



2019 SUSTAINABILITY REPORT

145 KING
STREET WEST





ABOUT 145 KING STREET WEST

145 King West is an award winning, LEED Platinum certified building located on the south side of King Street, stretching between York Street and University Avenue. The 28-storey building includes a retail concourse featuring retail services and a busy food court, along with direct access to the St. Andrew subway station and the underground PATH.

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 145 King Street West: our tenants, visitors, QuadReal team members, clients and the larger commercial real estate community. This report describes the various initiatives and tenant relations activities the property team undertook in 2019 as it relates to our 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:

✉ nick.philip@quadreal.com

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

🌐 www.145kingstreetwest.com

MESSAGE FROM 145 KING STREET WEST'S PROPERTY MANAGEMENT

Dear reader,

We are pleased to share our 2019 Sustainability Report – our second consecutive annual public reporting effort for 145 King Street West.

In addition to an expanded tenant engagement program in 2019, we were proud to achieve ENERGY STAR® certification for the first time at 145 King Street West. In late 2019 we were recognized with a Commercial Real Estate Trailblazers (CREST) Collaboration Award as part of the BOMA Toronto race2reduce initiative. This unique award recognized our property's participation in a QuadReal-specific energy reduction campaign and engagement effort with our Toronto office tenants during Earth Hour 2019.

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 work for our tenants, 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, whether they are working within our walls 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 in 2019.



Elspeth Evans
General Manager
QuadReal Property Group



Tammy Gosse
Property Manager
QuadReal Property Group

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SUSTAINABILITY AT A GLANCE:

145 KING STREET WEST

SITE ENERGY USE INTENSITY (SEUI)

28.8 KWH/ft²

WATER USE INTENSITY (WUI)

41.8 L/ft²

ENERGY STAR SCORE

81

WASTE DIVERSION RATE

69.4%

WASTE CAPTURE RATE

84.5%

WASTE REDUCTION RATE

8%

IMPROVEMENT



TOTAL GREENHOUSE GAS EMISSIONS

2,355
TCO₂E/YEAR

TOTAL NUMBER OF TENANT EVENTS, WORKSHOPS, AND INITIATIVES

150+



GREENHOUSE GAS INTENSITY

2.6
KGCO₂/ft²

OUR 2019 ACHIEVEMENTS

RACE2REDUCE CREST AWARD - COLLABORATION

ENERGY STAR CERTIFIED



200

JARS OF HONEY PRODUCED AT OUR SISTER TOWER, 200 KING STREET WEST, AND GIVEN AWAY TO TENANTS OF BOTH BUILDINGS



OUR FOOTPRINT

The ecological or environmental footprint is a valuable tool for our team 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 145 King Street West to reduce our footprint in 2019.

Energy

145 King Street West benefits from a relatively 'clean', lower emission electricity mix in Ontario, and works to minimize higher emission energy sources like conventional cooling 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 property Green Council

along with tools like our tenant 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 lighting retrofit projects and efficiency gains in the operation of our Building Automation System.



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



Water

The building's emphasis on water-saving measures and low water consuming plumbing fixtures allows us to use far less potable water than traditional office buildings during daily operations. All toilets and urinals are low-flow fixtures, with sensed flushometers, while our faucets include proximity detectors with automatic shutoff mechanisms for conservation.

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 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

building tenants in an effort to reduce waste and improve recycling rates. Regular re-training is also completed with our janitorial service providers to ensure onsite teams handling our waste are fluent with our current recycling programs.

Notably, 145 King Street West 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

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/ft^2), 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 $\text{ekWh}/\text{ft}^2/\text{year}$

2019 EUI
26.2 $\text{ekWh}/\text{ft}^2/\text{year}$



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/ft^2).

2018 WUI
37.6 L/ft^2

2019 WUI
56.3 L/ft^2



The property'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

The building's Capture Rate, which measures the percentage of recyclable materials found in the appropriate bins, remained relatively the same from 2018 to 2019.

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.

