

DATA TABLES

Environment¹

Quantitative Data	2021	2020	2019	GRI Indicator
Greenhouse Gas (GHG) emissions (tCO₂e)				
GHG emissions (Scope 1 and 2)^{1,2}	101,363	104,798	118,112	305-1, 305-2
Managed office	70,821	74,222	84,806	305-1, 305-2
Multi-residential	30,542	30,576	33,306	305-1, 305-2
Direct GHG emissions Scope 1^{1,2}	52,097	53,382	59,357	305-1
Managed office	25,984	27,258	30,463	305-1
Multi-residential	26,113	26,124	28,894	305-1
Energy indirect GHG emissions Scope 2 (location-based)^{1,2}	49,266	51,416	58,755	305-2
Managed office	44,837	46,964	54,343	305-2
Multi-residential	4,429	4,452	4,412	305-2
Energy indirect GHG emissions Scope 2 (market-based)^{1,2}	49,112	44,945	49,731	305-2
Managed office	44,683	40,928	45,934	305-2
Multi-residential	4,429	4,017	3,797	305-2
Other indirect GHG emissions Scope 3³	19,796	19,845	21,940	305-3
Managed office	2,944	3,985	6,685	305-3
Multi-residential	16,852	15,860	15,255	305-3
GHG emissions intensity (tCO₂e/1,000 sq. ft.)⁴	4.01	4.20	4.72	305-4, CRE3
Managed office	3.62	3.83	4.48	305-4, CRE3
Multi-residential	4.82	5.00	5.23	305-4, CRE3
Net reduction of GHGs through conservation (tCO₂e)⁵	(31,660)	(28,782)	(17,585)	305-5

Quantitative Data	2021	2020	2019	GRI Indicator
Energy Consumption (MWh)				
Energy consumed within the organization⁶	601,932	628,028	706,979	302-1
Non-renewable fuel consumed	281,695	288,686	321,148	302-1
Natural gas (metered)	281,695	288,686	321,148	302-1
Fuel oil	-	-	-	302-1
Electricity purchased for consumption	296,140	315,039	355,539	302-1
Steam purchased for consumption	24,098	24,303	30,292	302-1
Chilled water purchased for consumption	259	276	-	302-1
Energy intensity (ekWh/sq. ft.)⁷	19.91	21.16	23.81	302-3, CRE1
Managed office	19.98	21.40	24.61	302-3, CRE1
Multi-residential	19.78	20.63	22.03	302-3, CRE1
Net reduction of energy through conservation (MWh)⁸	(130,804)	(99,380)	(49,375)	302-4
Waste				
Waste generated absolute (tonnes)⁹	14,647	15,518	18,635	306-3
Managed office	3,760	5,575	9,205	306-3
Multi-residential	10,887	9,943	9,430	306-3
Waste generated intensity (tonnes/1,000 sq. ft.)	0.48	0.52	0.63	306-3
Managed office	0.18	0.27	0.45	306-3
Multi-residential	1.11	1.07	1.01	306-3
Waste disposal method (tonnes)¹⁰				
Waste to landfill ¹¹	9,544	9,512	10,268	306-5
Recycled ¹²	4,599	5,290	6,616	306-4
Organics ¹³	502	716	1,416	306-4
Recovery for energy ¹⁴	2	-	335	306-4
Waste to landfill diversion rate (%)¹⁵	35%	39%	43%	306-4

GRI: 302-1, 302-3/CRE 1, 302-4, 305-1, 305-2, 305-3, 305-4/CRE 3, 305-5, 306-3, 306-4, 306-5, CRE 8

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Environment¹ (continued)

Quantitative Data	2021	2020	2019	GRI Indicator
Water¹⁶				
Water withdrawn (m³)	1,716,388	1,880,435	2,263,448	303-3, 303-5
Managed office	575,621	696,836	1,140,341	303-3, 303-5
Multi Residential	1,140,767	1,183,599	1,123,107	303-3, 303-5
Water consumption intensity (L/sq. ft.)¹⁷	56.76	63.32	76.22	CRE2
Managed office	28.21	34.15	55.89	CRE2
Multi Residential	115.96	127.35	120.85	CRE2
Green Building Certifications, Labelling, or Rating				
Overall % of assets¹⁸				
% of bldgs. that received a green building certification, by building	85%	87%	87%	CRE8
% of bldgs. that received a green building certification, by floor area	86%	92%	92%	CRE8
Number of buildings by asset class¹⁹				
Total number certified buildings	356	350	360	CRE8
Office	57	55	64	CRE8
Multi-residential	36	35	36	CRE8
Open-air retail	101	97	97	CRE8
Light industrial	162	163	163	CRE8
Number of buildings by type of certification²⁰				
LEED (CaGBC)	20	19	17	CRE8
BOMA BEST (BOMA Canada)	349	343	357	CRE8
Other (Built Green, FitWel, or RHFAC)	16	4	4	CRE8

