



# 2017 Corporate Responsibility Report

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WINDSOR STATION, MONTRÉAL

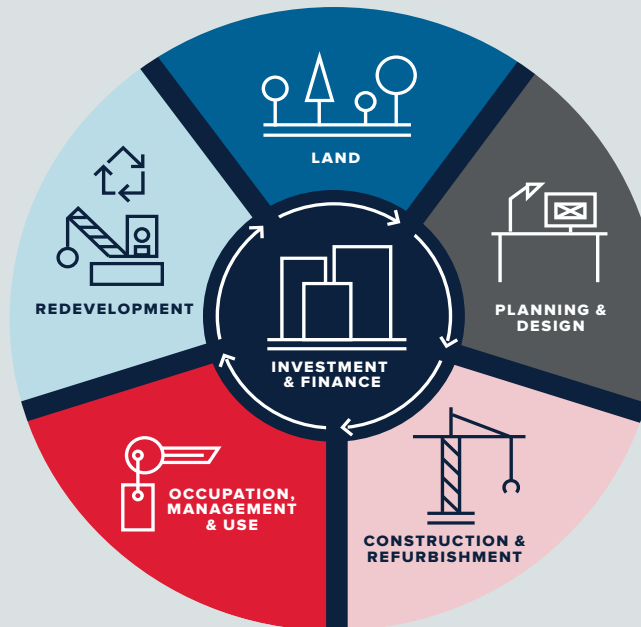
## Corporate Profile

Cadillac Fairview (CF) is one of North America’s largest owners, operators and developers of commercial real estate. Our mission is to own, operate and develop best-in-class retail, office and mixed-use properties to generate long-term, stable cash flow and risk-adjusted returns.

The CF portfolio is valued at \$29.7 billion and encompasses over 38 million square feet of leasable space at 67 properties across North America. CF is wholly owned by the Ontario Teachers’ Pension Plan. Ontario Teachers’ is a diversified global investor and administers the pensions of Ontario’s 318,000 active and retired school teachers.

## Our Assets: Built on a foundation of responsibility.

Aligned with our mission to be best-in-class, we integrate responsible decision making at both the corporate and asset level. Considerations for responsible development and operations of properties are considered at every stage of our assets’ life cycle.



We acquire land for development with considerations for environmental, social and governance (ESG) aspects. Land development supports economic development, social stability, and community development.

In this phase, we design and develop projects through stakeholder consultation – including sustainability experts. We define achievable sustainability targets that add value to developments and meet client needs before we break ground.

The construction & refurbishment phase transforms the project design into reality. We work with partners to ensure the health and safety of stakeholders and engage with clients to collaborate on best practices (i.e. noise / congestion reduction).

This phase includes the responsible operations of the building. We ensure properties are monitored for utility use and waste output, while engaging clients and partners to help meet our Green at Work® targets.

In this phase, assets are redeveloped. We always consider the latest technology, equipment and building materials which could help increase our resource efficiency, while fostering innovation.

Stakeholders financially invest in projects. Our investment team carefully considers ESG matters through risk evaluation and mitigation before completing a transaction.



WATERFRONT PROPERTIES, VANCOUVER

## About this Report

Our 2017 Corporate Responsibility (CR) Report highlights CF's activities and accomplishments primarily between September 1, 2016 and August 31, 2017 – the reporting period for CF's national sustainability program, Green at Work® (GAW). However, there is additional information that pertains to the 2017 calendar year.

The report disclosures encompass all of CF's Canadian commercial and retail properties and has been prepared in accordance with the GRI Standards: Core option. Additional components required by the GRI Standards that are not contained in this report can be found in the Report Supplement. The GRI Content Index is separate from the report and can be found ([here](#)).

Please note the following considerations regarding data boundaries and conversion factors:

- Energy data includes all reported and managed electricity, natural gas, steam and chilled water consumption for office buildings and common areas within retail properties.
- Greenhouse gas emissions data includes client and common areas at commercial office properties. Data includes common areas for retail properties, but excludes client spaces.
- Water data includes all properties, but excludes heavy users.
- Waste data includes all properties.

- Baseline data is normalized for weather, occupancy, major users and portfolio changes.
- CF uses the Greenhouse Gas Protocol, which aligns with ISO 14064-1, in accounting for greenhouse gases. Activity data includes natural gas, generator fuels, fugitive refrigerant losses, vehicle fuels, grid electricity, steam, chilled water, landfill waste and water. The gases included in the calculations are carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulfur hexafluoride (SF<sub>6</sub>) and nitrogen trifluoride (NF<sub>3</sub>). Emission factors are used as per the National Inventory Report 1990-2015 published by Environment Canada in 2017.

# Corporate Responsibility Strategies at CF

CF's operating environment is constantly changing. With the emergence of disruptive technologies, the advance of local and national carbon regulation, the increase of extreme weather events and evolving stakeholder expectations; the strength of our business depends on our ability to proactively prepare for and address these broader trends.

In response to these emerging trends, in September 2016, CF developed and held its first Corporate Responsibility (CR) Management Council meeting.

The role of the CR Management Council is to identify opportunities, support cross-departmental coordination, report on progress, contribute to internal and external reporting on ESG matters and advance opportunities for consideration to our executive team through the CR Steering Committee.

Over the past year, council members identified and evaluated various industry and societal trends which could impact our business and the communities in which we work.

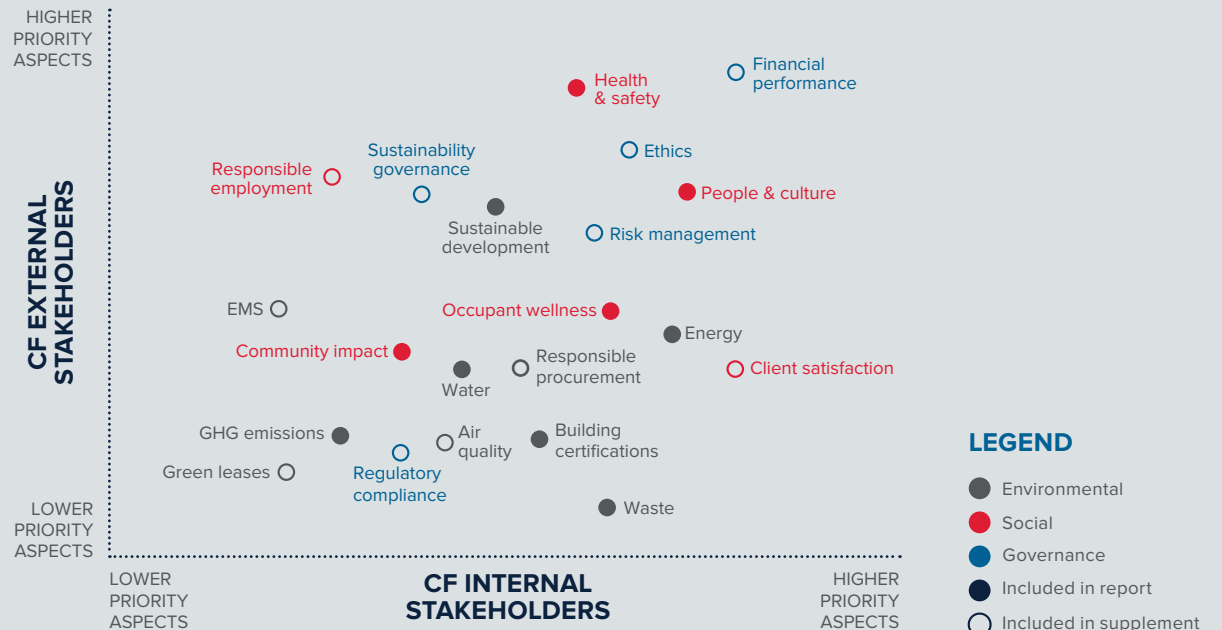
Through this process, the CR Steering Committee and Management Council have established priority areas and have deployed resources against them in alignment with CF's corporate objectives.

Ultimately, it is this unique combination of strategic CR aspects management and CF's culture which enables us to manage risk and focus on priorities.



## Reporting on Material Impacts

Our Corporate Responsibility objectives and strategic plan are developed in consultation with internal and external stakeholders and industry experts. The content of our report reflects themes most important to our external stakeholders and management team, as outlined in our materiality assessment (conducted in 2015).



# CEO's Message

## Innovation, at the heart of our CF culture.

In CF's previous Corporate Responsibility (CR) reports, we've consistently identified targets and strategies that have enabled us to be leaders in managing ESG aspects.

As we envision, build and manage inspiring spaces, CF's concept of CR has broadened to see sustainability through many interconnected aspects of our business. From reducing greenhouse gas emissions to improving occupant wellness – we recognize the great impact we have on our communities and our ability to positively transform them. We further shape and invest in local communities through our philanthropic initiatives by supporting youth engagement and empowerment, thereby investing in future community leaders.

Last year, I outlined how our CR plan was embedded into all aspects of our business, and I'm pleased that our results continue to provide encouragement and validation that we're on the right path:

- Our Green at Work® targets are driving strong sustainability and operating performance across our portfolio.
- In our Global Real Estate Sustainability Benchmark (GRESB) submission, we ranked first in our peer group and ranked first overall in North America for office and retail properties in the Health and Well-being Module.
- CF was recognized among Canada's Greenest Employers, 50 Most Engaged Workplaces™, Interbrand's 150 Iconic Canadian Brands, and Canada's 10 Most Admired Corporate Cultures.

- TD Centre's 222 Bay Street became the first existing building in North America to achieve WELL Certification.

It's important to remind ourselves that while our buildings and programs are often the recipients of industry recognition and awards, they also serve as a celebration of our people and acknowledgment of the spirit of innovation that the CF team brings to work each day.

