



# 2019 SUSTAINABILITY REPORT

**SFC** / SOUTHCORE  
FINANCIAL CENTRE





### ABOUT SOUTHCORE FINANCIAL CENTRE

Southcore Financial Centre (/SFC) is a large mixed-use, sustainable complex prominently located in Toronto's Southcore Financial District. With a strong commitment to energy and water efficiency, /SFC is comprised of two LEED® Platinum certified office towers totalling 1.4 million square feet.

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 /SFC: 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 /SFC 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.

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#### HAVE QUESTIONS OR SUGGESTIONS?

Contact us at:

✉ [SFC-Sustainability@quadreal.com](mailto:SFC-Sustainability@quadreal.com)

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

🌐 [www.southcore.ca/sustainability](http://www.southcore.ca/sustainability)





Dear reader,

We are pleased to share our 2019 Sustainability Report – the eighth consecutive annual sustainability reporting effort for Southcore Financial Centre.

Our two-tower complex at the heart of Toronto's rapidly expanding South Core district continues to be leader in sustainability performance for our QuadReal office portfolio and the larger commercial real estate sector. Amongst its many accolades and building certifications, /SFC achieved ENERGY STAR certification and the prestigious BOMA 360 designation.

The complex also competed on the international stage in 2019, being a nominee for the prestigious BOMA International Outstanding Building of the Year (TOBY) Award.

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 of /SFC, 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 last year.

We hope you enjoy this report and welcome your feedback.



**Elspeth Evans**  
General Manager  
QuadReal Property Group



**Chris Tiessen**  
Senior Property Manager  
QuadReal Property Group

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## SUSTAINABILITY AT A GLANCE:

# /SFC

### ENERGY STAR SCORE

PWC TOWER

**98**

BREMNER TOWER

**96**

### SITE ENERGY USE INTENSITY (EUI):

PWC TOWER

**15.3** KWH/ft<sup>2</sup>

BREMNER TOWER

**14.6** KWH/ft<sup>2</sup>

### WATER USE INTENSITY (WUI)

PWC TOWER

**38.5** L/ft<sup>2</sup>

BREMNER TOWER

**38.5** L/ft<sup>2</sup>

### TOTAL GREENHOUSE GAS EMISSIONS

PWC TOWER

**1,492**  
TCO<sub>2</sub>E/YEAR

BREMNER TOWER

**1,382**  
TCO<sub>2</sub>E/YEAR

### WASTE DIVERSION RATE (COMPLEX)

**51.2%**

### WASTE CAPTURE RATE (COMPLEX)

**72.9%**

### WASTE REDUCTION RATE (COMPLEX)

**22%**

IMPROVEMENT  
FROM 2017  
BASELINE



### GREENHOUSE GAS INTENSITY

PWC TOWER

**1.4**  
KGC0<sub>2</sub>/ft<sup>2</sup>

BREMNER TOWER

**1.2**  
KGC0<sub>2</sub>/ft<sup>2</sup>

### TOTAL NUMBER OF TENANT EVENTS, WORKSHOPS AND INITIATIVES

**200+**



## OUR 2019 ACHIEVEMENTS (COMPLEX)

BOMA INTERNATIONAL TOBY®  
AWARD FINALISTS

BOMA 360 DESIGNATION ACHIEVED

ENERGY STAR CERTIFIED



### HIVE FACTS

**5**

ONSITE HIVES



**500**

JARS OF HONEY  
PRODUCED



# OUR FOOTPRINT

The ecological or environmental footprint is a valuable tool for /SFC 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)<sup>1</sup>. 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 /SFC to reduce our footprint in 2019.

## Energy

While a relatively new building complex, the team at /SFC has long sought to further improve an already high level of energy performance by looks at operational changes and even further retrofits to both towers.

/SFC 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 /SFC 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.



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





Notable behind-the-scenes energy saving measures in 2019 included the launch of an ongoing pilot with Shift Energy utilized machine learning to achieve operational savings, participation in the Enbridge Gas RunItRight Program, and working with our third-party energy consultants to proactively manage and shed peak demand.

