

Putting people and planet first



2019 Global
Citizenship Report

**AVISON
YOUNG**

5,000

real estate professionals

15

countries

400

million square feet
under property
management

100+

offices

Our global presence

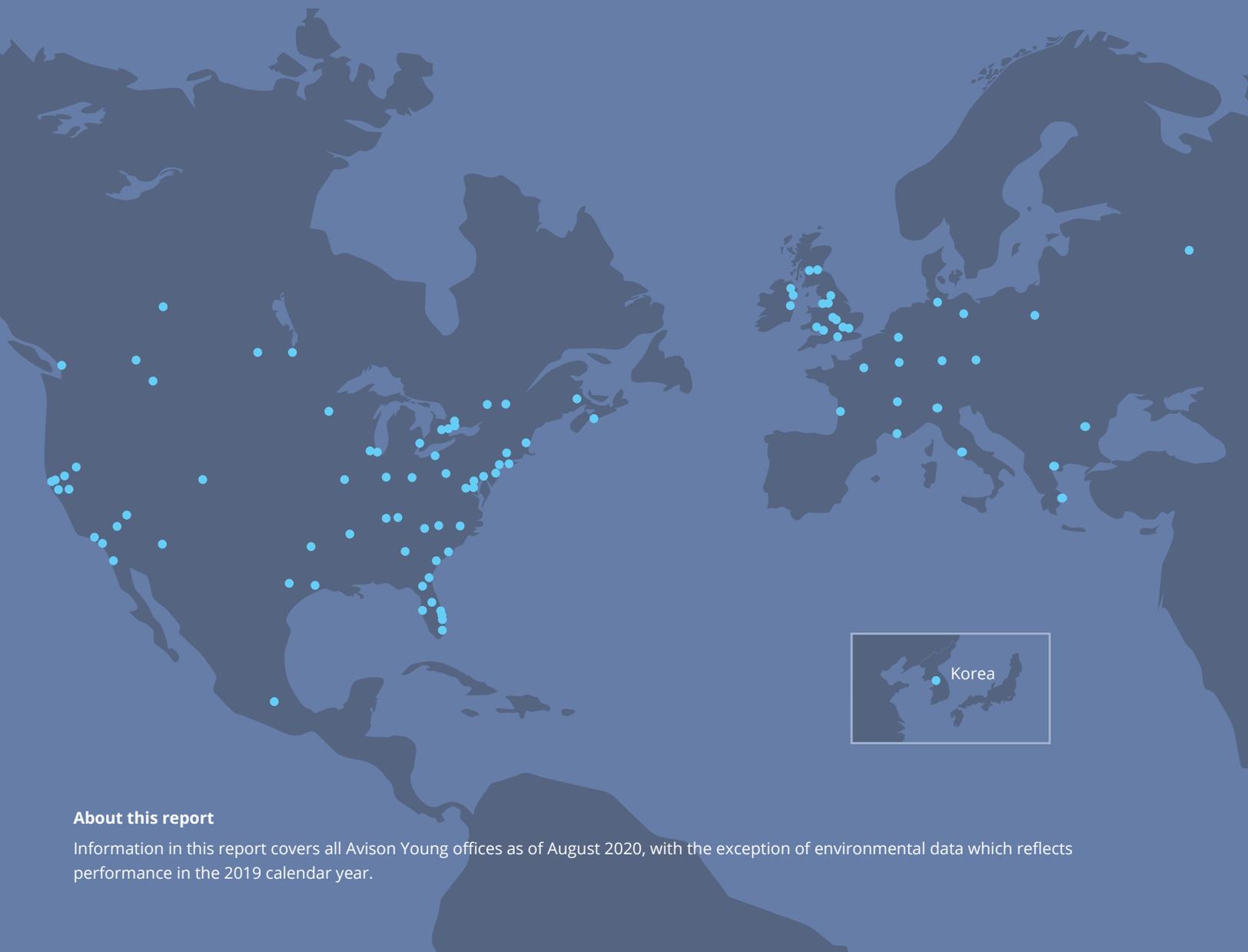
Austria
Canada
France

Germany
Greece
Italy

Korea
Mexico
Poland

Republic of Ireland
Romania
Russia

United Kingdom
United States



About this report

Information in this report covers all Avison Young offices as of August 2020, with the exception of environmental data which reflects performance in the 2019 calendar year.



At Avison Young, we work to effect change at a human scale to help create healthy, productive, prosperous spaces and places that deliver a net benefit to the economy, the environment and the community.

Global Citizenship is our program for accelerating environmental, social and governance initiatives. In this report, we highlight our 2019 advancements and discuss how we're evolving our strategies to amplify our impact.

About us

Avison Young creates real economic, social and environmental value as a global real estate advisor, powered by people. As a private company, our clients collaborate with an empowered partner who is invested in their success. Our integrated talent realizes the full potential of real estate by using global intelligence platforms that provide clients with insights and advantage.

Table of contents

CEO Message **4**
Q&A with Amy Erixon,
Principal, Global Investment Management **5**
Aligning with Global Standards **6**
Net Zero Commitment **8**
Our 2019 Carbon Footprint **9**
2019 Highlights **10**

CEO Message

Events of 2019 and 2020 have been a wake-up call to the urgency of the environmental and social challenges facing our world, and to the need for collective action by governments, businesses and citizens to effect change.