We firmly believe that our best plans are only as good as the people who implement them. CF continues to build on its deep culture of innovation, seizing opportunities to do better, be bolder and make a difference. We have seen this most recently with major investments like smart technologies to improve our energy efficiencies; our leadership in occupant wellness; our investment in public art and the expansion of our electric vehicle-charging program.

These are only a few examples of how innovation in placemaking defines our unique CF culture. I am extremely encouraged by the will of our people to bring our CR Strategic Plan to life, and contribute to the health and well-being of our communities and our planet.



**John Sullivan**

President and CEO



# 2017 Highlights

## Energy

Saved over

**8.9**

million ekWh

equivalent to the amount consumed by



**300**

Canadian households  
in a year



Reduced energy  
consumption by **1.6%**  
versus an annual reduction  
target of 2.5%

Reduced energy  
consumption by **29%**  
since 2008

## Emissions

Reduced by

**70,900**

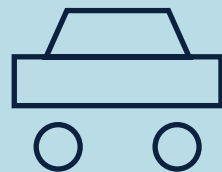
tonnes since 2008



equivalent to removing

**15,000**

cars from the road



for a whole year

## Waste

Diverted

**83%**

of waste material  
from landfills



equivalent to

**4,100**

dump trucks



versus

**77%** in 2016

## Water

Conserved

**54,000**

cubic metres of water



equivalent to almost

**22**

Olympic-sized  
swimming pools



Surpassed target of 2%  
with a **2.8%** reduction

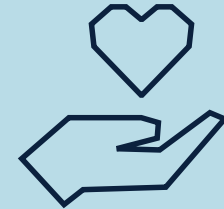
Reduced water  
consumption by **35%**  
since 2008

## Community

Donated

**\$1.85**

million



to effect

meaningful change  
within the communities  
we serve

**\$216,000**



to

building communities

with over

**300**

employee participants

# 2017 Select Achievements



**1<sup>ST</sup>** in its reporting category  
(Diversified Office / Retail / Non-Listed)

G R E S B  
★ ★ ★ ★ ★ 2017



**1<sup>ST</sup>** in North America  
(Health & Wellness Module)

G R E S B  
★ ★ ★ ★ ★ 2017

**A<sup>+</sup>** **PRI**  
on the PRI Direct Property Module



**1<sup>ST</sup>** existing building in North America to achieve WELL Certification  
(Core + Shell Gold)



**29**  
Certified properties including Platinum at 20 Queen, 250 Yonge & HSBC



**48**  
Certified properties including Platinum at CF Richmond Centre & 725 Granville

All CF office properties now use:



CF recognized as:







## Our People and Culture

We believe that our people are our competitive advantage – they are the source of our innovation and it is their spirit which collectively defines our company culture. Our culture, which enables our achievements, is fostered and made possible through:

- CF's Values Behaviours
- Our overall value proposition to employees
- Our commitment to continually develop our people

## Our Values.



### Our people are core to our success.

We believe that talented people make the difference and that effective collaboration unlocks our collective power. We treat each other with respect and we care about creating an environment for our team to thrive and grow.

### We want our clients and their customers to choose us first.

We collaborate with our clients and consider the whole client experience in every interaction. We constantly aspire to deliver a superior customer experience.

### We relentlessly drive to be market leaders.

We are creative and innovative in how we approach challenges and find solutions. We recognize the need to be bold in our actions and we agree that it is better to try and fail, than not to try at all.

### Results matter.

We strive to deliver superior results for our shareholder. We are rigorous in executing our strategy, monitoring our performance and holding ourselves accountable to our commitments. We know that it is not just the results we achieve that count, but also how we achieve them. We act with integrity and with respect and believe that doing the right thing is always good business.



# Developing our People

## CF Building Leaders Coaching Program

Every CF people leader commits to meeting with their employees quarterly (at minimum) and coaches on the behaviours that have the greatest impact on business results.

## Onboarding Program

Designed to provide an onboarding experience to new CF employees that is individualized and aims to accelerate the learning curve and productivity in their role.

## Tuition Reimbursement Program

As a part of an employee's total rewards and benefits, and upon the successful completion of the Tuition Reimbursement Application Form, CF will reimburse education up to \$2,500 per year per employee. Reimbursement is available to all active, full-time or part-time employees (working 20 or more hours per week).

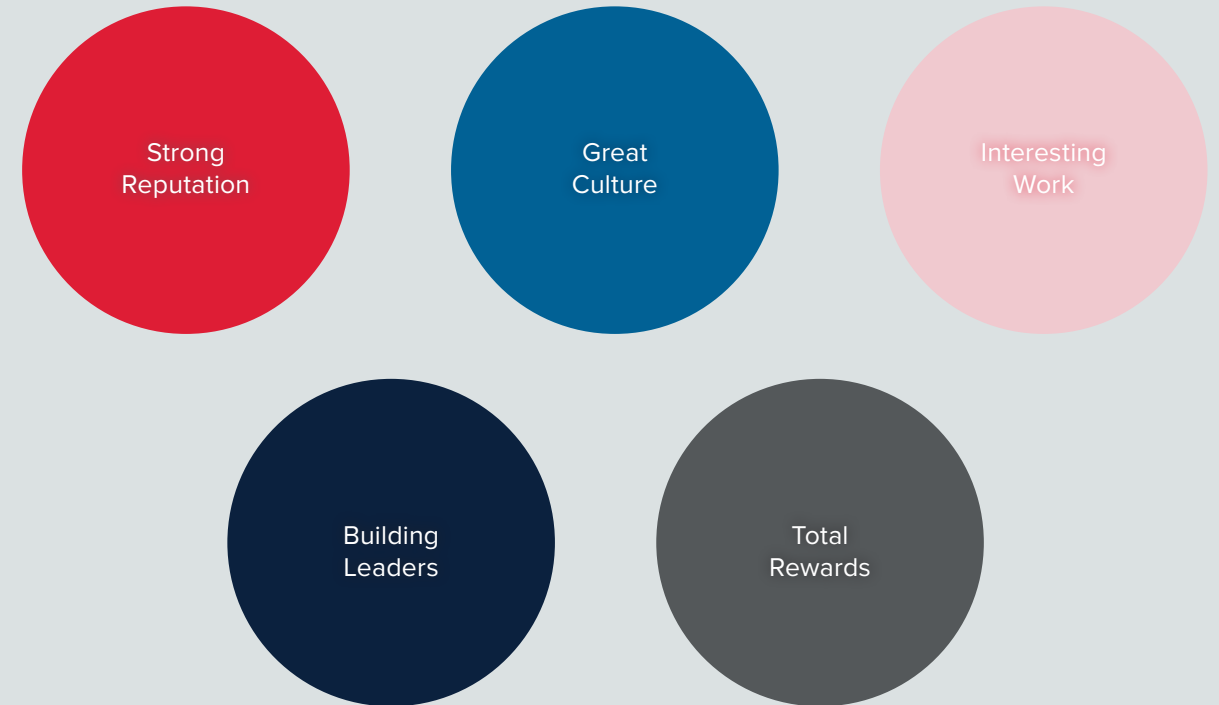
## Continuing Professional Development Training

CF has an extensive online Learning Hub which all employees have access to. The CF Learning Hub offers a number of learning and development tools and resources, like online courses, registration for in-class courses and workshops, career resources and a virtual library.

## Compliance Training

Supports the provision of compliance training for the organization. All CF employees have access to the compliance training catalog through the online system.

## Value Proposition to Employees.



CF's unique culture has led to an engaged team. Our high engagement scores, as determined through regular engagement surveys and periodic focus groups, reflect an enthusiastic workforce which delivers on business objectives, while being recognized by external awards such as: IBM Global Top 25% Most Engaged Companies, Achievers 50 Most Engaged Workplaces in North America,

Greenest Employer Award and Canada's 10 Most Admired Corporate Cultures. Perhaps the most telling indication of our engaged culture is the volunteerism and philanthropic support contributed by our employees, which is backed up by our corporate commitment to build stronger communities and support the young people who will lead them.



## Case Study: Corporate Culture.

CF was named one of Canada's 10 Most Admired Corporate Cultures™. The award annually recognizes best-in-class Canadian organizations for having cultures that enhance performance and sustain a competitive advantage.

“We believe that all CF employees are leaders who, through living our CF values, drive results and make a meaningful difference in the communities in which we operate. This recognition affirms that belief.”

### Norm Sabapathy

Executive Vice President, People



## Volunteerism at CF Building Communities.

We empower and encourage our people to make a difference in their local communities and proudly add momentum to their personal causes.

Building Communities is CF's charitable program supporting employee volunteerism, whereby CF employees can request up to \$5,000 towards a community cause based on personal volunteer hours.

This year, CF contributed \$216,000 to the program, surpassing our original goal of \$175,000 with over 300 employees participating and 400 volunteer hours completed.



### Case Study: The CF gift of holiday volunteerism.

While our CF teams are actively engaged within their communities and volunteer year-round, our people become particularly busy in December. Highlights from the 2017 holiday season include:

- CF's Ontario Portfolio Office team worked with North York Harvest Food Bank to sort 2,620 pounds of food and pack 111 boxes for over 200 families in Toronto.
- CF's Corporate Legal team volunteered as a group at Second Harvest in Toronto, sorting dozens of bins of potatoes and apples plus seven bins of turkeys; the department also donated \$6,000 on behalf of CF.
- Head Office and Ontario Portfolio Office volunteers filled 64 boxes with everyday necessities and treats for underprivileged youth in Toronto through Eva's Place.
- CF Polo Park hosted two high-profile holiday season fundraising events: in partnership with Bell Media, the property played host to the Salvation Army Toy Mountain Drive, which collected over 19,000 toys; and invited radio stations KISS 102.3 and 92 CITI FM to broadcast live in support of the Children's Hospital Foundation of Manitoba.