Efficient operation behind the scenes is complemented by unique building features including daylight harvesting and automated blind systems that work to actively manage energy consumption at the site.

### Water

The complex's green infrastructure enables it to use far less potable water than traditional office buildings during daily operations. In developing the towers, engineers integrated low-impact design principles in compliance with the Toronto Green Standard. The integration of 1.9-litre-per-flush, proximity detector-controlled urinals and low-flow faucets containing mixing valves, aerators, and automatic shutoff mechanisms ensures a minimal amount of water use in the lavatories.

Unique to our office portfolio, /SFC utilizes two large cisterns to collect rainwater and repurpose it in washrooms (flushing toilets and urinals). Rainwater harvesting at the complex results in annual water savings of approximately 10,795 cubic meters, which equates to 14% of 120 Bremner Boulevard's and 18% of 18 York Street's total water demand.

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 /SFC 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, /SFC 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.

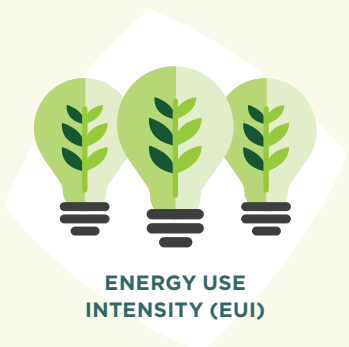
# SUSTAINABILITY BY THE NUMBERS



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.



PWC TOWER	2018 ENERGY STAR 95	2019 ENERGY STAR <b>98</b>
BREMNER TOWER	2018 ENERGY STAR 96	2019 ENERGY STAR <b>96</b>

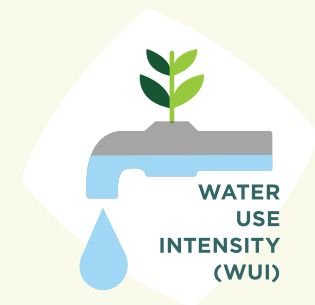


Expressed as equivalent kilowatt hours per square foot (ekWh/ft<sup>2</sup>), the Energy Use Intensity metric accounts for weather, occupancy and exceptional uses (for example, computer server rooms) to express the total energy used at the complex.



The property's EUI performance is also better than the BOMA BEST® average performance for office buildings for 2018–2019<sup>2</sup>. In 2019, /SFC improved its Energy Use Intensity performance in both towers relative to 2018.

PWC TOWER	2018 EUI 21.3 ekWh/ft <sup>2</sup> /year	2019 EUI <b>26.2 ekWh/ft<sup>2</sup>/year</b>
BREMNER TOWER	2018 EUI 21.3 ekWh/ft <sup>2</sup> /year	2019 EUI <b>26.2 ekWh/ft<sup>2</sup>/year</b>



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<sup>2</sup>).

PWC TOWER	2018 WUI 47.5 L/ft <sup>2</sup>	2019 WUI <b>56.3 L/ft<sup>2</sup></b>
BREMNER TOWER	2018 WUI 40.5 L/ft <sup>2</sup>	2019 WUI <b>56.3 L/ft<sup>2</sup></b>



/SFC'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.

/SFC COMPLEX	2018 WASTE DIVERSION 52.9%	2019 WASTE DIVERSION <b>51.2%</b>
PWC TOWER	2018 WASTE DIVERSION 52.6%	2019 WASTE DIVERSION <b>54.9%</b>
BREMNER TOWER	2018 WASTE DIVERSION 53.2%	2019 WASTE DIVERSION <b>46.7%</b>

2 BOMA Canada (2020) Building on Sustainability: 2020 National Green Building Report  
Website: [bomacanada.ca/resources/ngbr/](https://bomacanada.ca/resources/ngbr/)





In 2019, /SFC's Capture Rate, which measures the percentage of recyclable materials found in the appropriate bins has decreased by 4% demonstrating a need to further educate tenants on proper sorting practices given program changes in the acceptability of items like paper towels into the recycling stream.

