

Data Tables

Environment¹

Quantitative Data	2019	2018	2017	GRI Indicator
Greenhouse Gas Emissions (GHG) (tCO₂e)				
GHG emissions (Scope 1 and 2)^{1,2}	121,901	120,616	118,639	305-1, 305-2
Managed office	88,442	88,598	89,192	305-1, 305-2
Multi-residential	33,459	32,018	29,447	305-1, 305-2
Direct GHG emissions Scope 1^{1,2}	58,918	57,880	54,815	305-1
Managed office	30,066	30,412	29,519	305-1
Multi-residential	28,852	27,468	25,296	305-1
Energy indirect GHG emissions Scope 2 (location-based)^{1,2}	62,983	62,736	63,824	305-2
Managed office	58,376	58,186	59,673	305-2
Multi-residential	4,607	4,550	4,151	305-2
Energy indirect GHG emissions Scope 2 (market-based)^{1,2}	52,298	47,697	43,415	305-2
Managed office	48,435	43,364	39,264	305-2
Multi-residential	3,863	4,333	4,151	305-2
Other indirect GHG emissions Scope 3³	24,987	22,447	20,290	305-3
Managed office	8,723	6,598	6,666	305-3
Multi-residential	16,264	15,849	13,624	305-3
GHG emissions intensity (tCO₂e/1,000 sq ft)⁴	4.75	4.69	4.61	305-4, CRE3
Managed office	4.53	4.44	4.47	305-4, CRE3
Multi-residential	5.24	5.29	4.94	305-4, CRE3
Net reduction of GHGs through conservation (tCO₂e)⁵	(15,723)	(18,979)	(17,361)	305-5

Quantitative Data	2019	2018	2017	GRI Indicator
Energy Consumption (MWh)				
Energy consumed within the organization⁶	712,743	712,364	696,427	302-1
Natural gas (metered)	318,478	312,720	296,169	302-1
Electricity purchased for consumption	367,689	375,126	377,443	302-1
Steam purchased for consumption	26,575	24,518	22,815	302-1
Energy intensity (ekWh/sq ft)⁷	23.03	23.35	23.09	302-3, CRE1
Managed office	23.80	24.24	24.17	302-3, CRE1
Multi-residential	21.29	21.26	20.43	302-3, CRE1
Net reduction of energy through conservation (MWh)⁸	(65,420)	(60,659)	(40,422)	302-4
Waste				
Waste generated absolute (tonnes)⁹	21,085	19,107	17,669	306-2
Managed office	11,097	9,355	9,139	306-2
Multi-residential	9,988	9,752	8,530	306-2
Waste generated intensity (tonnes/1,000 sq ft)	0.68	0.63	0.59	306-2
Managed office	0.52	0.44	0.43	306-2
Multi-residential	1.05	1.08	0.98	306-2
Waste disposal method (tonnes)¹⁰				
Waste to landfill ¹¹	11,735	10,350	9,883	306-2
Recycled ¹²	7,555	6,945	5,624	306-2
Organics ¹³	1,457	1,218	1,349	306-2
Recovery for energy ¹⁴	338	594	813	306-2
Waste to landfill diversion rate (%)¹⁵	43%	43%	39%	306-2

GRI:	102-7	102-8	102-10	102-48	102-49	201-1	203-1	302-1	302-3/CRE1
	302-4	305-1	305-2	305-3	305-4/CRE3	305-5	306-2		

Environment¹ (continued)

Quantitative Data	2019	2018	2017	GRI Indicator
Water¹⁶				
Water withdrawn (m³)	2,345,575	2,358,805	2,312,372	303-1
Managed office	1,197,917	1,272,793	1,238,750	303-1
Multi-residential	1,147,658	1,086,012	1,073,622	303-1
Water consumption intensity (L/sq ft)¹⁷	75.79	77.33	76.66	CRE2
Managed office	55.84	59.33	57.74	CRE2
Multi-residential	120.87	120.01	123.24	CRE2
Green Building Certifications, Labelling or Rating				
Overall % of assets				
% of buildings that received a green building certification ¹⁸	87.2%	88.5%	88.1%	CRE8
Number of buildings by asset class¹⁹				
Total number of certified buildings	360	353	348	CRE8
Office	64	64	61	CRE8
Multi-residential	36	36	35	CRE8
Open-air retail	97	90	91	CRE8
Light industrial	163	163	161	CRE8
Number of buildings by type of certification²⁰				
LEED (CaGBC)	17	17	18	CRE8
BOMA BEST (BOMA Canada)	368	346	335	CRE8
Built Green (NRCan)	1	1	1	CRE8
FitWel (Center for Active Design)	3	–	–	CRE8