# Volunteerism at CF

## Building Communities.

Our employees participated in several philanthropic activities across the country, contributing to a range of worthy causes. A few highlights are captured below:

Property/Portfolio	Beneficiary	Activity	Contribution
Western Portfolio, Vancouver	Coast Mental Health	Thanksgiving volunteers	<b>140 – 150 meals served</b>
Western Portfolio, Vancouver	Blind Beginnings Society	Western Portfolio Volunteer Day: Playland Blind Beginnings outing	<b>The CF team served as Sighted Guides for youth</b>
Western Portfolio, Calgary	Calgary Corporate Challenge	Blood donations for Canadian Blood Services	<b>180% of donation target; recruitment of 25 new blood donors</b>
Western Portfolio, Calgary	Kids Cancer Care Alberta	Shave your Lid for a Kid	<b>\$8,000</b>
CF Pacific Centre, Western Portfolio Office, CF Richmond Centre, Ontario Portfolio Office, Toronto Portfolio Office, CF National Service Centre, Head Office	Heart & Stroke Foundation	The Big Bike Ride & Ride for Heart	<b>\$13,000</b>
CF Champlain	IWK Health Centre	8th Annual K94.5 FM & 103.9 MAX FM Cares for Kids IWK Radiothon	<b>Space donation and \$71,000</b>
CF Fairview Pointe Claire	Municipal Flood Relief	Staff volunteering: Sandbag filling / delivery; donation collection	<b>\$10,000 to Canadian Red Cross Flood Relief</b>
Toronto Office Portfolio	The United Way	Real Estate Climb for United Way	<b>\$5,000</b>
Head Office	Big Brothers Big Sisters	Bowl for Kids Sake	<b>\$153,000</b>
CF Sherway Gardens, Head Office	Toronto Humane Society	Volunteer Day at Toronto Humane Society	<b>\$10,000</b>
CF Lime Ridge	The Prom Project	Prom Project Fashion Show	<b>3000 articles of clothing donated</b>
CF Lime Ridge	McMaster Children's Hospital, Coast to Coast Against Cancer and Help a Child Smile.	6th annual Inside Ride event	<b>\$14,000</b>
CF Lime Ridge	Big Brothers Big Sisters	Bowl for Kids Sake	<b>\$1,562 to Big Brothers Big Sisters of Hamilton and Burlington</b>
Head Office	McMaster Children's Hospital	Evening of Awareness	<b>\$10,000 to Pediatric Neurology Program</b>



# Community Impact

## Corporate Support.

CF's National Charitable Donations Committee governs and evaluates corporate community investments and oversees our corporate donations program.

In 2017, CF committed \$1.85 million to effect meaningful change within the communities we serve, with funds dispersed across a range of initiatives including our youth philanthropy platform, and numerous national and local charities across Canada. CF also continued to sponsor and organize our two longstanding annual signature fundraisers this past year – the CF Run and CF Golf Classic.

## 2017 Contributions

Category	2017 Commitment
Youth Philanthropy Platform	\$500,000
United Way's Youth Success Strategy	\$150,000
CF Run	\$50,000 (corporate donation) *\$280,000 (funds raised)
CF Golf Classic	*\$350,000 (funds raised)
Building Communities	\$200,000
Funds committed to philanthropic efforts outside of Youth Philanthropy Platform	\$950,000

**TOTAL \$1,850,000**

\*does not include funds raised from CF Run & CF Golf Classic



### Case Study:

#### CF's 2017 national charitable donations committee celebrates 20 years.

Our National Charitable Donations Committee has a strong governance framework in place and oversees an annual budget which was \$1.85 million in 2017. The committee has aligned its strategy with needs in the communities in which CF carries its business.

Beginning in 2016, CF has focused its philanthropic strategy on youth empowerment, recognizing the vital role young people have in the future of our communities. In previous years, the committee supported a range of causes including hospitals, medical research, camps for disabled children, homeless shelters and mentorship programs.

## Investing in Youth Today.

Through our philanthropic partnerships, we are investing in making meaningful change across Canada with a strong focus on empowering and inspiring youth to make a positive impact in their community and the lives of others. By doing so, we aim to develop the next generation of leaders. In 2017, we supported 15 charities, consisting of eight partnerships named in 2016, and seven new partners in Ottawa, Hamilton, Kitchener and Winnipeg.

We are also in our second year of a four-year, \$600,000 commitment to United Way's Youth Success Strategy, assisting young people to find sustainable employment.

CF is proud to have supported the following organizations in 2017, under our Youth Philanthropy Program:

- Youth Impact Jeunesse
- Fondations Jeunes En Tête
- Fusion Jeunesse
- Youth Services Bureau
- Big Brothers Big Sisters Toronto
- Eva's Initiatives
- Merit Award Bursary
- Living City Foundation
- Hamilton East Kiwanis Boys & Girls Club
- oneROOF Youth Services
- JA London
- Resource Assistance for Youth
- Safe Haven
- Covenant House Vancouver
- Arts Umbrella



### Case Study: Giving hope to sick children and youth.

In 2017, the 13th annual CF Run raised close to \$300,000, with 100% of funds directed toward research and other initiatives at Toronto's Hospital for Sick Children and the Pediatric Oncology Group of Ontario. Since 2004, the CF Run has raised close to \$2.6 million dollars.





## David Handley: A legacy of innovation and caring.

A unique and heartfelt project involving CF, Ryerson University and its alumni, industry partners and contributors, honoured the work of David Handley. In September 2016, after extensive renovations, the David Handley Studios opened at Ryerson, which are state-of-the-art design studios that promise to impact the next generation of Canadian architecture professionals. David Handley, who graduated from Ryerson's Architectural Technology program in 1967, is well-respected in the architectural community for his bold, visionary approaches and for advancing the careers of many young practitioners. A launch event officially opened the new studio spaces and honoured the 68 businesses that contributed a total of \$750,000 towards the renovation.



## Case Study: Providing hope and shelter for urban youth at risk.

In 2017, CF announced a unique and inspired partnership with Egale Canada, an organization dedicated to advancing equality for lesbian, gay, bisexual, transgender and queer (LGBTQ) Canadians. Recognizing that LGBTQ youth in particular are frequently marginalized and exposed to significant risk in an urban environment, CF has invested time and talent with David Handley, Senior Vice President, Special Projects at CF serving as project manager to design and build Canada's first and Toronto's only facility combining Egale's proven counselling services with transitional and emergency housing dedicated to serving homeless LGBTQ youth.

Photo credit: sustainable.to



## Community Impact **WE Partnership.**

Consistent with our strategic priority of empowering the youth of our communities to enact positive change, CF entered the next phase of its partnership with WE in the spring of 2017. WE is an organization that brings young people together and gives them the tools to change the world. Our focus this year was highlighting the impact of WE Schools programming in select CF properties across Canada. For one day between April and September, CF shopping centres partnered with 12 outstanding schools to host educational events where students showcased their advocacy for environmental, social and economic change in their communities.



### **Case Studies:** **The second WE store opened at CF Rideau Centre.**

Opened in June 2017, the WE Retail store at CF Rideau Centre started as a pop-up, but has since set long-term roots. The store offers WE products that empower people to change the world with their everyday consumer choices. The first WE retail store opened in July 2016 at CF Toronto Eaton Centre. Leasing for both locations has been donated in-kind by CF.

### **CF awarded 14 scholarships to student recipients.**

Scholarships were awarded for students to attend WE's Take Action Camp, where they discovered their passions, built confidence and developed the leadership skills necessary to help enact change.

# Green at Work®

Green at Work® (GAW), CF's leading national environmental sustainability program, integrates sustainability into building operations and maintenance. Since its establishment in 2008, this program has resulted in a 38% reduction in GHG emissions and a savings of \$42 million in energy and water costs.



YONGE CORPORATE CENTRE , TORONTO

Under GAW, CF properties are required to turn sustainability principles into actions. The program integrates incentives at many levels throughout CF to ensure all members are engaged in the process of implementing projects to improve performance in the five “pillars” of environmental impact:

Pillar	Description	Target
Energy	Use energy conservation techniques, leading operational standards and efficiency technologies where possible.	<b>3% reduction per year for LEED AAA office.</b> <b>2.5% reduction per year for retail and non-LEED office.</b>
Waste Management	Implement an industry-leading approach to waste diversion and waste minimization.	<b>Waste diversion rate:</b> <b>Retail (70%); Non-LEED office (75%); LEED AAA office (90%).</b>
Environmental Protection	Focus on minimizing adverse impacts from our activities, products and services on land, air and water through management of hazardous materials, greenhouse gas emissions, air quality and water.	<b>2% water reduction per year.</b>
Responsible Procurement	Use environmentally preferred products and services and follow best management practices whenever possible.	<b>Embed sustainable procurement practices into our processes and policies.</b>
Stakeholder Collaboration	Collaboration with key stakeholders to inspire and drive positive change, share information about our sustainability initiatives and involve partners to contribute to the program's success.	<b>Inform, educate and build partnerships for sustainability success with our clients, shoppers, employees, communities and industry.</b>

In September 2016, CF launched Green at Work® 2.1. Through a stakeholder collaboration process, the program was streamlined; providing more training and support for property teams, and updating pillar contents and targets (shown above).



### **Case Study:** **Environmental protection — a home for bees at Yonge Corporate Centre.**

Bees are crucial members of our ecosystem, responsible for pollinating about one-sixth of our flowering plant species and approximately \$25 billion worth of agricultural crops in North America alone. The population of these vital and productive pollinators, however, has been in serious decline for years.

Yonge Corporate Centre (YCC), in Toronto, has been presented with a unique opportunity to take action in sustaining and growing the bee population. Specific bee-friendly plants have been placed throughout the sprawling and historic eight-acre property. Rhododendrons, Sage Salvia, Coneflower, Cranesbill Geranium, repeat blooming Lilacs, Bee Balm, Coral Bells, Stonecrop Sedum, Yarrow and Asters have all found their place in the ground and are ready to get to work attracting bees.