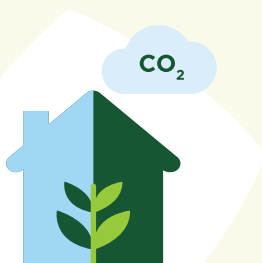
/SFC COMPLEX	2018 WASTE CAPTURE	2019 WASTE CAPTURE
	76.1%	<b>72.9%</b>



**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.

/SFC COMPLEX	2018 WASTE GENERATED	2019 WASTE GENERATED
	946 MT	<b>984.5 MT</b>
	2018 WASTE INTENSITY	2019 WASTE INTENSITY
	1.52 lbs/ft <sup>2</sup> /year	<b>1.60 lbs/ft<sup>2</sup>/year</b>



**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 /SFC. Annual GHG emissions are expressed in tonnes of carbon dioxide equivalent per year (tCO<sub>2</sub>e/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 (Scope 1-3 emissions<sup>3</sup>).

PWC TOWER	2018 GHG EMISSIONS	2019 GHG EMISSIONS
	1,294 tCO <sub>2</sub> e/year	<b>1,382 tCO<sub>2</sub>e/year</b>
BREMNER TOWER	2018 GHG EMISSIONS	2019 GHG EMISSIONS
	1,343 tCO <sub>2</sub> e/year	<b>1,492 tCO<sub>2</sub>e/year</b>

3 GHG Protocol Corporate standards  
Website: [ghgprotocol.org/sites/default/files/standards\\_supporting/FAQ.pdf](https://ghgprotocol.org/sites/default/files/standards_supporting/FAQ.pdf)

# A HUB FOR COLLABORATION

While building features like green roofs, rainwater harvesting, and leveraging low-carbon district energy solutions were planned from the beginning, our team recognized early on that tenant uses and behaviours are an overwhelming contributor to our overall carbon footprint, and as such engaging with our tenants is paramount to our success and meeting aggressive emission reduction targets.



Collaboration is the foundational strength of QuadReal's approach at /SFC. It begins with our small but dedicated team, which works tirelessly to deliver high-quality customer service to the thousands of occupants and visitors of /SFC. We strive to walk the talk and set an example for our tenants, whether that be centralized office waste programs, reducing our energy footprint, or building wellness opportunities into our team space.

An emphasis on teamwork and carbon reduction has translated to a number of valuable partnerships and collaborative efforts with tenants and other internal and external stakeholders including vendors, NGOs and other QuadReal teams.

Below are just a few examples of this approach in action during 2019.

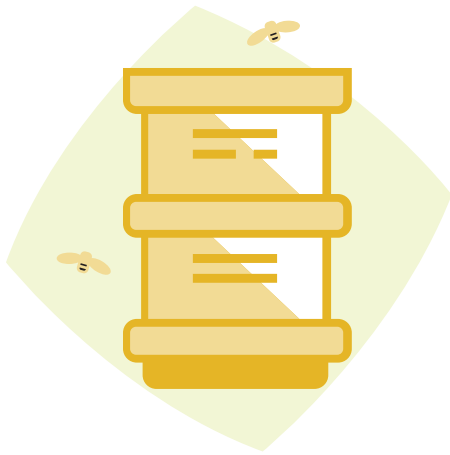
## DIRECT TENANT PARTNERSHIPS AND INITIATIVES

1. In-suite energy management and reporting tools through our QuadReal-exclusive platform, *RealSuiteData*.
2. Quarterly /SFC Green Council, bringing together representation across our tenancy on matters of sustainability performance and collaborative initiatives.
3. In-person and virtual training sessions/ lunch & learns for specific tenants and their employees.
4. Leadership Breakfast Series co-hosted by /SFC, which invited tenants to present on their own sustainability performance and learnings to a cross-property audience of QuadReal customers.
5. Tenant-specific waste audit initiatives and space walkthroughs.
6. Standardized signage and bin centralization campaigns in tenant spaces.

