



## Data Tables

## Environment

Quantitative Data	2023	2022	2021	GRI Indicator
<b>Greenhouse Gas Emissions (GHG) (tCO<sub>2</sub>e)</b>				
<b>GHG emissions (Scope 1 and 2)<sup>1,2</sup></b>	<b>94,532</b>	100,071	98,908	305-1, 305-2
Managed office	<b>64,719</b>	69,098	67,207	305-1, 305-2
Multi-residential	<b>29,813</b>	30,972	31,701	305-1, 305-2
<b>Direct GHG emissions Scope 1<sup>1,2</sup></b>	<b>51,336</b>	56,432	53,659	305-1
Managed office	<b>25,458</b>	29,427	26,038	305-1
Multi-residential	<b>25,878</b>	27,005	27,620	305-1
<b>Energy indirect GHG emissions Scope 2 (location-based)<sup>1,2</sup></b>	<b>43,196</b>	43,639	45,250	305-2
Managed Office	<b>39,262</b>	39,671	41,169	305-2
Multi-Residential	<b>3,935</b>	3,967	4,081	305-2
<b>Energy indirect GHG emissions Scope 2 (market-based)<sup>1,2</sup></b>	<b>43,058</b>	43,501	44,932	305-2
Managed office	<b>39,123</b>	39,534	40,852	305-2
Multi-residential	<b>3,935</b>	3,967	4,081	305-2
<b>Other indirect GHG emissions Scope 3<sup>1,3</sup></b>	<b>23,531</b>	23,713	21,643	305-3
Managed office	<b>4,862</b>	3,848	3,128	305-3
Multi-residential	<b>18,668</b>	19,865	18,514	305-3
<b>GHG emissions intensity (tCO<sub>2</sub>e/1,000 sq ft)<sup>1,4</sup></b>	<b>3.86</b>	4.06	3.99	305-4, CRE3
Managed office	<b>3.38</b>	3.54	3.43	305-4, CRE3
Multi-residential	<b>4.86</b>	5.16	5.16	305-4, CRE3
<b>Net reduction of GHGs through conservation (tCO<sub>2</sub>e)<sup>5</sup></b>	<b>4,613</b>	4,450	(2,166)	305-5

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CRE 1

Quantitative Data	2023	2022	2021	GRI Indicator
<b>Energy Consumption (MWh)</b>				
<b>Energy consumed within the organization<sup>6</sup></b>	<b>594,612</b>	620,784	607,273	302-1
Non-renewable fuel consumed	<b>273,211</b>	300,278	285,609	302-1
Natural gas (metered)	<b>273,211</b>	300,278	285,609	302-1
Fuel oil	—	—	—	302-1
Electricity purchased for consumption	<b>291,024</b>	288,233	293,852	302-1
Steam purchased for consumption	<b>29,611</b>	31,729	27,812	302-1
Chilled water purchased for consumption	<b>766</b>	544	513	302-1
<b>Energy intensity (ekWh/sq ft)<sup>7</sup></b>	<b>19.43</b>	20.37	20.11	302-3, CRE1
Managed office	<b>19.48</b>	20.57	19.90	302-3, CRE1
Multi-residential	<b>19.34</b>	19.97	20.56	302-3, CRE1
<b>Net reduction of energy through conservation (MWh)<sup>8</sup></b>	<b>(51,416,014)</b>	(60,658,272)	(62,291,026)	302-4
<b>Waste</b>				
<b>Waste generated absolute (tonnes)<sup>9</sup></b>	<b>16,267</b>	16,319	14,618	306-3
Managed office	<b>5,433</b>	4,543	3,814	306-3
Multi-residential	<b>10,833</b>	11,776	10,804	306-3
<b>Waste generated intensity (tonnes/1,000 sq ft)</b>	<b>0.53</b>	0.54	0.48	306-3
Managed office	<b>0.26</b>	0.22	0.19	306-3
Multi-residential	<b>1.08</b>	1.19	1.11	306-3
<b>Waste disposal method (tonnes)<sup>10</sup></b>				
Waste to landfill <sup>11</sup>	<b>10,200</b>	10,287	9,468	306-5
Recycled <sup>12</sup>	<b>4,964</b>	5,340	4,558	306-4
Organics <sup>13</sup>	<b>1,102</b>	691	591	306-4
Recovery for energy <sup>14</sup>	<b>1</b>	—	2	306-4
<b>Waste to landfill diversion rate (%)<sup>15</sup></b>	<b>37%</b>	37%	35%	306-4