# Energy

Significant amounts of energy are used to heat, cool, ventilate and power the 38 million square feet comprising our office and retail properties. The use of this energy ultimately results in the generation of greenhouse gas emissions.

Our building operations team controls about two thirds of building energy use and their hard work to reduce our energy consumption results in both environmental and cost savings benefits. Approximately 70% of the managed energy is consumed at our office buildings with the balance consumed in our retail portfolio.

Through the annual budgeting process, teams identify measures to counter rising energy costs by introducing efficiency upgrades and new technologies for smarter energy management.

Our energy management requirements are established within the GAW program. CF's Energy, Water & Waste Reduction Policy sets short-and long-term objectives for our properties, and each property undergoes a third-party energy audit or retro-commissioning completed every four years.

GAW has established an annual 2.5% energy reduction target for Non-LEED offices and retail, and a 3.0% energy reduction target for LEED AAA offices. Our total 2017 consumption saw an overall 1.6% reduction in energy usage (8.9 million ekWh), compared to 2016.

While we have reduced energy consumption by 29% since 2008, and reduced our overall energy consumption, we did not meet our target this year.

We attribute this result to various challenges:

- 1) We have already implemented many capital and operational energy reduction measures within our portfolio. As a result, achieving continued reductions in energy consumption is more challenging.
- 2) In specific instances, the time between problem identification and resolution was too long.
- 3) At some Calgary properties, natural gas was increasingly used to generate building electricity and heat. This resulted in an increase in overall energy consumption, but a reduction in GHG emissions and costs.

Going forward, we will continue to invest in energy reduction measures throughout our portfolio like CF's Energy Smart Operations platform, while continually engaging key stakeholders on detecting system anomalies, in order to capture energy inefficiencies proactively.

## Case Study: Energy Smart Operations.

CF's Energy Smart Operations (ESO) platform is a proactive energy management tool that will enable our properties to achieve our GAW targets, extend equipment life and reduce both energy costs and tenant issues.

ESO helps:

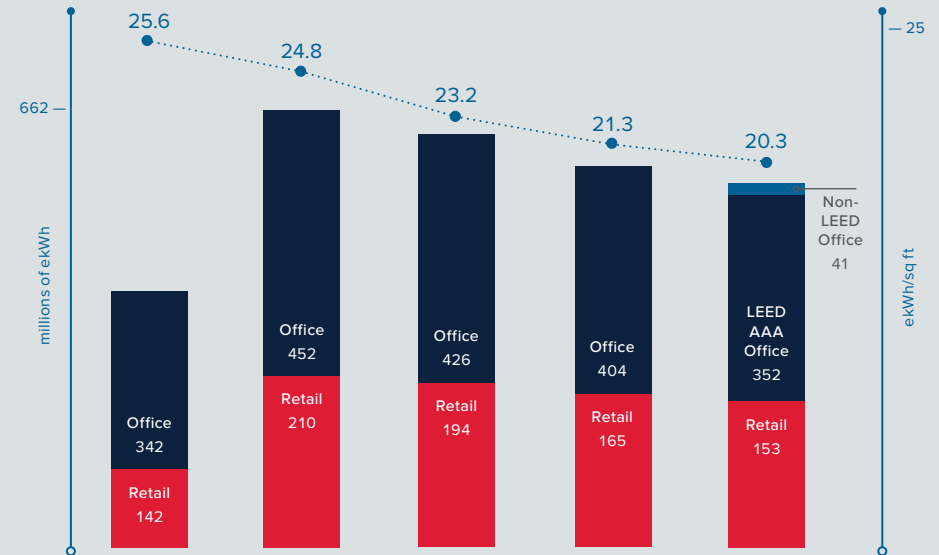
- To find opportunities to improve building performance and prevent issues before they happen.
- To sustain optimized building performance by identifying deviations quickly, so they can be addressed sooner.
- To provide foundational knowledge for operations staff and promote learning and collaboration among team members.

Currently, there are 27 CF office properties that have deployed this technology platform.

## Did you know?

In 2014, 777 Dunsmuir Street in Vancouver implemented the first geo-exchange retrofit of an occupied, high-rise complex in a city core. The project involved drilling 30 boreholes 400 feet into the earth below the existing structure. Geo-exchange reduces the energy costs and greenhouse gas emissions associated with traditional heating and cooling. In 2017, the system offset an equivalent of 324,200 KBTU of heat.

## CF's National Energy Consumption + Intensity



Year		2009-2013	2014	2015	2016	2017
Target	LEED AAA office					▼ 3.0%
	Non-LEED office and retail	▼ 15%	▼ 2.5%	▼ 2.5%	▼ 2.5%	▼ 2.5%
Performance	LEED AAA office					▼ 1.9%
	Non-LEED office and retail	▼ 16%	▼ 4.0%	▼ 3.3%	▼ 3.9%	▼ 1.2%
Target Met	LEED AAA office	●	●	●	●	
	Non-LEED office and retail					
Baseline Year		2008	2013	2014	2015	2016



# Greenhouse Gas Emissions

In 2016, Canada’s federal government introduced a national climate change policy, including a system of mandatory carbon pricing and new regulatory frameworks. CF remains aware of the challenges of higher fossil fuel costs associated with a shift towards a low-carbon economy, as well as the opportunities presented, such as access to more affordable low-carbon technologies. Our intention is to remain ahead of the carbon-management curve, as CF’s Climate Change and Greenhouse Gas (GHG) Corporate Statement of Principles stipulates that we:

- Exceed regulatory requirements related to climate change.
- Track and disclose emissions generated from building operations.
- Prohibit chlorofluorocarbons (CFC) and hydrochlorofluorocarbons (HCFC) refrigerants used in cooling equipment.
- Incorporate environmental design into new construction activities.
- Collaborate with stakeholders to achieve our emission-reduction goals.
- Investigate opportunities for innovation.

For us, innovation in GHG mitigation comprises piloting new technologies such as geo-thermal exchange and deep-water cooling systems, technology upgrades, retro-commissioning, as well as operational practices, such as comprehensive energy audits.

These are the initiatives we have implemented:

Corporate Initiatives	Policy	Operational Practice	Technology
Climate Change and Greenhouse Gas Corporate Statement of Principles	●		
Energy, Water and Waste Reduction Policy	●		
Green at Work®	●	●	●
Green Teams		●	
Data management system		●	●
GHG Data Management		●	●
State-of-the-art equipment and building automation systems			●
External review of GHG data		●	

Property Initiatives	Policy	Operational Practice	Technology
LED lighting retrofits			●
Smart building operations system		●	●
Alternative energy implementation (e.g., geo-thermal system, deep lake water cooling, cogeneration)			●

## Did you know?

In 2005, CF was one of the first companies to use the Enwave Deep Lake Water Cooling system to significantly reduce GHG emissions at all its downtown Toronto office properties. The system transports cold water from 83 meters below the surface of Lake Ontario to Enwave’s closed-loop, chilled water network, which then distributes the water to air condition our buildings. CF will expand the use of this system to additional buildings in 2018.



CF Chinook Centre

### Did you know?

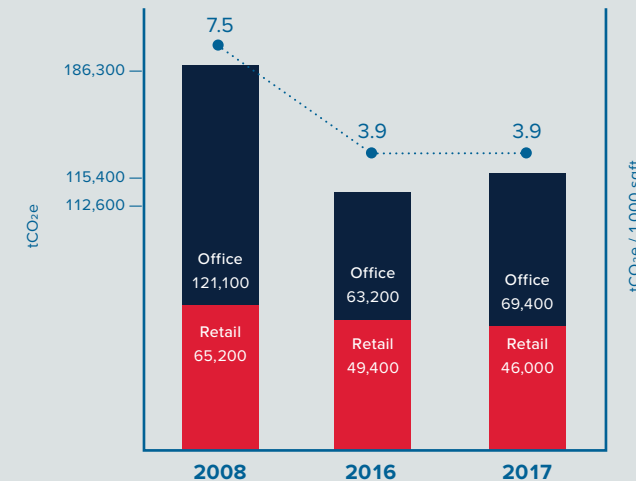
In 2014, CF Chinook Centre in Calgary installed a 265-kW cogeneration unit, which simultaneously produces heat and power. This cutting-edge technology lowers GHG emissions by about 9,700 tonnes per year by capturing waste heat from electricity generation and using it to offset 75% of the heating needs.

## Greenhouse Gas Emissions

Our GAW energy targets help drive our emissions reductions. Between 2016 and 2017, we increased our emissions by 2,800 tCO<sub>2</sub>e. This was largely due to weather, a reduction in purchased renewable energy credits, the addition of 300,000 square feet of space from property expansions and the increase in occupancy at Calgary City Centre. However, since 2008, we have reduced our emissions by 70,900 tonnes despite increasing our portfolio by over four million square feet. This reduction is equivalent to driving a passenger vehicle across Canada 167,000 times. Our analysis shows that approximately 48% of those reductions can be attributed to operational efficiencies and upgrades.