## VENDOR AND MULTI-STAKEHOLDER PARTNERSHIPS

1. Ongoing peak-shedding and demand management strategic partnership with national energy partners, Energy Profiles Limited (EPL).
2. Bi-monthly energy and water management reviews with engineering consultant WSP.
3. Automated blind management program, working with vendor Legrand and our tenants to fine-tune the system and balance energy-savings potential with tenant comfort.
4. Utility sub-meter optimization and expansion program with EPL.
5. Strategic waste management partnership with our vendor, CD Sonter Ltd., which expands our annual audit program into targeted improvements and education campaigns.
6. Energy Optimization Software (EOS) Pilot, in partnership with QuadReal's Digital Innovation team using machine learning to optimize existing building operations.





## 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, /SFC welcomed five beehives, installed on the third-floor terrace of Bremner Tower adjacent to our /SFC Fitness Centre. 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 /SFC. 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 /SFC'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, /SFC 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 compare 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 /SFC's 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 create 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 Health<sup>4</sup>. This section of the report expands on our environmental, wellness and community giving initiatives implemented in 2019 – a measure of /SFC's sustainability Handprint.



<sup>4</sup> Norris, Gregory A.: Introducing Handprints: A Net-Positive Approach to Sustainability. 2019. Harvard Extension School. Website: [extension.harvard.edu/introducing-handprints](https://extension.harvard.edu/introducing-handprints)



# PROMOTING THE HEALTH OF OUR CUSTOMERS AND PLANET

Customer service is at the heart of our business operations at /SFC, 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 /SFC 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 /SFC 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.

## **SECURITY AND LIFE SAFETY**

The /SFC 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.

## /SFC FITNESS CLUB



Situated in Bremner tower, our /SFC Fitness Centre is managed by wellness partners Tri Fit/Medisys and offers subsidized memberships to tenants, providing convenient, high-quality fitness facilities to our occupants. In addition to bookable multi-purpose studio space, the Club facilitates monthly wellness seminars and regularly hosts open houses with fitness classes offered free-of-charge to occupants. QuadReal also regularly utilizes the space to host wellness-themed tenant events.

## GREEN AND HEALTHY COMMUTING

/SFC is proud to offer a range of amenities and services to support green transportation. Passcard-protected bicycle rooms on P1 and P2 accommodate up to 250 bikes, complete with mechanic stations, First Aid kits, and direct connection to secured washrooms and showering facilities. A dedicated bicycle lane is installed at the Bremner Boulevard parkade entrance while the Toronto Cycling Map is available at concierge desks.



Our onsite shower facilities are equipped with complimentary towel service to 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 Union Station's Bay East Tramway.

## FITWEL CERTIFICATION

In June 2018, 120 Bremner Boulevard achieved Fitwel® Two-Star certification, the world's leading certification system that optimizes buildings to support public health. 18 York Street is currently pursuing the designation. The Fitwel program requires certified properties to meet specific health and wellness standards. You can learn more at [www.fitwel.org](http://www.fitwel.org).

## OUTDOOR SPACE

Occupants enjoy comfortable outdoor spaces in 18 York Street's second-floor public garden, located adjacent to the /SFC Eatery and 120 Bremner Boulevard's third-floor Urban Forest. The inspiring outdoor areas are complete with benches and walkways. With full accessibility to all, the spaces bring a sense of calm and beauty to the downtown community. Each space includes indigenous and adaptive species gardens, including 16 species of trees and shrubs that provide a canopy above an understorey of 17 species spanning wild ginger, sweet woodruff, jack-in-the-pulpit, and trilliums.





# 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 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. /SFC regularly 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.

## 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 our tower lobbies, /SFC 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, /SFC 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.

## 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 /SFC'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, the /SFC team 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 20–24, 2019**

Over 200 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 /SFC 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 /SFC 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 (using our own /SFC 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.

## 7 INTERNATIONAL DAY OF HAPPINESS

**MARCH 20, 2019**

From March 18 to 22, tenants and visitors were invited to visit the /SFC PATH for an artistic surprise in the form of a life-sized colouring wall in celebration of International Day of Happiness.