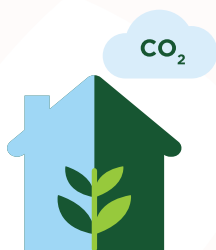
2018 WASTE GENERATED
1,417.6 MT

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 145 King Street West. 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



OUR HANDPRINT

While reducing our direct and indirect environmental impact from building operations is fundamental to the management of our operations, we also recognize the importance of creating a positive impact for our tenants, various stakeholders, and broader community. As such, we are striving to foster a community where individuals and organizations feel engaged and help us to go beyond ‘doing less harm’ and provide a 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 Health⁴. This section of the report expands on our environmental, wellness and community giving initiatives implemented in 2019 – a measure of our property’s sustainability Handprint.



⁴ 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 business operations at 145 King Street West, 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 annually within tenant premises and common areas in accordance with industry standards. The 2019 audit showed our building continues to meet 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 AND HEALTHY COMMUTING

145 King Street West is proud to offer a range of amenities and services to support green transportation. Passcard-protected bicycle rooms on P1 accommodate up to 50 bikes, complete with mechanic stations. Tenants who cycle to work are welcome

to use the newly renovated men's and women's showering facilities located on Parking Level 1 of neighbouring 200 King Street West. Our sustainable commuting infrastructure is rounded out by onsite complimentary EV charging stations and direct access to the TTC subway via St. Andrew's Station.

SECURITY AND LIFE SAFETY

The Security & Life Safety group'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.

GREEN CLEANING PROGRAM

Our commitment to a safe and healthy work environment at 145 King Street West 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, backed up by corporate 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 cleaners, sanitizers, and other supplies. Eco-friendly alternatives also offer safer alternatives to conventional cleaning materials, especially in enclosed indoor environments.

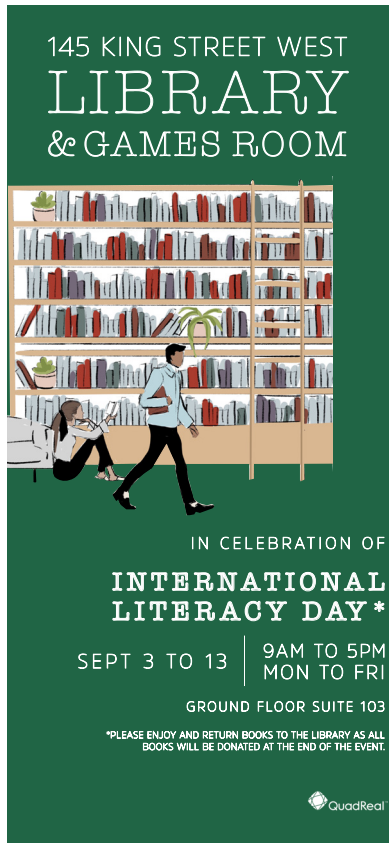
FITNESS AND WELLNES CLASSES

To promote physical health and wellbeing amongst our occupants, 145 King Street West has offered free weekly yoga classes since 2018.

In collaboration with various third party vendors and wellness partners, our wellness program was also includes free quarterly workshops, ranging from urban gardening sessions to healthy cooking classes.

These events are well-received and regularly draw high attendance - and even long waitlists - throughout the year.





ELEVATING OUR SPACES, FOSTERING WELLNESS

Wellness and enjoyment of space is as much about the built environment as it is the programming, services and experiences we offer our tenants.

Opened in September 2019, the 145 King Street West Library and Games was originally intended to function as a two-week 'pop-up' in celebration of International Literacy Day. Looking at opportunities to activate unoccupied, ground-level space, the property team and our Manager, Marketing and Communications developed this unique, sprawling lounge space equipped with board games, lounge seating, tables and quiet collaboration areas, custom murals and even an oversized chess board. The books stocking the shelves of the library can be borrowed and returned by building occupants, with lightly worn books being rotated out and donated.

While similar spaces were activated across our downtown Toronto portfolio in September, the library at 145 King Street West represents the largest and arguable most well-received example of this type of initiative. The resounding success and overwhelmingly positive reception by tenants of the building resulted in the Library being kept open long term.

Experiences and efforts like this space offer unique amenities that also encourage well-being, relaxation and mindfulness, and are helping inform future development decisions for the property as well as QuadReal's broader office portfolio.