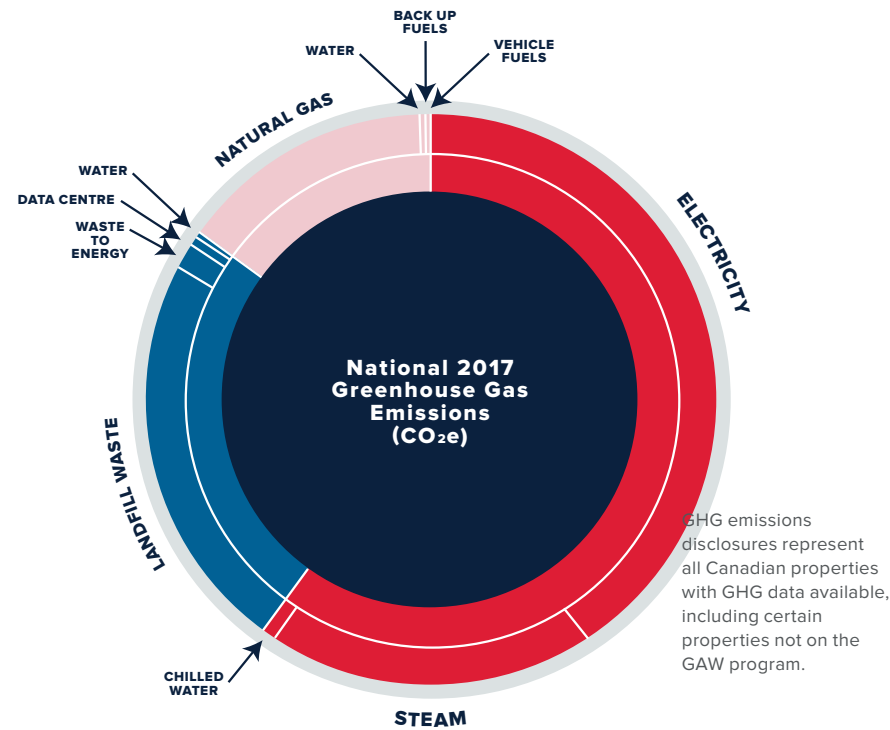
Moving forward, we will continue to explore alternative energy options to reduce our emissions and methods to offset the remainder.

### CF's National Greenhouse Gas Emissions + Intensity.





# Greenhouse Gas Emissions



## Scope 1 Emissions

Direct GHG emissions from activities at company-owned properties, including combustion of natural gas in boilers and furnaces, the use of gasoline in generators and vehicles and refrigerant losses.

## Scope 2 Emissions

Indirect GHG emissions from the generation of electricity, steam and chilled water purchased by the company.

## Scope 3 Emissions

GHG emissions from company operations, but from sources not owned or controlled by company, e.g., landfill waste, water and waste transportation and data centres.



## Case Study: Electric vehicle charging program.

In April 2017, CF announced the launch of its national electric vehicle (EV) charging program, a fleet of 45 new, networked chargers at 15 CF properties across Canada. This program builds on the 45 chargers already deployed at CF locations. The program's expansion will continue well into 2018. Building on CF's support for the transition to a low-carbon economy in Canada, CF is partnering with FLO, Canada's largest EV charging network.



## Waste

In 2016, several jurisdictions in Canada took measures to reduce the amount of organic and recyclable materials sent to landfills. Metro Vancouver banned organic materials from area landfills, resulting in nearly 450,000 tonnes of organic waste diverted into compost — nearly a 30% increase from 2015. In Ontario, roughly 70% of the province's population is covered by voluntary residential curbside green bin collection, and the province has set a goal of diverting 80% of the region's garbage from landfills by 2020.

Our ability to divert solid waste from landfill remains a fundamental environmental and operational performance indicator. Shoppers, guests, clients and our own employees practice sound recycling behaviours, and it is their expectation that waste on our properties is recovered and removed responsibly for disposal or recycling.

A robust indicator of stakeholder engagement is the amount of waste generated, recycled, diverted from landfill and disposed of. Haulage reports and invoices

provide tangible waste data, and for specific construction projects, contractors are required to submit accurate waste data reports.

Through GAW, education programs for our shoppers and office clients have proven to be key factors in our success, as is providing easy access to recycling amenities. Waste management initiatives are established through GAW, along with the following waste diversion targets:

- LEED AAA Office: 90% diversion
- Non-LEED Office: 75% diversion
- Retail: 70% diversion

Approximately 79,000 tonnes of waste were generated across all CF operations in 2017, with 63,000 tonnes diverted from landfill. CF was successful in surpassing the 70% diversion target for retail properties with a rate of 82%. This also marks an increase in diversion from last year's rate of 77%. The increase in the waste diversion rate can partly be attributed to a large amount of construction and demolition waste being diverted from

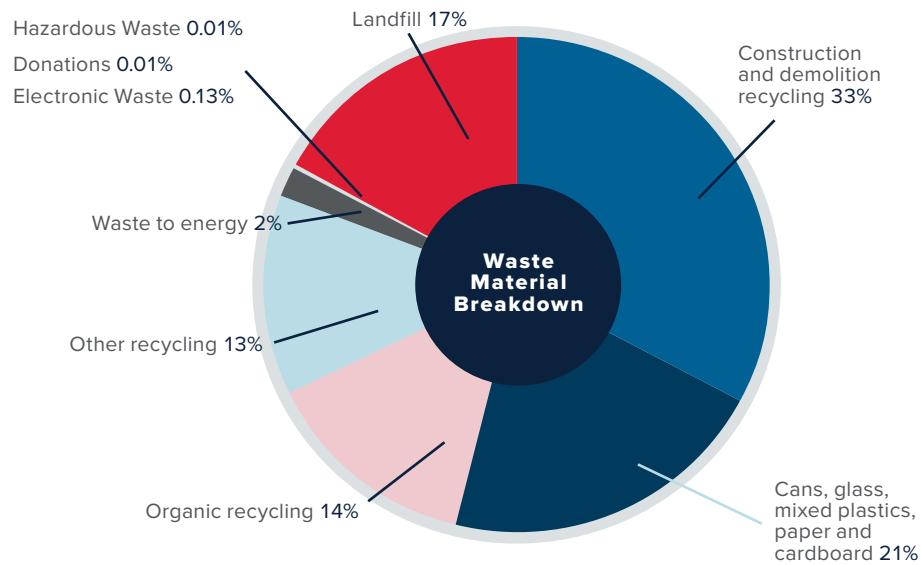
landfill (26,000 tonnes in 2017 compared to 14,000 tonnes in 2016).

While CF was not successful in meeting its long-term diversion targets for non-LEED offices (75%) and LEED AAA offices (90%), the 2017 performance of most buildings improved significantly: non-LEED offices had a diversion rate of 67%, an improvement from 65% in 2016; while LEED AAA offices experienced a rate of 87%, an improvement over last year's 86% rate.

Our challenges in waste management align with the challenges faced by the broader industry. Access to detailed waste data continues to be a challenge for our organization. In addition, ongoing education of consumers / building occupants on appropriate waste separation is an area we continually invest in by introducing single-stream recycling and assisted sorting at some of our properties.

# Waste

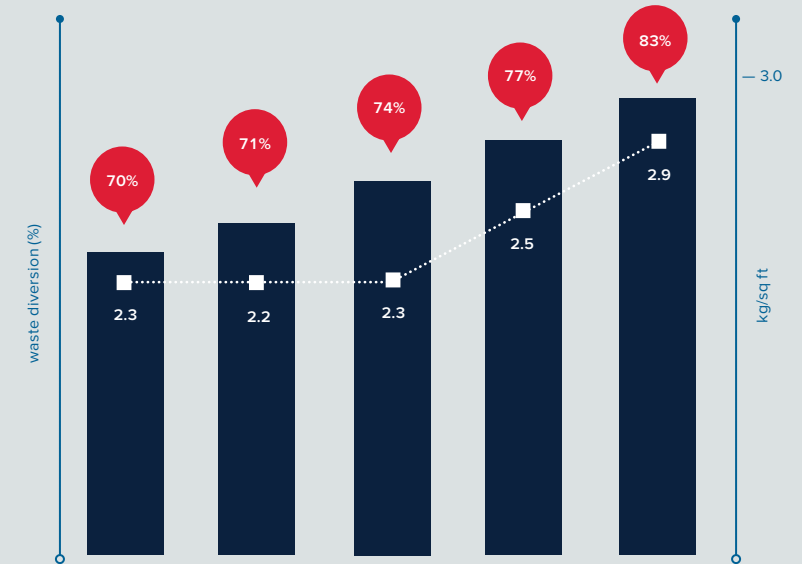
The diligence and innovative thinking exhibited by our property teams have resulted in an organization-wide diversion rate of 83% in 2017. In the last four years, 96% of properties have conducted a waste audit, identifying areas for further improvement.



## Did you know?

In 2013, CF Pacific Centre in Vancouver deployed an on-site composter in the dining hall to process food waste and compostable plates, cups and napkins, significantly reducing waste volume by eliminating most of the water in the material. The clean compost is used as nutrient-rich fertilizer. CF Pacific Centre achieved a 70% reduction in organic waste, resulting in a 50% reduction in haulage costs to the organics depot.

## CF's National Waste Diversion + Intensity.



Year		2009-2013	2014	2015	2016	2017
Target		65%	90% — LEED AAA Office 75% — Non LEED Office 70% — Retail			
	LEED AAA office		82%	83%	86%	87%
	Non-LEED office	70%	61%	60%	65%	67%
	Retail		68%	70%	75%	82%
Target Met	LEED AAA office					
	Non-LEED office	●				
	Retail			●	●	●

# Water

This past year showed us devastating record droughts in the west and some of the worst wildfires in North American history. As a result, strict bylaws have been implemented in those areas to conserve water.

CF understands that water use can no longer be taken for granted, and also recognizes the role of our retail and commercial office properties in conserving water and minimizing effects on municipal systems.