¹ All environment data (i.e., emissions, energy, water, and waste) relates to GWLRA's managed office and multi-residential portfolios, is consolidated based on an operational control approach, and is externally assured by an independent third party under ISAE 3410: Assurance Engagements on Greenhouse Gas Statements. Industrial and retail data is excluded as data is only available for common areas and is under the *de minimis* threshold for reporting (<0.5% of overall emissions) as stated by the GHG Protocol. GHG emissions totals are calculated using Scope 2 location-based emissions totals.

² Our Scope 1 and 2 GHG emissions relate to assets under management where we have operational control. Our base year of reporting is 2013. We use the WBCSD GHG Protocol Corporate Accounting and Reporting Standard to guide our methodology for calculating GHG emissions. The gases included in the calculation cover carbon dioxide, methane and nitrous oxide. The emission factors and global warming potentials are based on the most recently available Environment Canada National Inventory Report, the International Panel on Climate Change factors, and utility providers. Scope 1 emissions relate to natural gas consumption, excluding emissions associated with backup generator fuel use and refrigerant top-ups. Scope 2 emissions relate to purchased electricity and steam. Scope 2 market-based emissions include the purchase of renewable energy credits.

³ Our Scope 3 GHG emissions include emissions from waste sent to landfill and energy recovery, and water distribution for assets under management where we have operational control. We use the WBCSD GHG Protocol Corporate Accounting and Reporting Standard to guide our methodology for calculating GHG emissions. The gases included in the calculation cover carbon dioxide, methane and nitrous oxide. The emission factors and global warming potentials are based on the Environment Canada National Inventory Report (NIR) and the International Panel on Climate Change factors.

⁴ Our GHG emissions intensities relate to Scope 1, 2 and 3 for office and multi-residential properties only (as reported in this appendix). The total square footage used to calculate the emissions intensities is based on gross floor area.

⁵ Estimated reduction of Scope 1, 2 and 3 GHG emissions as a result of conservation initiatives at office and multi-residential properties, relative to the 2013 base year emissions of 174,772 tonnes CO₂e. The gases included in the calculation cover carbon dioxide, methane and nitrous oxide. The estimation accounts for new developments, and factors outside of management control that influence emissions, such as changes in emission factors, occupancy and weather. External factors are accounted for using industry-accepted best practices, such as regression analysis.¹⁷

⁶ Energy consumed within the organization relates to our managed office and multi-residential portfolio of assets under management that fall within our operational control boundary as defined in the WBCSD GHG Protocol Corporate Accounting and Reporting Standard. Where properties are outside of our operational control (e.g., single-tenant buildings paying all utilities), we do not report energy information. The energy consumption disclosure includes energy consumption from non-renewable fuel sources (i.e., natural gas) and purchased energy (i.e., electricity and steam). No fuel oil or chilled water was consumed during this period (2017-2019).

⁷ Our energy intensity covers the energy consumed within the managed office and multi-residential portfolio, covering natural gas, and purchased electricity and steam consumption. We report energy intensity based on kWh per square foot of gross floor area.

⁸ Estimated reduction of energy consumption as a result of conservation initiatives at our office and multi-residential properties, relative to the 2013 base year energy consumption of 753,633 MWh. The energy sources included in the calculation cover natural gas, fuel oil, electricity, and steam. The estimation accounts for new developments, and factors outside management control that influence energy use, such as occupancy and weather. External factors are accounted for using industry-accepted best practices, such as regression analysis.

⁹ All waste data relates to the non-hazardous waste produced at our managed office and multi-residential portfolio of assets under management, which is sent to landfill or recovery for energy.

¹⁰ Waste disposal methods have been determined by the information provided to us by our waste disposal managers/contractors.

¹¹ Landfill waste includes non-hazardous waste at our managed office and multi-residential portfolio of assets under management.

¹² Recycled waste includes various recycling streams (e.g., paper, cardboard, plastics) at our managed office and multi-residential portfolio of assets under management.

¹³ Organic waste includes all indoor and outdoor waste collected for composting or organics pick-up.

¹⁴ Amount of waste sent to recovery for energy (i.e., waste-to-energy plants) is provided by our waste disposal contractors.

¹⁵ Only recycled and organic waste is counted as diverted. The average office diversion rate in 2019 was 61%, while the average diversion rate for multi-residential properties was 23%.