1. Lockdowns across Canada during the COVID-19 pandemic in 2020 and 2021 had significant impacts on assets' utility consumption, waste production and greenhouse (GHG) emissions. The combined impact resulted in substantial reductions across all these metrics, in part due to management teams adjusting asset operations to minimize utility costs and environmental impacts. While GWLRA's assets lowered their environmental impact in 2020 and 2021, and built upon the reductions it made between 2013 and 2019, the expectation is that the magnitude of these reductions will not be fully sustained past 2021, as lockdowns gradually ease.

All environment data (i.e., emissions, energy, water and waste) relate to GWLRA's managed office and multi-residential portfolios, are consolidated based on an operational control approach, and are externally assured by an independent third party under ISAE 3410: Assurance Engagements on Greenhouse Gas Statements. GHG emissions data presented in these tables and overall report reflect the most recently available data at the time of publication and may be subject to updates based on changes to publicly available emission factors. 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.

- 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 presented here are based on Environment Canada's 2021 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.
- 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 presented here are based on Environment Canada's 2021 National Inventory Report and the International Panel on Climate Change factors.
- 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.
- 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 172,568 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.
- 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, steam and chilled water).
- 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 kWh per square foot of gross floor area.
- 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 731,007 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.
- 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.
- Waste disposal methods have been determined by the information provided to us by our waste disposal managers/contractors.
- Landfill waste includes non-hazardous waste at our managed office and multi-residential portfolio of assets under management.
- Recycled waste includes various recycling streams (e.g., paper, cardboard, plastics) at our managed office and multi-residential portfolio of assets under management.
- Organic waste includes all indoor and outdoor waste collected for composting or organics pick-up.
- Amount of waste sent to recovery for energy (i.e., waste-to-energy plants) is provided by our waste disposal contractors.
- Only recycled and organic waste is counted as diverted. The average office diversion rate in 2021 was 60%, while the average diversion rate for multi-residential properties was 26%.
- 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.
- We report water intensity based on litres per square foot of gross floor area.
- Percentages based on eligible assets (i.e., meets the eligibility criteria proscribed by rating systems or internal management). The percent of certified assets decreased in 2021 due to changes in the composition of the portfolio, including the sale of certified assets, the change in eligibility status of certain assets, and the acquisition of assets without certification. GWLRA aims to certify eligible new assets within one to two years post-acquisition.
- Totals are by individual buildings. Several individually certified buildings may encompass a single asset, as reported in the main body of this report.
- Some buildings maintain more than one type of certification, therefore the total number of certifications may exceed the total number of certified properties.

GRI: 303-3, 303-5, CRE 2

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Safety

Quantitative Data	2021	2020	2019	GRI Indicator
Joint Management-Worker Health and Safety (H&S) Committees				
% workforce in joint management-worker H&S Committees ²¹	20%	25%	20%	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	787	785	784	404-1
Number of hours of safety received per employee	4	6	5	404-1
Occupational Health and Safety Performance²³				
Injury rate (recordable incident rate) ²⁴	0.55	0.67	0.88	403-2
Severity rate ²⁵	4.20	2.25	0.62	403-2
Lost day rate ²⁶	0.22	0.23	0.22	403-2
Occupational diseases	0	0	0	403-2
Total number of dangerous occurrences (near miss incidents)	6	8	11	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.

22. Training hours per employee decreased in 2021 due to a planned revision to the OH&S Training Program scheduled for relaunch in 2022. 2020 and 2019 figures have been updated retroactively.

23. Staff from GWLRA Residential's multi-residential portfolio are 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. In 2020, the severity rate increased due to one incident requiring several days for an employee to recover from an injury. The severity rate increased in 2021 due to two lost time injuries that required 21 days of off time.