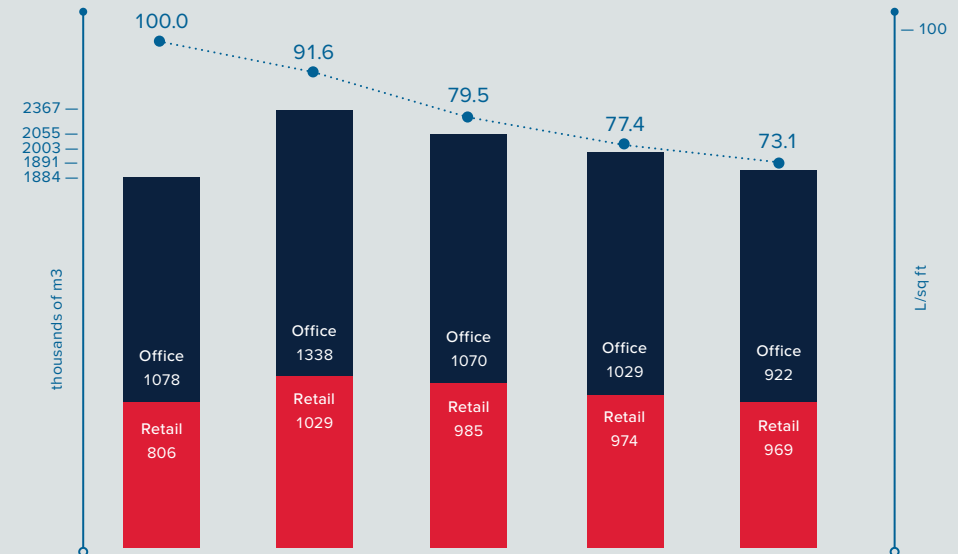
Our water consumption targets, set by GAW, drive conservation strategies which encompass adoption of new technologies and upgrades, as well as ongoing education. As with energy costs, from a cost-benefit perspective, clients are favourable towards efforts to reduce water and utilities usage.

For water consumption targets, GAW outlines a 2% year-over-year reduction. During 2017, CF realized a 2.8% reduction in consumption – well above target. In total, CF consumed 1.9 million cubic meters of consumed water in 2017 (the equivalent of 14.5 million average-sized bath tubs), while managing to save 54,000 cubic meters (as much as 22 Olympic-sized pools). Between 2008 and 2017, CF reduced water consumption on average by 3.9% per year.

As water continues to be relatively inexpensive, the business case to invest in water-efficient technologies and programs continues to be a challenge. Regardless, many CF properties are expected to complete water audits next year to further identify opportunities for conservation.

Within our office portfolio, any building retrofit is an opportunity to introduce more water-efficient technologies. To rationalize capital upgrades, we continually pursue dialogue with our clients to build understanding of long-term benefits.

## CF's National Water Consumption + Intensity.



Year	2009–2013	2014	2015	2016	2017
<b>Target</b>	▼ 15%	▼ 2%	▼ 2%	▼ 2%	▼ 2%
<b>Performance</b>	▼ 28%	▼ 2%	▲ 0.4%	▼ 3.1%	▼ 2.8%
<b>Target Met</b>	●	●		●	●
<b>Baseline Year</b>	2008	2013	2014	2015	2016

### Did you know?

RBC Centre installed a rainwater and condensate recapture system that saved over 3 million litres of water over a six month period in 2017, contributing to an overall reduction in water consumption of 19% compared to the previous year.

## Health and Safety

Our internal diligence continues to ensure a high level of health & safety compliance, and CF is encouraged by the fact that we can positively influence our industry, clients, trades, as well as our suppliers.

Our ongoing focus is to move the mindset from “compliance” to a proactive and progressive culture of “safety” – an approach aligned with, and valued by, our clients, their customers, and our Board.

We drive accountability through a National Health and Safety Committee of property peer leaders, who are local health & safety champions who encourage and support the properties in assuming an anticipatory and intuitive problem-solving approach. This leads to a much earlier identification and resolution of health & safety issues, in contrast to a compliance mindset where issues are exposed through an external audit or oversight program.

Our comprehensive environmental / health & safety manual defines our policy, procedures and practices, which incorporates elements of OHSAS 18001 and

builds on the internationally leading ISO 9001 and ISO 14001 standards. Elements that are addressed include:

- Hazardous material management
- Contractor safety
- Safe equipment operation
- Harassment, discrimination and workplace violence
- Worker rights and work refusal
- Employee training, protection and orientation
- Hazard recognition and control
- Accident prevention, reporting and investigation

For objectivity and accountability, CF employs a third-party health & safety consultancy for independent,

annual on-site assessments and deployment of an online compliance management tool. All third-party and internal reports are reviewed by each property, the respective portfolio managers and our head office team. Our properties target full compliance through the internal and external evaluation programs, with actual compliance rates continually above 90%.

CF also undertakes a comprehensive internal health, fire safety and emergency management audit program that ensures our Occupational Health & Safety program aligns with operational risk management efforts, including a national program to standardize all fire safety inspection and evaluation processes to the highest national standards.

A current priority is the development of a consolidated protocol for collecting health & safety metrics, including absenteeism and lost time. While this data is currently captured, we seek to increase the degree of analysis it must undergo to deliver meaningful insights.



## Occupant Wellness

Forward-thinking businesses today recognize that real estate plays a profound role in fostering a healthier, higher-performing workforce. In 2016, GRESB launched its Health & Well-being module to evaluate and benchmark the leadership and actions of real estate companies related to health and well-being in their buildings and among their workforces.

Recognizing that occupant health and well-being is emerging as an important source of both risk and opportunity for property investors and companies, in 2017, CF participated in the module for the first time and achieved the highest score within North America. Our score of 93 far surpassed the average reporting score of 59.

CF continues to monitor and implement leading-and-best industry practices for improving occupant wellness within our space.

For example, our GAW program manages indoor air quality (IAQ) under the environmental protection pillar, with properties establishing IAQ audits and plans. Our IAQ audit requirements are outlined in the GRI supplement.



### Case Study: Bike valet program encourages a healthy commute.

Office clients of CF Pacific Centre in Vancouver were provided with the convenience of a unique bike valet service during the summer of 2017. The seasonal pilot program was promoted internally through CF's communications to their clients. After parking a total of 1,739 bikes over the course of the season, the valet program ended on September 15th with extremely positive feedback from those who took advantage of the free service.

## Case Study: Leading the way toward healthier buildings.

In 2017, TD Centre's 222 Bay Street tower became North America's first existing building to achieve the prestigious WELL Building Standard™ certification, which measures, monitors and certifies building features that impact people's wellness under seven concepts: Air, Water, Nourishment, Light, Fitness, Comfort and Mind.

222 Bay Street achieved Gold level WELL Core & Shell certification based on design and operational elements that deliver enhanced air quality, pollutant reduction, water quality testing and thermal comfort, as well as on-site amenities and programming to support physical fitness and accessibility. The pursuit of WELL certification drove new initiatives and building upgrades to meet the standard's 30 pre-conditions and additional optimizations required to achieve Gold.

This certification reflects CF's commitment to delivering significant new value to our clients – beyond traditional health and benefits programs – to promote the well-being of their employees.



# Sustainable Development

At CF, sustainable development means incorporating sustainability best practices into all aspects of designing, building and operating our properties. These best practices address aspects such as: community engagement, placemaking, wellness, accessibility, smart building technology, energy and carbon management, security and life safety. Each of these are important, and usually interconnected, which is taken into account at the earliest stages of planning.

Our approach to sustainable development is to rely on expertise from sustainability experts, architects, consultants, engineers and contractors to embed best practices into the development process.

## Case Study: Exterior revitalization of Canaccord Tower.

In April of 2017, CF and its partner, the Ontario Investment Management Corporation (IMCO), announced a significant updating of exterior features at the 25-storey Canaccord Tower office building in downtown Vancouver. The revitalization of the building's façade reaffirms CF's ongoing investment in the Vancouver portfolio and maintenance of best-in-class status for this premium business address.

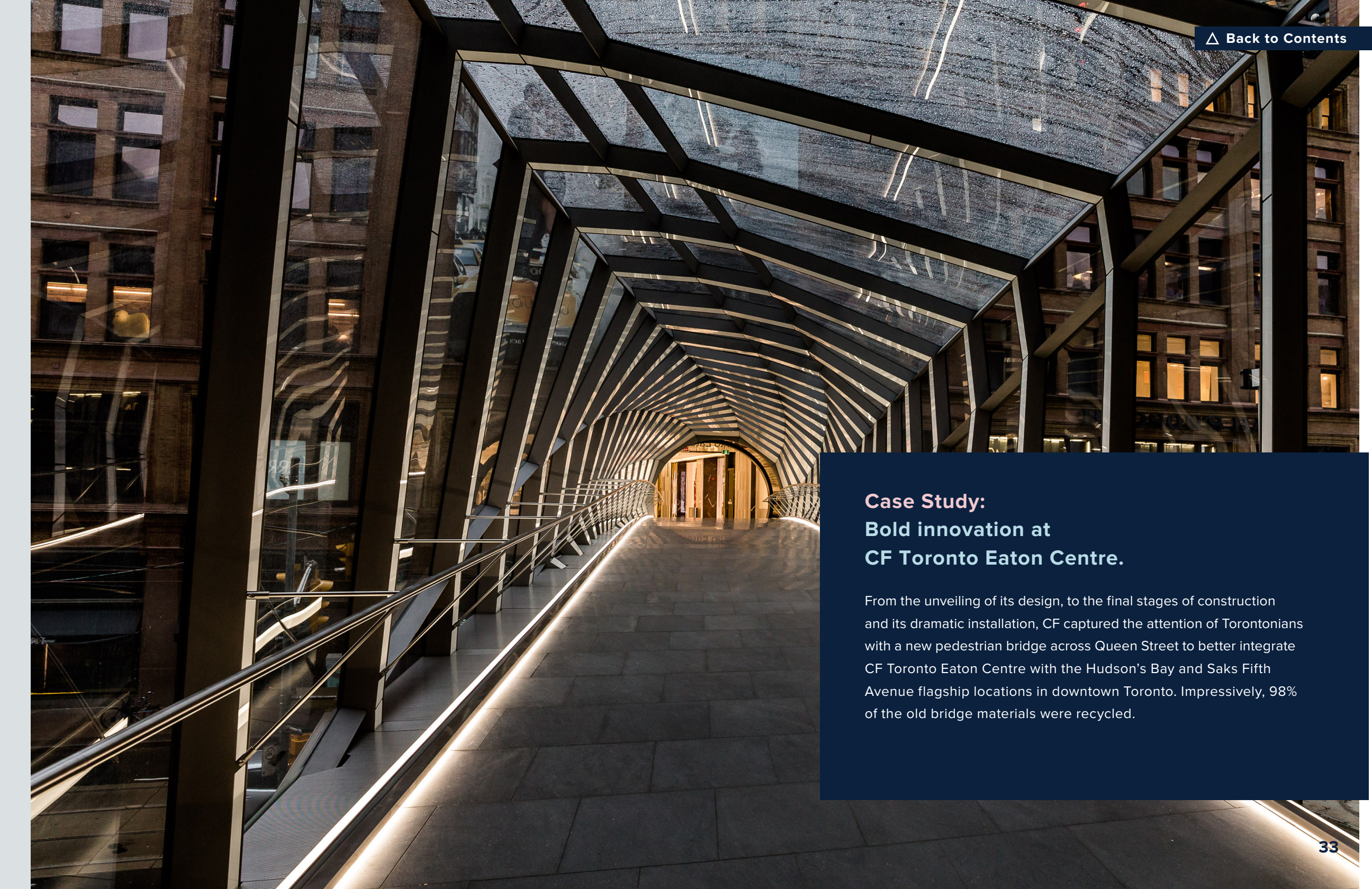
In addition to the re-glazing and replacement of the existing 145,000 square-foot façade with contemporary cladding, a new framing system with a thermal insulating barrier will improve and modernize the building's weather and energy efficiency performance. The new design will also reduce the demand for artificial lighting inside the building.