Quantitative Data	2023	2022	2021	GRI Indicator
<b>Water<sup>16</sup></b>				
<b>Water withdrawn (m<sup>3</sup>)</b>	<b>1,856,250</b>	1,793,285	1,675,315	303-3, 303-5
Managed office	<b>656,484</b>	645,107	560,252	303-3, 303-5
Multi-residential	<b>1,199,766</b>	1,148,179	1,115,063	303-3, 303-5
<b>Water consumption intensity (L/sq ft)<sup>17</sup></b>	<b>60.67</b>	58.85	55.44	CRE2
Managed office	<b>31.85</b>	31.30	27.35	CRE2
Multi-residential	<b>120.16</b>	116.44	114.55	CRE2
<b>Green Building Certifications, Labelling or Rating</b>				
<b>Overall % of assets<sup>18</sup></b>				
% of buildings that received a green building certification, by building	<b>93%</b>	84%	85%	CRE8
% of buildings that received a green building certification, by floor area	<b>88%</b>	86%	86%	CRE8
<b>Number of buildings by asset class<sup>19</sup></b>				
Total number certified buildings	<b>377</b>	359	356	CRE8
Office	<b>58</b>	59	57	CRE8
Multi-residential	<b>37</b>	37	36	CRE8
Open-air retail	<b>132</b>	101	101	CRE8
Light industrial	<b>150</b>	162	162	CRE8
<b>Number of buildings by type of certification<sup>20</sup></b>				
LEED (CaGBC)	<b>26</b>	25	20	CRE8
BOMA BEST (BOMA Canada)	<b>368</b>	346	349	CRE8
Other green building certifications (ENERGY STAR, Built Green)	<b>6</b>	3	3	CRE8
Health, wellness, and accessibility certifications (FitWel, WELL, or RHFAC)	<b>20</b>	20	15	CRE8

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CRE 1  
CRE 2  
CRE 8

1. Lockdowns across Canada, during the COVID-19 pandemic in 2021 and 2022, 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 magnitudes of these reductions were not fully sustained in 2022. As lockdowns gradually eased, occupancy levels increased resulting in a slight increase in 2022.

All environment data (i.e., emissions, energy, water, and waste) relate to GWLRA's managed office and multi-residential portfolios (covering \$17B in AUM), are consolidated based on an operational control approach, and reviewed by an independent third party under ISAE 3410: Assurance Engagements on Greenhouse Gas Statements. Industrial and retail data is excluded as data is only available for common areas and is under the de minimis threshold for reporting (<0.5% of overall emissions) as stated by the GHG Protocol. GHG emissions totals are calculated using Scope 2 location-based emissions totals.

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

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

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

5. Estimated reduction of Scope 1, 2, and 3 GHG emissions attributable to conservation initiatives at office and multi-residential properties, relative to the 2013 base year emissions of 170,336 tonnes CO<sub>2</sub>e. 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.

6. Energy consumed within the organization relates to our managed office and multi-residential portfolio of assets under management that falls within our operational control boundary as defined in the WBCSD GHG Protocol Corporate Accounting and Reporting Standard. 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).

7. 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.

8. Estimated reduction of energy consumption attributable to conservation initiatives at our office and multi-residential properties, relative to the 2013 base year energy consumption of 716,888 MWh. The energy sources included in the calculation cover natural gas, fuel oil, electricity, and steam. 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.

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

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

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

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

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

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

15. Only recycled and organic waste is counted as diverted. The average office diversion rate in 2022 was 62%, while the average diversion rate for multi-residential properties was 27%.

16. 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.

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

18. Percentages based on eligible assets (i.e., those that meet the eligibility criteria prescribed by rating systems or internal management). The percentage of certified buildings decreased in 2021 and 2022 due to changes in the composition of the portfolio, including the sale of certified assets, the change in the eligibility status of certain assets, and the acquisition of assets without certification.

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

20. Some buildings maintain more than one type of certification, therefore the total number of certifications may exceed the total number of certified buildings. The 2021 and 2020 figures have been updated retroactively to distinguish between other green building certifications and health and wellness certifications.