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

GREAT CANADIAN SHORELINE CLEANUP

Our Property Management team is a proud participant in this annual initiative to reduce waste in our local environment. On October 4, 2019 over half a dozen team members across our downtown office towers descended on the Toronto Music Gardens along Lake Ontario's shoreline to spend the morning cleaning up waste that would otherwise end up in our waterways and ultimately affecting wildlife and our ecosystem health. A similar clean-up event was coordinated by our QuadReal Toronto Culture Committee in September 2019.

SECOND HARVEST

Second Harvest is Canada's largest food rescue charity with a dual mission of environmental protection and hunger relief. Our property supports Second Harvest by hosting food drives around the Thanksgiving holiday. Non-perishable canned and packaged foods are donated via Second Harvest to a network of food banks, shelters, school programs and seniors' centres.

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 our tower lobby from January 21-25th, the property 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.

ANNUAL HOLIDAY TOY DRIVE

Each December for the past eight years, 145 King Street West has participated in the CP24 CHUM Christmas Wish Toy Drive. This initiative, which provides toys to less fortunate children over the Christmas season, has grown to be one of the largest charity toy distributors in Toronto.

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 our 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, the property team hosted an astonishing 150+ 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

Dozens of bags were donated to support Yonge Street Mission's Double Take Thrift Store, a community training and employment initiative for those who may face obstacles to regular employment and newcomers to Canada.

2 NATIONAL SWEATER DAY

FEBRUARY 7, 2019

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

3 PROPERTY GREEN COUNCIL

In 2019, 145 King Street West relaunched a tenant Green Council program, which included a team of tenant representatives and property management team members from both 145 and 200 King Street West towers. This group gathered twice a year to focus 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 building community to share ideas and provide feedback on past and upcoming programs and initiatives.

4 VALENTINE'S DAY

FEBRUARY 14, 2019

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

5 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.

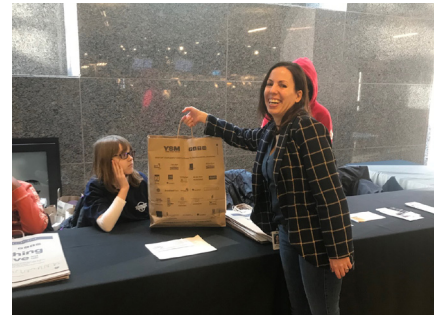


6 INTERNATIONAL WOMEN'S DAY

MARCH 8, 2019

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

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7 SUSTAINABILITY LEADERSHIP BREAKFAST SEMINAR

APRIL 9, 2019

We invited key tenant 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.

8 BEYOND EARTH HOUR WEEK-LONG CHALLENGE

MARCH 25-31, 2019

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.



9 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.

10 RAPTORS PLAYOFF 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.

11 BIKE TO WORK DAY

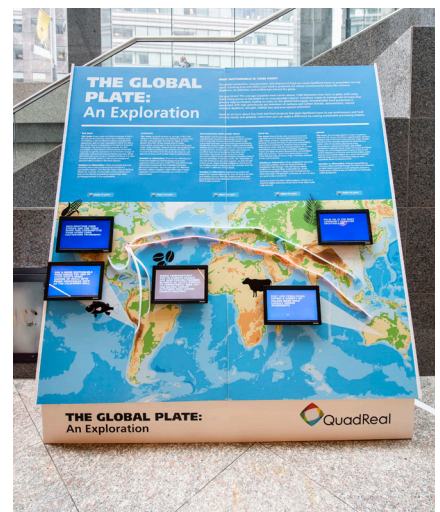
MAY 27, 2019

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

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12 BIKE MONTH FREE TENANT BIKE TUNE-UPS

MAY 30–31, 2019

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

13 CANADA DAY CELEBRATION

JUNE 27, 2019

Free BeaverTails were available for all occupants of the property as part of our annual Canada Day festivities.

14 TENANT APPRECIATION BBQ

JULY 24, 2021

Once a year, we invite all tenants of the building to join us for free food and treats as . This keystone event is a favourite of the tenants and property team alike.