## Case Study: Investing in Toronto's south core.

In March 2017, CF partnered with the Ontario Investment Management Corporation to announce construction of a new 32-storey, 879,000 square foot office tower at 16 York in downtown Toronto. Located in close proximity to major transit and commuter hubs, including connection to the downtown's PATH system, 16 York will be built to LEED platinum specifications and will target WELL certification. A one-acre green roof, dramatically elevated 40 feet above street level, will serve as a distinctive architectural feature.





**Case Study:**  
**Bold innovation at**  
**CF Toronto Eaton Centre.**

From the unveiling of its design, to the final stages of construction and its dramatic installation, CF captured the attention of Torontonians with a new pedestrian bridge across Queen Street to better integrate CF Toronto Eaton Centre with the Hudson's Bay and Saks Fifth Avenue flagship locations in downtown Toronto. Impressively, 98% of the old bridge materials were recycled.

# Vibrant Placemaking

At CF, vibrant placemaking means cultivating a sense of place that is expressive and meaningful. In doing so, we create communities in which individuals belong and feel a sense of pride.

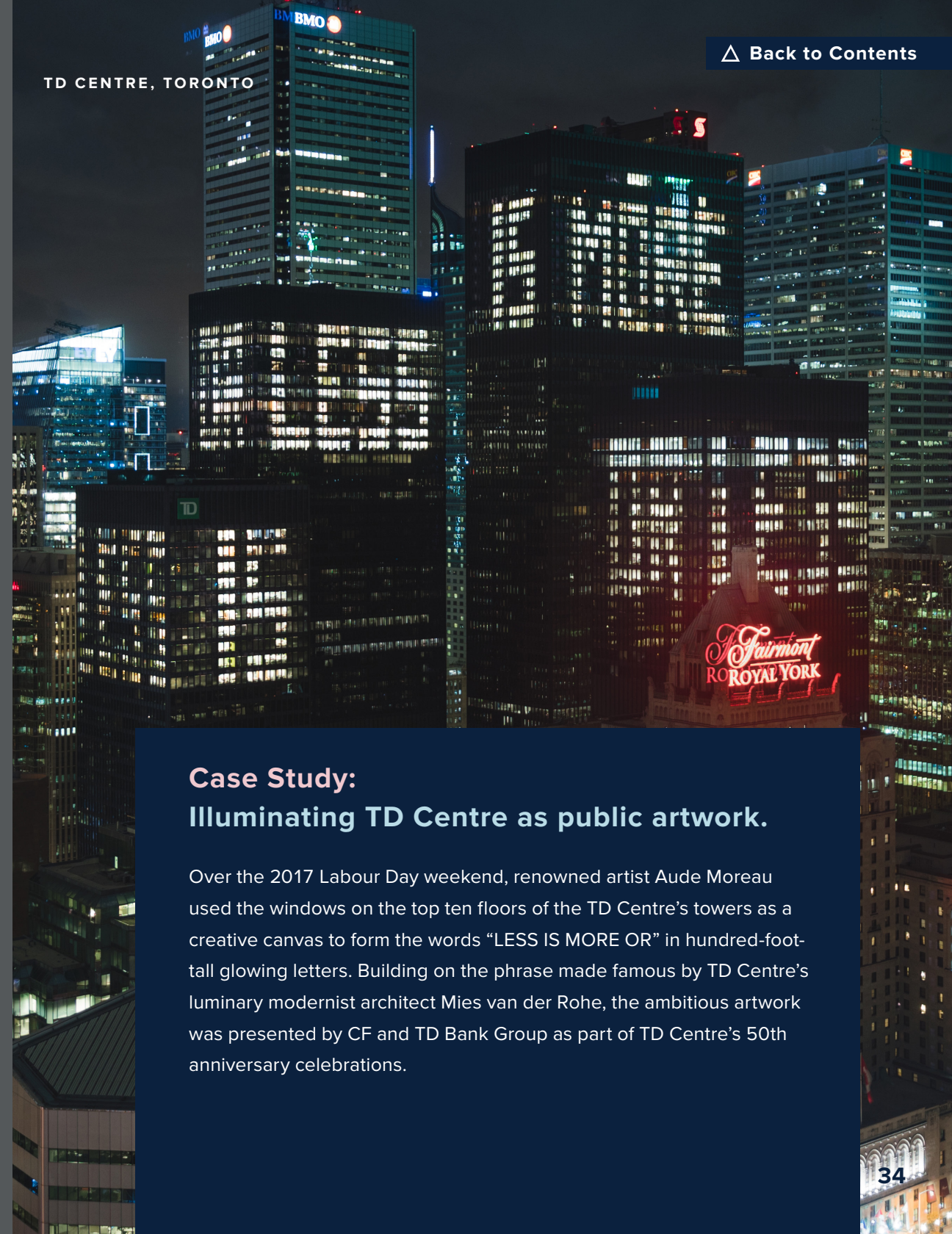
## Case Study: Celebrating 50 years of leadership.

Canada's 150th birthday coincided with the 50th anniversary of the iconic TD Centre. The final major work of luminary modernist architect Ludwig Mies van der Rohe, the TD Centre set a new standard for architecture and design excellence.

In addition to its numerous industry certifications, including its LEED Platinum and WELL Certifications, the TD Centre was honoured with BOMA International's Outstanding Building of the Year Award in November 2017. The property is currently undergoing a massive \$200 million renewal, meticulously planned to ensure every detail stays true to Mies' original design intent.




TD CENTRE, TORONTO



## Case Study: Illuminating TD Centre as public artwork.

Over the 2017 Labour Day weekend, renowned artist Aude Moreau used the windows on the top ten floors of the TD Centre's towers as a creative canvas to form the words "LESS IS MORE OR" in hundred-foot-tall glowing letters. Building on the phrase made famous by TD Centre's luminary modernist architect Mies van der Rohe, the ambitious artwork was presented by CF and TD Bank Group as part of TD Centre's 50th anniversary celebrations.



ICE CONDOMINIUMS, TORONTO

### **Case Study:** **Major public art installations unveiled at ICE Condominiums.**

CF has always promoted the installation of public art displays as defining our concept of placemaking – of creating inspiring spaces with stimulating environments. CF and Lanterra, its partner in downtown Toronto’s ICE condominium development, unveiled a major public art display as a core feature of the residential complex. The art installations, identified in the condominium project’s initial master plan, are the latest milestones in CF’s ongoing invigoration of downtown Toronto’s South Core.



## Building Certifications

Securing third-party verification of environmental performance remains a priority for CF. We know that certified buildings have higher occupancy rates, lower lease turnover, higher net rents, and that green building certifications serve as tangible alignment with our clients' stated sustainability principles.

GAW outlines the following CF targets for building certification:

Certification	Asset class	GAW Target	Status
LEED	AAA offices	100%	90%
BOMA BEST or LEED	Regular office and retail properties	100%	86%

# Building Certifications

Our remaining AAA office properties are registered for certification, and upon completion, 100% of all premium offices will be LEED certified. In our portfolio, 95% of all managed Canadian properties are either BOMA BEST or LEED-certified.