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

27. Fatalities relate to our employees.

Employer of Choice

Quantitative Data	2021	2020	2019	GRI Indicator
Total Employees²⁸				
Total number of employees	787	785	784	102-7
Employees by Gender²⁹				
Number of employees (female)	375 (48%)	369 (47%)	368 (47%)	102-8
Number of employees (male)	412 (52%)	416 (53%)	416 (53%)	102-8
Employees by Age²⁹				
Employees below 30 years old	76 (10%)	87 (11%)	103 (13%)	102-8
Employees 30–50 years old	399 (51%)	400 (51%)	387 (49%)	102-8
Employees over 50 years old	312 (40%)	298 (38%)	294 (38%)	102-8
Employees by Contract²⁹				
Number of employees (permanent)	755	742	742	102-8
Number of employees (part-time)	5	7	11	102-8
Number of employees (temporary or contractors)	27	36	31	102-8
Employees by Region²⁹				
Alberta	142 (18%)	146 (19%)	150 (19%)	102-8
Atlantic Canada	17 (2%)	15 (2%)	17 (2%)	102-8
British Columbia	74 (9%)	54 (7%)	76 (10%)	102-8
Manitoba/Saskatchewan	95 (12%)	95 (12%)	90 (11%)	102-8
Ontario	420 (53%)	437 (56%)	411 (52%)	102-8
Quebec	39 (5%)	38 (5%)	40 (5%)	102-8

GRI: 102-7, 102-8, 403-1, 403-8, 403-9, 416-1

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Employer of Choice (continued)

Quantitative Data	2021	2020	2019	GRI Indicator
New Employee Hires³⁰				
Total number of new employee hires	115 (15%)	120 (15%)	157 (20%)	401-1
Age group				
New employee hires below 30 years old	41 (36%)	33 (28%)	49 (31%)	401-1
New employee hires 30–50 years old	59 (51%)	71 (59%)	71 (45%)	401-1
New employee hires above 50 years old	15 (13%)	16 (13%)	37 (24%)	401-1
Gender				
New employee hires for women	53 (46%)	58 (48%)	79 (50%)	401-1
New employee hires for men	62 (54%)	62 (52%)	78 (50%)	401-1
Employee Turnover³¹				
Employee turnover number	156 (20%)	133 (17%)	162 (21%)	401-1
Age group				
Employee turnover below 30 years old	33 (21%)	32 (24%)	31 (24%)	401-1
Employee turnover 30–50 years old	72 (46%)	63 (47%)	71 (44%)	401-1
Employee turnover above 50 years old	51 (33%)	38 (29%)	52 (32%)	401-1
Gender				
Employee turnover for women	84 (54%)	62 (47%)	82 (50%)	401-1
Employee turnover for men	72 (46%)	71 (53%)	82 (50%)	401-1

Quantitative Data	2021	2020	2019	GRI Indicator
Employee Training				
Training and education: internal, online courses³²				
Total compliance training (hrs) ³³	770	1,170	2,067	404-1
Total independent online training (hrs) ³⁴	139	179	600	404-1
Internal training hours per employee (hrs/employee/yr)	1.15	1.72	3.40	404-1
Training and education: external courses³⁵				
Number of employees who applied for funding	138 (18%)	276 (35%)	311 (40%)	404-1, 404-2
Training funding (\$)	\$ 157,105	\$ 202,590	\$ 233,905	404-1, 404-2

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, age 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.
31. Employee turnover includes all departures from the company, both voluntary and involuntary, including resignations, dispositions, terminations and retirements. The uptick in turnover in 2021 is related to general trends in the Canadian labour market and financial services industry, which are seeing increased movement of employees and resignations.
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).
34. Independent online training refers to voluntary skills development (e.g., computer skills, leadership capabilities).
35. External training is supported by Canada Life's Tuition Reimbursement 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. The number of employees participating in the tuition reimbursement program in 2020 and 2021 declined in part due to the limited availability of in-person courses during the COVID-19 pandemic and lockdowns.

Community Investments

Quantitative Data	2021	2020	2019	GRI Indicator
Cash contribution ³⁶	\$ 122,189	\$ 109,456	\$ 216,015	201-1
In-kind giving, product or service donations (hrs) ³⁷	0	0	1,083	201-1

36. Total of charitable contributions made by GWLRA/GWLRA Residential employees, or from Canada Life on GWLRA's behalf, to various charitable organizations. In 2020 and 2021, charitable contributions decreased due to COVID-19 related limitations on ability to raise money from partner organizations and employees.
37. GWLRA employee hours contributed for Habitat for Humanity build days across Canada. For safety reasons, no volunteer hours could be contributed to Habitat for Humanity in 2020 and 2021 due to COVID-19.

GRI: 201-1, 205-2, 401-1, 404-1, 404-2, 405-1