1



2



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## MARCH 19 TO APRIL 12, 2019

## 9 SUSTAINABILITY LEADERSHIP BREAKFAST SEMINAR

APRIL 9, 2019

## 10 BEYOND EARTH HOUR WEEK-LONG CHALLENGE

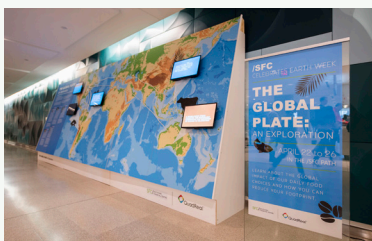
MARCH 25-31, 2019

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.

## 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 ESERVUS FAIR

MAY 16, 2019

Tenants were invited to play the “Spin to Win” game for a chance to win tickets, passes and much more. Representatives from the CN Tower and Ripley’s Aquarium were also onsite to answer questions and provide tenants with fabulous prizes.

### 13 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.

## 14 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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## 15 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 /SFC.

## 16 FIFA WOMEN'S WORLD CUP

JUNE 7 TO JULY 7, 2019

Attractively wrapped columns welcomed tenants to cheer on their favourite teams in the /SFC Eatery and The York Lounge viewing areas.

## 17 OUT OF OFFICE SUMMER SERIES

JULY 2 TO AUGUST 30, 2019

During the summer months, /SFC was vibrant and alive with energy. In addition to offering music in the PATH every other Thursday, tenants were invited to participate in a number of complimentary events such as heritage walking tours, and terrarium and ceramic painting workshops.



## 18 MEET OUR BEES HIVE OPENING WORKSHOP

JULY 16, 2019

The first of two workshops offered to tenants in partnership with our urban beekeepers, Alvéole. During this interactive activity, an Alvéole beekeeper showed attendees a real honeycomb straight from one of our onsite hives, covered with hundreds of worker bees.

## 19 ICE CREAM DAY

JUNE 20, 2019

Our annual ice cream giveaway is a staple of our tenant programming celebrating the official start of summer. No surprise – free treats draw large crowds.

## 20 CANADA DAY CELEBRATION

JUNE 27, 2019

Free Beavertails and live music from local Canadian talent were available for all occupants of the complex as part of our annual Canada Day festivities.

## 21 START2FINISH BACKPACK FOR KIDS PROGRAM

AUGUST, 2019

In the month of August, tenants were invited to drop off backpacks filled with school supplies in support of this cause, and these backpacks were then distributed to children in need. This year, a total of 39 backpacks were collected for this great initiative.

## 22 INTERNATIONAL LITERACY DAY

SEPTEMBER 8, 2019

In honour of International Literacy Day, /SFC 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 held from September 3 to September 30.



## 23 SECOND HARVEST THANKSGIVING FOOD DRIVE

OCTOBER 7–11, 2019

## 24 WORLD MENTAL HEALTH DAY

OCTOBER 10, 2019

Tenants were invited to drop by the /SFC Fitness Centre 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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## 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 240 kg of clothing for donation to Diabetes Canada.

## 27 BLACK CREEK COMMUNITY FARM VOLUNTEER DAY

NOVEMBER 5, 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 HONEY HARVESTING WORKSHOP

NOVEMBER 13, 2019

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

## 30 HOLIDAY GIFT WRAPPING BOOTH

DECEMBER 11-13, 2019

For the first time, /SFC offered tenants a complimentary gift-wrapping service with a purchase from any /SFC retailer. The gift-wrapping station featured recyclable craft paper and other eco-friendly alternatives to traditional wrapping paper, which represents a large waste source each holiday season.

## 31 TORONTO FIRE FIGHTERS' HOLIDAY TOY DRIVE

DECEMBER 2-13, 2019

## 32 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, and ornaments personalized by local calligraphers.

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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 more than ever.

### 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. /SFC's 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). /SFC's 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.” /SFC's waste generation rate is based on a third-party audit conducted February 2019 reporting on the previous 12-month performance period.



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**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:**

... [SFC-sustainability@quadreal.com](mailto:SFC-sustainability@quadreal.com)



QUADREAL'S 2019 CSR SERIES