## LEED Certified Buildings.

Property	Level 2017	Property	Level 2017
Tour Deloitte	CS-09 Platinum	Canaccord Genuity Place	EB: O&M Gold
Simcoe Place	EB: O&M Platinum	Granville Square	EB: O&M Gold
TDC - 95 Wellington St.	EB: O&M Platinum	HSBC Building	Platinum
TDC - 222 Bay St.	EB: O&M Platinum	PwC Place	EB: O&M Gold
TDC - North Tower	EB: O&M Platinum	Waterfront Centre	EB: O&M Gold
TDC - South Tower	EB: O&M Platinum	TD Tower	EB: O&M Silver
TDC - TD Bank Tower	EB: O&M Platinum	CF Richmond Centre (Dining Terrace)	CI Certified
TDC - West Tower	EB: O&M Platinum	725 Granville St.	CS-09 Gold
250 Yonge St.	Platinum	CF Rideau Centre (Expansion)	CS-09 Certified
Yonge Corporate Centre 4100	EB: O&M Gold	CF Chinook Centre (Expansion)	CS-1.0 Certified
Yonge Corporate Centre 4110	EB: O&M Gold		
Yonge Corporate Centre 4120	EB: O&M Gold		
CF Tower (20 Queen St. W)	Platinum		
RBC Centre	NC-1.0 Gold		
Maple Leaf Square	CS-1.0 Certified		
Calgary City Centre	CS-09 Platinum		
Shell Centre	EB: O&M Gold		
701 West Georgia St.	EB: O&M Gold		
777 Dunsmuir St.	EB: O&M Gold		
		<b>LEED Registered</b>	<b>Province</b>
		750 Peel St.	Quebec
		Calgary City Centre (Phase 2)	Alberta
		Encor Place	Alberta
		635 8th Ave.	Alberta
		CF Sherway Gardens (Expansion)	Ontario
		16 York St.	Ontario
		160 Front St.	Ontario

## BOMA BEST Certifications.

Property	Level 2017	Property	Level 2017
CF Champlain	Silver	CF Rideau Centre	Certified
CF Fairview Pointe Claire	Silver	CF Polo Park	Gold
CF Promenades St-Bruno	Gold	CF Chinook Centre	Gold
Gare Windsor	Silver	635 8th Ave.	Silver
CF Galeries d'Anjou	Silver	Encor Place	Silver
CF Carrefour Laval	Bronze	701 West Georgia St.	Gold
TDC - TD Bank Tower	Platinum	777 Dunsmuir St.	Gold
TDC - North Tower	Platinum	Canaccord Genuity Place	Gold
TDC - West Tower	Platinum	Granville Square	Gold
TDC - 95 Wellington St.	Gold	HSBC Building	Gold
TDC - 222 Bay St.	Gold	Pender Place One	Gold
TDC - South Tower	Gold	PwC Place	Gold
1 Dundas St. West	Gold	TD Tower	Gold
250 Yonge St.	Gold	Waterfront Centre	Gold
CF Tower (20 Queen St W)	Gold	CF Pacific Centre	Silver
CF Fairview Mall	Gold	CF Richmond Centre	Platinum
CF Lime Ridge	Gold	The Station	Gold
CF Markville	Gold	Pender Place Two	Gold
CF Shops at Don Mills	Gold	725 Granville St.	Platinum
CF Toronto Eaton Centre	Gold	Calgary City Centre	Gold
Yonge Corporate Centre 4100	Gold	Shell Centre	Silver
Yonge Corporate Centre 4110	Gold		
Yonge Corporate Centre 4120	Gold		
CF Fairview Park	Silver		
CF Masonville Place	Silver		

# Corporate Awards

Award	Presenter	Description
1st in North America within its peer group Diversified – Office/Retail/Non-Listed 1st in Health and Wellness Module in North North America within its peer group - Diversified Office/Retail	Global Real Estate Sustainability Benchmark (GRESB)	Assigned to companies that score above 50% in both Management & Policy and Implementation & Measurement categories in the GRESB Real Estate assessment.
A+ in the Direct Property Investing survey	United Nations Principles for Responsible Investment	Awarded for superb performance in UN PRI’s Direct Property Investing survey.
Canada’s Greenest Employers	Canada’s Top 100 Employers	This special designation recognizes employers that create a culture of environmental awareness in their organizations, develop exceptional earth-friendly initiatives and attract people to their organizations through their environmental leadership.
Greater Toronto’s Top Employers		The award evaluates employers on physical workplace, work atmosphere, health, benefits, vacation time, employee development, communications, performance management and community.
North America's 50 Most Engaged Workplaces	Achievers	Submissions are judged on eight elements: communication, leadership, culture, rewards & recognition, professional & personal growth, accountability & performance, vision & values and corporate social responsibility.
“Elite 8” Award		CF was recognized as an “Elite 8” winner in North America for exceptional commitment to employee engagement. This award recognizes 8 companies that received the highest scores for each of the Eight Elements of Employee Engagement.
Canada’s 10 Most Admired Corporate Cultures	Waterstone Human Capital	The program recognizes best-in-class organizations for having an organizational culture that enhances performance and sustains competitive advantage. Companies are evaluated on vision & leadership, cultural alignment & measurement, recruitment, retention, rewards & recognition, corporate social responsibility, and organizational performance.
Interbrand’s 150 Iconic Canadian Brands	Interbrand	Interbrand is a company with a long history of evaluating brands around the world. To develop this list, Interbrand ranks brands based on what makes a brand truly iconic in the hearts and minds of Canadians.

# Individual Property Awards

CF's commitment to CR and environmental sustainability received considerable recognition in 2017. We share these honours with all the individuals, teams, clients and partners who have joined us in our pursuit.

Award	Presenter	Description	Recipient(s)
The Outstanding Building of the Year (TOBY)	BOMA Toronto	Prestigious and comprehensive, these awards recognize quality in commercial real estate buildings and excellence in building management.	CF Toronto Eaton Centre TD Centre
	BOMA BC		725 Granville St.
International Outstanding Building of the Year; Retail	BOMA International	The Outstanding Building of the Year (TOBY) Awards honor the best of the best in commercial buildings.	CF Toronto Eaton Centre
Award of Merit for Urban Infill, Low Rise (Civic)	Ottawa Urban Design Awards	The Ottawa Urban Design Awards is a biennial awards program that celebrates projects built in the City of Ottawa that achieve urban design excellence.	Rideau Centre (Expansion and Renewal)
Award of Merit for Public Places and Civic Spaces			CF Rideau Centre
Maple Leaf Silver, Centres more than 1M square feet in total retail space	International Council of Shopping Centres	The ICSC Canadian Shopping Centre Awards Program honours our industry's brightest and best to support high levels of accomplishment and success.	CF Rideau Centre
Eco360 Environmental Award, Business Category	Eco360	The Eco360 Environmental Awards program acknowledges outstanding environmental contributions by individuals, groups, organizations, institutions, businesses and municipalities for the positive impact they have had on the Southeast Region of New Brunswick.	CF Champlain Place
Calgary REX Office Development of the Year	Commercial Real Estate Development Association	The REX awards highlight and celebrate the achievements of groups and individuals active in the office, industrial, retail and mixed use real estate industry in Calgary.	Calgary City Centre

# Glossary

## A

**ASHRAE:** American Society for Heating, Refrigerating and Air-Conditioning Engineers. This organization focuses on building systems, energy efficiency, indoor air quality, refrigeration and sustainability within the heating, ventilation and air conditioning (HVAC) industry.

## B

**BOMA BEST:** Building Owners and Managers Association Building Environmental Standards. This Canadian certification program evaluates properties based on energy, water, waste, greenhouse gas emissions, indoor environment and environmental management systems

## C

**CFCs and HCFCs:** Chlorofluorocarbons and hydrochlorofluorocarbons. A group of organic compounds used as blowing agents for foams and as refrigerants. They are highly potent greenhouse gases. Canada has phased out CFCs and will phase out HCFCs by 2030 as per the Kigali agreement.

## E

**ekWh:** Equivalent kilowatt hours, the standard unit of energy consumption used to aggregate and compare different energy sources (e.g., natural gas to electricity).

**Energy intensity:** Unit of measurement on a per-square-foot basis. It represents the energy consumed by a building relative to its size.

## G

**Greenhouse gas emissions:** Gases that trap heat in the atmosphere, raising the average temperature of the planet. Produced as a result of fossil fuel combustion and industrial, agricultural and waste management processes, they are measured in tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e), hence they are also known as carbon emissions.

**GRESB:** Global Real Estate Sustainability Benchmark. This institutional investor-sponsored survey is the global standard for assessing the sustainability performance of real estate companies and funds. In 2016, the survey had 759 participants from 63 countries, representing \$2.8 trillion in gross asset value.

**GRI:** Global Reporting Initiative. This international, multi-stakeholder organization helps businesses, governments and other organizations understand and communicate their impacts on a range of sustainability issues. Publishes sustainability reporting frameworks and standards, such as the G4 Guidelines (2013) and GRI Standards (2016).

## I

**ISO:** International Organization for Standardization. This non-governmental organization develops voluntary, expert-informed international standards that support innovation and provide solutions to global challenges.

- ISO 140001: outlines the criteria for an environmental management system.
- ISO 9001: outlines effective quality management systems.

## L

**LEED:** Leadership in Energy and Environmental Design. This internationally-recognized, third-party certification system reviews a building's site, water-and-energy efficiency, waste management, material selection and indoor air quality. Certification programs include:

- **NC:** New Construction applies to new construction and major renovations of commercial and institutional buildings.
- **CS:** Core & Shell is a derivative of NC and applies to buildings where the owner controls 50% or less of the building area that will be built to NC requirements.
- **CI:** Commercial Interiors is applicable to client improvements of new or existing office space.
- **EB: O&M:** Existing Buildings: Operations & Maintenance evaluates the sustainability of ongoing operations of existing commercial and institutional buildings.

## M

**Midnight audits:** Audits conducted outside of business hours to identify potential energy savings.

## O

**OHSAS 18001:** This standard outlines an international occupational health & safety management system specification.

## P

**UN PRI:** United Nations Principles for Responsible Investment. This organization works to understand the investment implications of environmental, social and governance factors and to support its international network of investor signatories in incorporating these factors into their investment and ownership decisions.

## S

**Scope 1 emissions:** Direct greenhouse gas emissions from activities at company-owned properties, including combustion of natural gas in boilers and furnaces, the use of gasoline in generators and vehicles, and refrigerant losses.

**Scope 2 emissions:** Indirect greenhouse gas emissions from the generation of electricity, steam and chilled water purchased by the company.

**Scope 3 emissions:** Greenhouse gas emissions from company operations, but from sources not owned or controlled by the company, e.g., landfill waste, water- and-waste transportation and data centres.

## V

**VOCs:** Volatile organic compounds are emitted as gases from certain solids (e.g., fabrics and carpets) or liquids (e.g., paints and cleaners) and have adverse effects on human health.

## W

**Waste diversion:** The percentage of waste diverted away from landfill disposal through recycling, composting or other means.

**Water intensity:** Unit of measurement on a per-square-foot basis representing water consumed by a building, relative to its size.

**WELL:** WELL Building Standard — a certification system for measuring, certifying and monitoring the performance of building features that impact human health and well-being.





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