15 SUMMER & HARVEST FARMERS' MARKETS

AUGUST & OCTOBER, 2019

Onsite farmers markets held twice a year offered tenants a great selection of unique items including gourmet food, handmade jewelry, artisan clothing and accessories, gift items and much, more. When the weather allowed, the markets are setup on our outdoor courtyard space along King Street.

16 INTERNATIONAL LITERACY DAY

SEPTEMBER 8, 2019

In honour of International Literacy Day, Property Management hosted a pop-up library and games room where tenants were invited to stop by, read, play games or just relax. The pop-up library was so well received that it was kept open until March 2020, functioning as a tenant lounge and event space.



17 SECOND HARVEST THANKSGIVING FOOD DRIVE

SEPTEMBER 23 – OCTOBER 9, 2019

18 WORLD MENTAL HEALTH DAY

OCTOBER 10, 2019

Tenants were invited to drop one of our vacant tenant suites for complimentary meditation sessions that took place throughout the day. As a special treat, our lunch hour session was hosted in partnership with Muse, the brain-sensing headband and meditation app company. Tenants were able to try out the devices and participate in a draw for 1 of 5 Muse headbands.

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19 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 hundreds of QuadReal Reuse Kits, consisting of reusable produce bags, coffee mugs, cutlery sets and shopping bags.



20 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 70 kg of clothing for donation to Diabetes Canada.

21 BLACK CREEK COMMUNITY FARM VOLUNTEER DAY

NOVEMBER 5, 2019

Tenant representatives at the building were invited to join QuadReal property teams from across out downtown Toronto office portfolio in a half-day of volunteering at this local food grower and community partner.

22 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.

23 HONEY HARVESTING WORKSHOP

OCTOBER 3, 2019

Our urban beekeeping partners, Alvéole were onsite to lead this popular workshop showing how honey is harvested from our onsite hives located at sister property, 200 King Street West.

24 ANNUAL HOLIDAY TOY DRIVE

DECEMBER 2-18, 2019

Annual effort to support the CHUM Christmas Wish programming, providing toys to children and families in need.

25 TENANT HOLIDAY EVENT

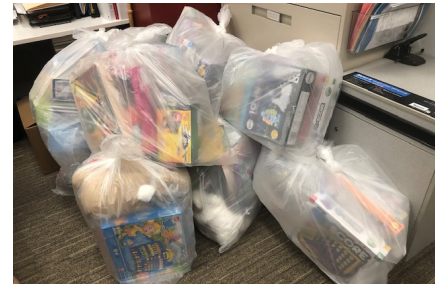
DECEMBER 10, 2019

This keystone event marked the holiday season with a festive holiday party including live music, complimentary sweet treats and hot beverages.

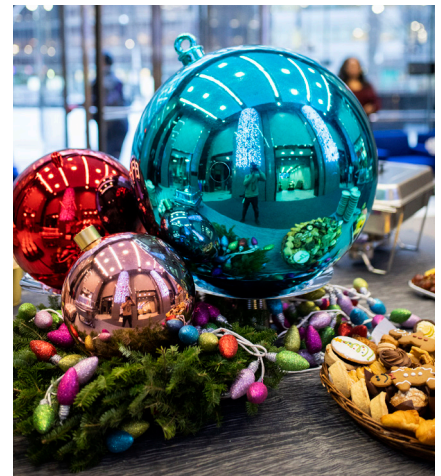
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LOOKING AHEAD

BETTER TOGETHER

2020 was destined to be a year no one would forget as the world collectively hit pause. This new decade began with something none of us had expected or faced before, and thus, a new way of life for everyone. As we plan what the “next normal” looks like, we must balance being prepared with being adaptable. We will do this together.

For QuadReal, the nature of how we operate our buildings and engage with our tenants has drastically changed, perhaps permanently.

The efforts captured within the pages of this report are a nod to all that we have done together over the past year.

Time will tell if these reports act as an unintended time capsule of the way things used to be. While the future remains uncertain, 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

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. Property waste diversion rate is based on a third-party audit conducted in February 2019 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). Property waste capture rate is based on a third-party audit conducted February 2019 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.” Property waste generation rate is based on a third-party audit conducted February 2019 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:**

✉ nick.philip@quadreal.com



QUADREAL'S 2019 CSR SERIES

