

Data Tables

Environment¹

Quantitative Data	2024	2023	2022	GRI Indicator
Greenhouse Gas Emissions (GHG) (tCO₂e)				
GHG emissions (Scope 1 and 2) ^{1, 2}	86,800	87,583	93,420	305-1, 305-2
Managed office	57,072	58,749	63,722	305-1, 305-2
Multi-residential	29,728	28,833	29,698	305-1, 305-2
Direct GHG emissions Scope 1 ^{1, 2}	48,420	48,107	52,575	305-1
Managed office	23,164	23,500	26,919	305-1
Multi-residential	25,256	24,607	25,656	305-1
Energy indirect GHG emissions Scope 2 (location-based) ^{1, 2}	38,380	39,475	40,845	305-2
Managed office	33,908	35,249	36,803	305-2
Multi-residential	4,472	4,227	4,042	305-2
Energy indirect GHG emissions Scope 2 (market-based) ^{1, 2}	38,367	39,459	40,826	305-2
Managed office	33,895	35,232	36,784	305-2
Multi-residential	4,472	4,227	4,042	305-2

- 1 All environment data (i.e., emissions, energy, water and waste) relates to GWLRA's managed office and multi-residential portfolios and is consolidated based on an operational control approach. A subset of this environmental data was subject to a limited assurance engagement performed by an independent third party in accordance with ISAE 3410: Assurance Engagements on Greenhouse Gas Statements. Industrial and retail data is excluded, as data is only available for common areas. 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 2019. We use management developed criteria informed by 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, steam, chilled water and hot water. Scope 2 market-based emissions include the purchase of renewable energy credits.

Quantitative Data	2024	2023	2022	GRI Indicator
Greenhouse Gas Emissions (GHG) (tCO₂e) (continued)				
Other indirect GHG emissions Scope 3 ^{1,2}	22,207	22,180	22,312	305-3
Managed office	4,741	4,655	3,657	305-3
Multi-residential	17,465	17,525	18,655	305-3
GHG emissions intensity (tCO ₂ e/1,000 sq. ft.) ^{1,3}	3.63	3.69	3.91	305-4, CRE 3
Managed office	3.09	3.17	3.37	305-4, CRE 3
Multi-residential	4.73	4.76	5.02	305-4, CRE 3
Net reduction of GHGs through conservation (tCO ₂ e) ⁴	(3,422)	(3,569)	(5,654)	305-5
Energy Consumption (MWh)				
Energy consumed within the organization ⁵	568,897	569,469	592,496	302-1
Non-renewable fuel consumed	257,737	256,108	279,824	302-1
Natural gas (metered)	257,737	256,108	279,824	302-1
Electricity purchased for consumption	284,563	282,839	280,399	302-1
Steam purchased for consumption	24,965	29,669	31,729	302-1
Hot water purchased for consumption	652	88	–	302-1
Chilled water purchased for consumption	979	766	544	302-1

1 All environment data (i.e., emissions, energy, water and waste) relates to GWLRA's managed office and multi-residential portfolios and is consolidated based on an operational control approach. A subset of this environmental data was subject to a limited assurance engagement performed by an independent third party in accordance with ISAE 3410: Assurance Engagements on Greenhouse Gas Statements. Industrial and retail data is excluded, as data is only available for common areas. GHG emissions totals are calculated using Scope 2 location-based emissions totals.

2 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 management developed criteria informed by 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 and the International Panel on Climate Change factors.

3 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 are based on gross floor area.

4 Estimated reduction of Scope 1, 2 and 3 GHG emissions attributable to conservation initiatives at office and multi-residential properties, relative to the 2019 base-year emissions of 131,863 tonnes CO₂e. The gases included in the calculation cover carbon dioxide, methane and nitrous oxide. The estimate takes into consideration 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 practices, such as regression analysis.

5 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. We do not report energy information when properties are outside of our operational control (e.g., single-tenant buildings paying all utilities). The energy consumption disclosure includes energy consumption from non-renewable fuel sources (i.e., natural gas) and purchased energy (i.e., electricity, steam and chilled water).