¹⁶ All water consumption and intensity data relates to the water withdrawn from municipal water supplies at our managed office and multi-residential portfolio of assets under management. We calculate the water withdrawn from the information provided by our utility providers.

¹⁷ We report water intensity based on litres per square foot of gross floor area.

¹⁸ The percentage is based on eligible, individually certified buildings. By floor area, 92% of eligible buildings maintained a green certification in 2019.

¹⁹ Totals are by individual buildings. Several individually certified buildings may encompass a single asset, as reported in the main body of this report.

²⁰ Some buildings maintain more than one type of certification, therefore total certifications may exceed the total number of certified properties.

GRI:	102-7	102-8	102-10	102-48	102-49	102-56	201-1
	203-1	302-1	303-1	CRE2	305-5	CRE8	

Safety

Quantitative Data	2019	2018	2017	GRI Indicator
Joint Management-Worker Health and Safety (H&S) Committees				
% workforce in joint management-worker H&S committees ²¹	20%	25%	30%	403-1
OHSAS 18001 Management System				
% of organization operating under a safety management system aligned with OHSAS 18001	100%	100%	100%	CRE6
Health and Safety Training²²				
Number of employees receiving health and safety training	840	522	640	404-1
Number of hours of safety training received per employee	5.0	6.0	4.0	404-1
Occupational Health and Safety Performance²³				
Injury rate (recordable incident rate) ²⁴	0.88	0.65	1.71	403-2
Severity rate ²⁵	0.62	0	0.46	403-2
Lost day rate ²⁶	0.22	0	0.63	403-2
Occupational diseases	0	0	0	403-2
Total number of dangerous occurrences (near miss incidents)	11	8	10	403-2
Fatalities ²⁷	0	0	0	403-2

²¹ The joint management-worker H&S committees have been established in all regions nationally and consist of supervisors and workers. Workers represent no less than 50% of those members on the Joint Health and Safety Committees and have an elected Co-Chair to preside with an appointed employer Co-Chair. A decline since 2017 is attributed to the establishment of QuadReal Property Group, a property/investment management firm, by one of GWLRA's long-standing clients, which began to manage its own assets starting in 2017.

²² The increase in number of employees trained in 2019 is due to staff from GWLRA Residential's multi-residential portfolio being included in reporting for the first time.

²³ Staff from GWLRA Residential's multi-residential portfolio is included for the first time starting in 2019.

²⁴ The injury rate is the number of recordable incident cases per 200,000 employee hours worked (Number of recordable cases X 200,000/Number of employee hours worked). The injury rate does not include minor (first-aid level) injuries. All incidents requiring immediate medical attention of a doctor, hospital or dentist are reported.

²⁵ The severity rate is the number of lost workdays divided by the total number of recordable incidents.

²⁶ Lost day rate is Number of lost time cases X 200,000/Number of employee hours worked.

²⁷ Fatalities relate to our employees.

²⁸ Our full-time employees represent GWL Realty Advisors and our wholly owned subsidiary GWLRA Residential. It includes permanent, part-time and contract employees. We do not have unionized employees.

²⁹ Employees by region and gender include permanent, part-time and contract employees. Full-time and part-time employees are differentiated based on customary number of hours worked per week, while temporary and casual workers are defined on the basis of short-term work contracts (e.g., co-op terms). Employee data is managed and extracted through GWLRA's payroll system and internal databases.

³⁰ Our new employee hire numbers represent employees hired during the reporting year.

Employer of Choice

Quantitative Data	2019	2018	2017	GRI Indicator
Total Employees²⁸				
Total number of employees	784	752	783	102-7
Employees by Gender²⁹				
Number of employees (female)	368 (47%)	356 (47%)	368 (47%)	102-8
Number of employees (male)	416 (53%)	396 (53%)	415 (53%)	102-8
Employees by Age²⁹				
Employees below 30 years old	103 (13%)	77 (10%)	-	102-8
Employees 30-50 years old	387 (49%)	402 (53%)	-	102-8
Employees over 50 years old	294 (38%)	273 (36%)	-	102-8
Employees by Contract²⁹				
Number of employees (permanent)	742	711	745	102-8
Number of employees (part-time)	11	11	12	102-8
Number of employees (temporary or contractors)	31	30	26	102-8
Employees by Region²⁹				
Alberta	150 (19%)	146 (19%)	160 (20%)	102-8
Atlantic Canada	17 (2%)	18 (2%)	27 (3%)	102-8
British Columbia	76 (10%)	71 (9%)	75 (10%)	102-8
Manitoba/Saskatchewan	90 (11%)	84 (11%)	90 (11%)	102-8
Ontario	411 (52%)	387 (51%)	390 (50%)	102-8
Quebec	40 (5%)	46 (6%)	41 (5%)	102-8
New Employee Hires³⁰				
Total number of new employee hires	157 (20%)	145 (19%)	129 (16%)	401-1
Age group				
New employee hires below 30 years old	49 (31%)	43 (29%)	31 (24%)	401-1
New employee hires 30-50 years old	71 (45%)	85 (59%)	72 (56%)	401-1
New employee hires above 50 years old	37 (24%)	17 (12%)	26 (20%)	401-1
Gender				
New employee hires for women	79 (50%)	66 (46%)	59 (46%)	401-1
New employee hires for men	78 (50%)	79 (54%)	70 (54%)	401-1