## Safety

Quantitative Data	2023	2022	2021	GRI Indicator
<b>Joint Management Worker Health and Safety (H&amp;S)</b>				
% workforce in joint management-worker H&S committees <sup>21</sup>	<b>20%</b>	20%	20%	403-1, 403-8, CRE
<b>OHSAS 18001 Management System</b>				
% of organization operating under a safety management system aligned with OHSAS 18001	<b>100%</b>	100%	100%	CRE6
<b>Health and Safety Training<sup>22</sup></b>				
Number of employees receiving health and safety training	<b>750</b>	785	787	404-1
Number of hours of safety training received per employee	<b>5</b>	4	4	404-1
<b>Occupational Health and Safety Performance</b>				
Injury rate (recordable incident rate) <sup>23</sup>	<b>0.64</b>	0.69	0.55	403-9
Severity rate <sup>24</sup>	<b>2</b>	2.2	4.20	403-9
Lost day rate <sup>25</sup>	<b>0.14</b>	0.41	0.22	403-9
Occupational diseases	<b>0</b>	0	0	403-9
Total number of dangerous occurrences (near-miss incidents)	<b>10</b>	7	6	403-9
Fatalities <sup>26</sup>	<b>0</b>	0	0	403-9

21. Joint Health & Safety 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 Committees and have an elected workers Co-Chair to preside with an appointed employer Co-Chair.

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

23. 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.

24. The severity rate is the number of lost workdays divided by the total number of recordable incidents. In 2021, the severity rate was elevated due to one incident requiring several days for an employee to recover from an injury.

25. Lost day rate is equal to the number of Lost Time Cases x 200,000/Number of employee hours worked. In 2022, two minor injuries increased the lost day rate, but the rate declined in 2023, with only one minor injury.

26. Fatalities relate to our employees.

**GRI:**  
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CRE 6

## Employer of Choice

Quantitative Data	2023	2022	2021	2020	GRI Indicator
<b>Total Employees<sup>27</sup></b>					
Total number of employees	<b>790</b>	801	787	785	2-7
<b>Employees by Gender<sup>28</sup></b>					
Number of employees (female)	<b>365</b>	367	375	369	2-7
Number of employees (male)	<b>425</b>	434	412	416	2-7
% female employees	<b>46%</b>	46%	48%	47%	2-7
% male employees	<b>54%</b>	54%	52%	53%	2-7
<b>Employees by Age<sup>28</sup></b>					
Employees below 30 years old	<b>78</b>	89	76	87	2-7
% employees below 30 years old	<b>10%</b>	11%	10%	11%	2-7
Employees 30–50 years old	<b>388</b>	409	399	400	2-7
% employees 30–50 years old	<b>49%</b>	51%	51%	51%	2-7
Employees over 50 years old	<b>324</b>	303	312	298	2-7
% employees over 50 years old	<b>41%</b>	38%	40%	38%	2-7
<b>Employees by Contract<sup>28</sup></b>					
Number of employees (permanent)	<b>759</b>	774	755	742	2-7
Number of employees (part-time)	<b>8</b>	5	5	7	2-7
Number of employees (temporary or contractors)	<b>23</b>	22	27	36	2-7, 2-8

27. 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 (Dec 31, 2023).

28. 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.

**Employer of Choice (continued)**

Quantitative Data	2023	2022	2021	2020	GRI Indicator
<b>Employees by Region<sup>28</sup></b>					
Alberta	<b>135</b>	135	142	146	2-7
% Alberta	<b>17%</b>	17%	18%	19%	
Atlantic Canada	<b>17</b>	16	17	15	2-7
% Atlantic Canada	<b>2%</b>	2%	2%	2%	
British Columbia	<b>79</b>	81	74	54	2-7
% British Columbia	<b>10%</b>	10%	9%	7%	
Manitoba/Saskatchewan	<b>91</b>	97	95	95	2-7
% Manitoba/Saskatchewan	<b>12%</b>	12%	12%	12%	
Ontario	<b>423</b>	429	420	437	2-7
% Ontario	<b>54%</b>	54%	53%	56%	
Quebec	<b>45</b>	43	39	38	2-7
% Quebec	<b>5%</b>	5%	5%	5%	
<b>New Employee Hires<sup>29</sup></b>					
Total number of new employee hires	<b>142</b>	147	115	120	401-1
New employee hire rate (% of total employees)	<b>18%</b>	18%	15%	15%	401-1
<b>Age group</b>					
New employee hires below 30 years old	<b>44</b>	38	41	33	401-1
% new employee hires below 30 years old	<b>30%</b>	26%	36%	28%	401-1
New employee hires 30–50 years old	<b>63</b>	65	59	71	401-1
% new employee hires 30–50 years old	<b>44%</b>	44%	51%	59%	401-1
New employee hires above 50 years old	<b>35</b>	44	15	16	401-1
% new employee hires above 50 years old	<b>26%</b>	30%	13%	13%	401-1
<b>Gender</b>					
New employee hires for women	<b>63</b>	67	53	58	401-1
% new employee hires for women	<b>44%</b>	46%	46%	48%	401-1
New employee hires for men	<b>79</b>	80	62	62	401-1
% new employee hires for men	<b>56%</b>	54%	54%	52%	401-1