Quantitative Data	2024	2023	2022	GRI Indicator
Energy Consumption (MWh) (continued)				
Energy intensity (ekWh/sq. ft.) ¹	18.96	19.15	20.01	302-3, CRE 1
Managed office	18.86	19.23	20.18	302-3, CRE 1
Multi-residential	19.16	18.99	19.65	302-3, CRE 1
Net reduction of energy through conservation (MWh) ²	(18,316)	(34,821)	(54,546)	302-4
Waste				
Waste generated absolute (tonnes) ³	14,470	15,908	15,945	306-3
Managed office	4,891	5,386	4,493	306-3
Multi-residential	9,579	10,522	11,452	306-3
Waste generated intensity (tonnes/1,000 sq. ft.)	0.48	0.53	0.54	306-3
Managed office	0.24	0.27	0.22	306-3
Multi-residential	0.96	1.08	1.19	306-3
Waste disposal method (tonnes)⁴				
Waste to landfill ⁵	9,982	9,969	10,036	306-5
Recycled ⁶	3,481	4,844	5,224	306-4
Organics ⁷	1,006	1,095	685	306-4
Recovery for energy ⁸	1	1	–	306-4
Waste to landfill diversion rate (%) ⁹	31%	37%	37%	306-4

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

2 Estimated reduction of energy consumption attributable to conservation initiatives at our office and multi-residential properties, relative to the 2019 base-year energy consumption of 669,644 MWh. The energy sources included in the calculation cover natural gas, electricity, steam, chilled water and hot water. The estimation takes into consideration new developments and factors outside management control that influence energy use, such as occupancy and weather. External factors are accounted for using industry-accepted practices, such as regression analysis.

3 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.

4 Waste disposal methods have been based upon the information provided to us by our waste disposal managers/contractors.

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

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

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

8 Our waste disposal contractors provide the amount of waste sent to recovery for energy (i.e., waste-to-energy plants).

9 Only recycled and organic waste is counted as diverted. The average office diversion rate in 2024 was 56%, while the average diversion rate for multi-residential properties was 18%.

Quantitative Data	2024	2023	2022	GRI Indicator
Water¹				
Water withdrawn (m ³)	1,780,127	1,785,405	1,788,285	303-3, 303-5
Managed office	657,256	667,745	673,862	303-3, 303-5
Multi-residential	1,122,871	1,117,660	1,114,423	303-3, 303-5
Water consumption intensity (L/sq. ft.) ²	59.33	60.04	60.39	CRE 2
Managed office	32.83	33.41	33.71	CRE 2
Multi-residential	112.47	114.65	115.79	CRE 2
Green Building Certifications, Labelling or Rating				
Overall % of assets³				
% of buildings that received a green building certification, by building	91%	93%	84%	CRE 8
% of buildings that received a green building certification, by floor area	88%	88%	86%	CRE 8
Number of buildings by asset class⁴				
Total number certified buildings	360	377	359	CRE 8
Office	58	58	59	CRE 8
Multi-residential	34	37	37	CRE 8
Open-air retail	132	132	101	CRE 8
Light industrial	136	150	162	CRE 8
Number of buildings by type of certification⁵				
LEED (CAGBC)	26	26	25	CRE 8
BOMA BEST (BOMA Canada)	354	368	346	CRE 8
Other green building certifications (ENERGY STAR)	1	6	3	CRE 8
Health, wellness and accessibility certifications (FitWel, WELL or RHFAC)	35	20	20	CRE 8

1 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. Water withdrawn amounts are based upon information provided by our utility providers.

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

3 Percentages based on eligible assets (i.e., those that meet the eligibility criteria prescribed by rating systems or internal management).

4 Totals are by individual building. An asset may be comprised of multiple buildings, as reported in the main body of this report.

5 Some buildings maintain more than one type of certification; therefore, the total number of certifications may exceed the total number of certified buildings. In 2024, accessibility certifications increased due to GWLRA participating in the Rick Hansen Foundation's Building Without Barriers Challenge.