GRI:	102-7	102-8	102-10	102-48	102-49	201-1	203-1
	302-1	401-1	403-1	403-2	404-1	405-1	416-1

Employer of Choice (continued)

Quantitative Data	2019	2018	2017	GRI Indicator
Employee Turnover³¹				
Employee turnover number	162 (21%)	178 (24%)	297 (38%)	401-1
Age group				
Employee turnover below 30 years old	31 (24%)	31 (18%)	45 (15%)	401-1
Employee turnover 30–50 years old	71 (44%)	79 (44%)	148 (50%)	401-1
Employee turnover above 50 years old	52 (32%)	68 (38%)	104 (35%)	401-1
Gender				
Employee turnover for women	82 (50%)	78 (44%)	135 (45%)	401-1
Employee turnover for men	82 (50%)	100 (56%)	162 (55%)	401-1
Employee Training				
Training and education: internal, online courses³²				
Total compliance training (hrs) ³³	2,067	2,169	1,136	404-1
Total independent online training (hrs) ³⁴	600	1,486	584	404-1
Internal training hours per employee (hrs/employee/yr)	3.40	4.90	2.20	404-1
Training and education: external courses³⁵				
Number of employees who applied for funding	311 (40%)	302 (40%)	391 (50%)	404-1, 404-2
Training funding (\$)	\$233,905	\$220,198	\$282,195	404-1, 404-2

³¹ Employee turnover includes all departures from the company, both voluntary and involuntary, including resignations, dispositions, terminations and retirements. The relatively high turnover rate (%) in 2017/2018 is primarily due to the establishment of a new property/investment management firm (QuadReal Property Group), by one of GWLRA's long-standing clients, which began to manage its own assets during this period. The majority of the departures from GWLRA were transitioned to the newly established company and were not the result of layoffs. These turnover rates also account for employees who chose to participate in the Great-West Life Assurance Company's Voluntary Retirement Program (VRP), initiated in 2017.

³² Internal, online training covers courses offered through Canada Life's eLearning platform.

³³ Compliance training refers to company codes, policies and mandatory courses (e.g., anti-money laundering, Code of Conduct, accessibility, privacy). The increase in total training hours in 2018 is related to the launch of new, mandatory compliance courses, including cyber security and anti-fraud training.

³⁴ Independent online training refers to voluntary skills development (e.g., computer skills, leadership capabilities). The relatively high total training hours in 2018 is primarily related to three initiatives: GWLRA's parent company, Canada Life, launched a new learning and development platform, which included several new one-off courses that staff participated in; GWLRA launched a new compensation and career level framework and year-end process that had associated webinars and training for employees; and GWLRA began upgrading its standard software package for employees, and concurrently deployed associated training on the new software.

³⁵ External training is supported by Canada Life's Talent Development Policy, which offers \$2,000/FTE/yr for external professional development courses, and supports employee development in job-related skills and competencies. Participation in the program is voluntary. Numbers do not include additional training funded through business units' discretionary budgets.

Community Investments

Quantitative Data	2019	2018	2017	GRI Indicator
Cash contribution ³⁶	\$226,675	\$215,150	\$219,641	201-1
In-kind giving, product or service donations (hrs) ³⁷	1,083	1,000	1,046	201-1

³⁶ Total of charitable contributions made by GWLRA/GWLRA Residential employees, or by Canada Life on GWLRA's behalf, to various charitable organizations. In 2018, a portion of the total charitable contributions was estimated due to data availability.

³⁷ GWLRA employee hours contributed for Habitat for Humanity build days across Canada.