commerce Court West, East)</li> <li>• LEED® 4.1 O+M Platinum (Commerce Court North)</li> <li>• LEED® v2009 EBOM Gold (Commerce Court West)</li> <li>• Fitwel 1-Star Certified (Commerce Court West)</li> </ul>			
 Stakeholder Engagement	<ul style="list-style-type: none"> <li>• Launch of our monthly The Quad newsletter and QuadReal's Better Together virtual event platform</li> <li>• Launch of the Collision Gallery at Commerce Court South</li> <li>• Virtual transition of the Commerce Court Green Council</li> <li>• Annual Fire Warden Training and Fire Prevention Week</li> <li>• Alvéole on-site beekeeping program at Commerce Court North</li> <li>• Developed and distributed QuadReal's Return to Work Playbook for tenants as they navigate their own return to the workplace</li> </ul>			
 Community Giving	<ul style="list-style-type: none"> <li>• Participant in the Yonge Street Mission 22nd Annual PATH Clothing Drive (January)</li> <li>• Financially supported not-for-profits and charitable efforts during COVID, including: <ul style="list-style-type: none"> <li>• Stratford Summer Music Festival</li> <li>• Royal Canadian Legion</li> <li>• Second Harvest</li> <li>• Toronto Fire Fighters' Toy Drive</li> </ul> </li> <li>• QuadReal Toronto Culture Committee events and volunteer efforts included: <ul style="list-style-type: none"> <li>• Casey House volunteer day (January)</li> <li>• Cardmaking workshop for Cardz for Kidz Letters of Love and Seniors Secret Service (May)</li> <li>• Project Sunshine Surgi dollmaking (December)</li> </ul> </li> </ul>			

This report represents an annual and ongoing commitment to track and report on our sustainability performance. Thank you for reading.

**FOR MORE INFORMATION, PLEASE CONTACT:**



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