Safety

Quantitative Data	2024	2023	2022	GRI Indicator
Joint Management Worker Health and Safety (H&S) Committees				
% workforce in joint management worker H&S committees ¹	20%	20%	20%	403-1, 403-8, CRE
45001 OHS Management System				
% of organization operating under a safety management system aligned with OHSAS 18001	100%	100%	100%	CRE 6
Health and Safety Training²				
Number of employees receiving health and safety training	745	750	785	404-1
Number of hours of safety training received per employee	5	5	4	404-1
Occupational Health and Safety (OH&S) Performance				
Injury rate (recordable incident rate) ³	1.28	0.64	0.69	403-9
Severity rate ⁴	1.25	2	2.2	403-9
Lost day rate ⁵	0.29	0.14	0.41	403-9
Occupational diseases	0	0	0	403-9
Total number of dangerous occurrences (near-miss incidents)	8	10	7	403-9
Fatalities ⁶	0	0	0	403-9

1 Joint H&S committees have been established in all regions nationally and consist of management and worker members. Workers represent no less than 50% of the members on each committee and have an elected workers' Co-Chair to preside with an appointed employer Co-Chair.

2 All employees complete mandatory OH&S training on an annual basis.

3 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 from a doctor, hospital or dentist are reported. In 2024, the increase in the injury rate is attributable to public altercations; we have incorporated this new incident category for OH&S. Lessons learned and prevention campaigns are being developed to bring more awareness and suggested hazard controls for the following injury types: soft tissue, slips/trips/falls and public altercations.

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

5 Lost day rate is equal to the number of lost time cases x 200,000/number of employee hours worked. The lost day rate in 2022 included two soft-tissue injuries requiring rehabilitation, in 2023 included one soft-tissue injury requiring rehabilitation, and in 2024 included two soft-tissue injuries requiring rehabilitation.

6 Fatalities relate to our employees.

Employer of Choice

Quantitative Data	2024	2023	2022	GRI Indicator
Total Employees¹				
Total number of employees	770	790	801	2-7
Employees by Gender²				
Number of female employees	368 (48%)	365 (46%)	367 (46%)	2-7
Number of male employees	402 (52%)	425 (54%)	434 (54%)	2-7
Employees by Age²				
Employees below 30 years old	86 (11%)	78 (10%)	89 (11%)	2-7
Employees between 30–50 years old	377 (49%)	388 (49%)	409 (51%)	2-7
Employees over 50 years old	307 (40%)	324 (41%)	303 (38%)	2-7
Employees by Contract²				
Number of employees (permanent)	741	759	774	2-7
Number of employees (part-time)	4	8	5	2-7
Number of employees (temporary or contractors)	25	23	22	2-7, 2-8
Employees by Region²				
Alberta	122 (16%)	135 (17%)	135 (17%)	2-7
Atlantic Canada	14 (1%)	17 (2%)	16 (2%)	2-7
British Columbia	76 (10%)	79 (10%)	81 (10%)	2-7
Manitoba/Saskatchewan	92 (12%)	91 (12%)	97 (12%)	2-7
Ontario	428 (56%)	423 (54%)	429 (54%)	2-7
Quebec	38 (5%)	45 (5%)	43 (5%)	2-7
New Employee Hires³				
Total number of new employee hires	143 (19%)	142 (18%)	147 (18%)	401-1
Age group				
New employee hires below 30 years old	40 (28%)	44 (30%)	38 (26%)	401-1
New employee hires between 30–50 years old	77 (54%)	63 (44%)	65 (44%)	401-1

¹ 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. The applied methodology calculates employee head count at the end of the reporting year (December 31, 2024).

² Employees by region, age and gender include permanent, part-time and contract employees. Full-time and part-time employees are differentiated based on the customary number of hours worked per week, while temporary and casual workers are defined based on short-term work contracts (e.g., co-op terms). Employee data is managed and extracted through GWLRA's payroll system and internal databases.

³ Our new employee hire numbers represent employees hired during the reporting year. Includes external hires (i.e., non-internal candidates), Canada Life to GWLRA transfers, and employees who joined and left within the same year. The figures exclude summer (co-op) students, internal transfers and appointments, and employees who signed but did not start. The methodology for calculating new hires was updated in 2024.