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401-1

Quantitative Data	2023	2022	2021	2020	GRI Indicator
<b>Employee Turnover<sup>30</sup></b>					
Employee turnover number	<b>210</b>	196	156	133	401-1
Employee turnover rate (% of total employees)	<b>26%</b>	24%	20%	17%	401-1
<b>Age group</b>					
Employee turnover below 30 years old	<b>48</b>	43	33	32	401-1
% employee turnover below 30 years old	<b>23%</b>	22%	21%	24%	401-1
Employee turnover 30–50 years old	<b>106</b>	98	72	63	401-1
% employee turnover 30–50 years old	<b>50%</b>	50%	46%	47%	401-1
Employee turnover above 50 years old	<b>56</b>	55	51	38	401-1
% employee turnover above 50 years old	<b>27%</b>	28%	33%	29%	401-1
<b>Gender</b>					
Employee turnover for women	<b>90</b>	103	84	62	401-1
% employee turnover for women	<b>43%</b>	53%	54%	47%	401-1
Employee turnover for men	<b>120</b>	93	72	71	401-1
% employee turnover for men	<b>57%</b>	47%	46%	53%	401-1

28. 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.

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

30. Employee turnover includes all departures from the company, both voluntary and involuntary, including resignations, dispositions, terminations, and retirements. The uptick in turnover 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.



## Employer of Choice (continued)

Quantitative Data	2023	2022	2021	2020	GRI Indicator
<b>Employee Training</b>					
<b>Training and education: internal, online courses<sup>31</sup></b>					
Total compliance training (hrs) <sup>32</sup>	<b>3,059</b>	983	770	1,170	404-1
Total independent online training (hrs) <sup>33</sup>	<b>1,254</b>	434	139	179	404-1
Internal training hours per employee (hrs/employee/yr)	<b>5.46</b>	1.76	1.15	1.72	404-1
<b>Training and education: external courses<sup>34</sup></b>					
Number of employees who applied for funding	<b>128</b>	97	138	276	404-1, 404-2
% of employees who applied for funding	<b>16%</b>	12%	18%	35%	404-1, 404-2
Training funding (\$)	<b>\$ 166,247</b>	\$ 110,587	\$ 157,105	\$ 202,590	404-1, 404-2

31. 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.

32. Compliance training includes training relating to company codes, policies, and procedures (e.g., anti-money laundering, code of conduct, accessibility, privacy). 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.

33. Independent online training refers to voluntary skills development (e.g., computer skills, leadership capabilities). In 2023, independent online training hours increased due to the launch of a new training platform and an increase in the quantity and diversity of courses available to employees.

34. 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. In 2022, to ensure the quality of funded training courses, measures were taken to refine the vendor and course requirements, which restricted the eligibility of some courses.

## Community Investments

Quantitative Data	2023	2022	2021	GRI Indicator
Cash contribution <sup>35</sup>	<b>\$ 162,298</b>	\$ 190,575	\$ 122,189	201-1
In-kind giving, product or service donations (hrs) <sup>36</sup>	<b>630</b>	630	0	201-1

35. Total of charitable contributions made by GWLRA/GWLRA Residential employees, or from Canada Life on GWLRA's behalf, to various charitable organizations. In 2021, charitable contributions decreases were attributable to some degree to COVID-19 related limitations on the ability to raise money from partner organizations and employees. In 2022, charitable contributions increased once COVID-19 limitations were lifted.

36. GWLRA employee hours contributed to Habitat for Humanity build days across Canada. For safety reasons, no volunteer hours could be contributed to Habitat for Humanity in 2021 due to COVID-19 related limitations. In 2022, GWLRA re-instated Habitat for Humanity build days.

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