Quantitative Data	2024	2023	2022	GRI Indicator
New Employee Hires (continued)¹				
New employee hires above 50 years old	26 (18%)	35 (26%)	44 (30%)	401-1
Gender				
New employee hires for women	79 (55%)	63 (44%)	67 (46%)	401-1
New employee hires for men	64 (45%)	79 (56%)	80 (54%)	401-1
Employee Turnover²				
Employee turnover number	191 (25%)	210 (26%)	196 (24%)	401-1
Age group				
Employee turnover below 30 years old	59 (31%)	48 (23%)	43 (22%)	401-1
Employee turnover between 30–50 years old	74 (39%)	106 (50%)	98 (50%)	401-1
Employee turnover above 50 years old	58 (30%)	56 (27%)	55 (28%)	401-1
Gender				
Employee turnover for women	96 (50%)	90 (43%)	103 (53%)	401-1
Employee turnover for men	95 (50%)	120 (57%)	93 (47%)	401-1
Employee Training				
Training and education: internal, online courses³				
Total compliance training (hours) ⁴	3,491	3,059	983	404-1
Total independent online training (hours) ⁵	311	1,254	434	404-1
Internal training hours per employee (hours/employee/year)	4.94	5.46	1.76	404-1

- 1 Our new employee hire numbers represent employees hired during the reporting year. Includes external hires (i.e., non-internal candidates), Canada Life to GWLRA transfers, and employees who joined and left within the same year. The figures exclude summer (co-op) students, internal transfers and appointments, and employees who signed but did not start. The methodology for calculating new hires was updated in 2024.
- 2 Employee turnover includes all departures from the company, both voluntary and involuntary, including resignations, dispositions, terminations and retirements. The turnover rate is attributable to general trends in the Canadian labour market and financial services industry, which is driving demand for skilled employees and leading to increased competition to retain talent. GWLRA remains committed to identifying and addressing retention issues and strives to improve measures to help keep valued employees.
- 3 Internal, online training covers courses offered through both GWLRA's and Canada Life's eLearning platforms. Training hours are calculated by multiplying the number of participants by the expected course completion time.
- 4 Compliance training includes training relating to company codes, policies and procedures (e.g., anti-money laundering, Code of Conduct, accessibility, privacy). Starting in 2023, GWLRA launched new compliance courses (e.g., OH&S Supervisor Training, Real Estate AML Training) and extended the course material of existing courses (e.g., Corporate Environmental Policy Awareness), increasing the hours of compliance training. In 2024, compliance training further increased because new hires in 2024 were proportionally for roles that require more mandatory onboarding trainings.
- 5 Independent online training refers to voluntary skills development (e.g., computer skills, leadership capabilities). In 2023, independent online training hours increased because there was an instructor-led "Inclusion for All" course that most GWLRA employees attended.

Quantitative Data	2024	2023	2022	GRI Indicator
Employee Training (continued)				
Training and education: external courses¹				
Number of employees that applied for funding	193 (25%)	128 (16%)	97 (12%)	404-1, 404-2
Training funding (\$)	\$154,286.07	\$166,247.00	\$110,587.00	404-1, 404-2

¹ External training is supported by Canada Life's Tuition Reimbursement Policy, which offers \$2,000/full-time employee/year 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	2024	2023	2022	GRI Indicator
Cash contribution ¹	\$185,237	\$176,796	\$200,847	201-1
In-kind giving, product or service donations (hours) ²	615	735	742	201-1

¹ Total of charitable contributions made by GWLRA/GWLRA Residential employees, or from Canada Life on GWLRA's behalf, to various charitable organizations. The 2022 and 2023 charitable contributions were retroactively corrected to include donations to Breakthrough TD1. The restatements increased cash contribution by 5% for 2022 and 9% for 2023.

² GWLRA employee hours contributed to Habitat for Humanity build days across Canada. The 2022 and 2023 service hours were retroactively corrected to include GWLRA BC suburban property management's contribution to the Surrey Food Bank. The restatements increased service hours by 18% for 2022 and 17% for 2023.