In 2019, the growing number of extreme weather events brought increased attention to the climate change movement already underway, and spurred on, in part, by Greta Thunberg. In 2020, the COVID-19 pandemic and the global protests against racial injustices laid bare vulnerabilities and inequalities in even the most developed countries.

At Avison Young, we believe in the positive impact commercial real estate can make in people's lives. Our sector can help create healthy, productive workplaces for employees, resilient cities that are centres of prosperity and inclusion for their citizens, and built spaces and places that deliver a net benefit to the economy, the environment and the community.

At our firm, we've cultivated a unique, people-first culture. We work together to find better ways for real estate to perform at a human scale to meet our clients' needs and goals. Our own Global Citizenship commitments include reducing and reporting our energy, water and carbon footprint – and, in 2020, our Global Investment Management business became a PRI Signatory, and our U.K. business signed on to the Net Zero Carbon Buildings Commitment. Our annual dAY of Giving, which supports locally relevant community causes, saw nearly 2,800 of our people contribute more than 12,100 volunteer hours in six countries in 2019.

While we're proud to have increased diversity at our board, executive and Principal levels – to the extent that 44% of our board were people of colour or women as of June 2020 – we are strengthening our overall Diversity & Inclusion (D&I) strategies and governance, and more deliberately advancing anti-racism and social justice. To this end, we have formalized a global D&I steering committee, reporting into the Chief Human Resources officer and overseen by the Executive

Committee, and we are dedicating our 2020 dAY of Giving to supporting organizations standing up for racial justice.

At the corporate level, we have adopted the United Nations Sustainable Development Goals (SDGs) alignment protocol and, as we join our industry in navigating through times unlike any other, we're evolving our Global Citizenship strategy to address our own operations' and our clients' evolving environmental, social and governance (ESG) needs to tackle some of the world's most pressing issues. This is so important to us that it is embedded in the newly advanced purpose that drives us: *Avison Young creates real economic, social and environmental value as a global real estate advisor, powered by people.*

Sincerely,



Mark Rose
Chairman and CEO
September 2020



Q&A

with Amy Erixon,
Principal, Global Investment Management

How is Avison Young evolving its Global Citizenship approach?

As our legacy Avison Young and GVA companies near the end of their respective five- and 10-year Global Citizenship action plans, we want to move the needle from simply measuring our ESG performance to ensuring ESG best practices are embedded in how we perform our services and guide our clients. As a first step, we're adopting a global, unified ESG platform with a singular mission of being a recognized leader in our industry, and are rolling out an ambitious new set of company-wide goals and initiatives.

How are you engaging with others to drive this work?

To ensure we're focused on the right priorities, we're engaging with internal and external stakeholders, including clients, in a materiality assessment. We expect the assessment to help identify the ESG topics and impacts that matter most to our stakeholders and our business.

We're also aligning our program with universally used frameworks such as the UN Sustainable Development Goals (SDGs), the Principles for Responsible Investment (PRI) and the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) – each of which are helpful for structuring ESG programs and reporting on performance.

Can you describe the firm's commitment to the UN Sustainable Development Goals?

The UN SDGs are the world's blueprint to achieve a better and more sustainable future for all. They address urgent global challenges, including building resilient communities, and address inequalities, climate change and environmental degradation. We've identified eight SDGs where we believe we can make our greatest contribution, and we plan to report on our actions in future ESG reports.



Hear from
Amy Erixon on
the urgency of
improving and
reframing
commitments
to ESG

How does D&I fit into your overall sustainability program?

We have long cultivated an inclusive culture, targeting mentoring programs and affinity groups to foster community and belonging. What has changed is that we are setting specific goals and metrics by which to hold ourselves accountable, increasing executive oversight and plans to report out on our annual progress achieving these results. Ultimately, we want to look like the communities we serve to most fully engage with the places in which we live and work.

How will Avison Young's evolving approach benefit clients?

ESG and Wellness are more important than ever to us and our clients – from corporate occupiers to local and national governments to investors. By evolving our approach, we'll be even better equipped to help them meet their ESG goals. Along with providing more in-depth ESG training to the Avison Young team, we plan to add dedicated professionals to deliver technical expertise and a new suite of sustainability products and services to meet client needs.

Aligning with Global Standards

Avison Young adopted the UN Sustainable Development Goals (SDGs) alignment protocol in 2020 and became a signatory to the UN Principles for Responsible Investment. We've identified eight SDGs where we make our greatest contributions.



Our wellness programs provide resources – free of charge, confidentially and 24/7 – for our people's physical, mental and financial health.



We have longstanding corporate energy, water and waste reduction programs.



We have a target to procure energy from 100% renewable sources.



We have several government consultancy initiatives underway including serving as the lead consultant to the U.K. government program to achieve its near- and medium-term net zero carbon commitments. Our annual dAY of Giving is dedicated to volunteering in our communities.



Our corporate procurement standards prioritize ensuring preferred vendors and suppliers reflect our corporate ethics, sustainability and diversity goals. We continue to pursue strategies to further reduce waste and offset our carbon and water footprints, and have moved to a single travel provider to assist with measuring and reporting our Scope 3 emissions and offsets.



We've signed on to the Net Zero Carbon Buildings Commitment in the U.K. and are identifying renewable solutions for our offices located in high carbon footprint utility service districts.



Our people actively participate in Earth Day events, as well as local conservation and planning activities. Our U.K. and German offices mitigated a part of their annual carbon footprint via tree planting campaigns, engaging both our clients and employees. Our Toronto office is developing a companion program for North America, in conjunction with the Nature Conservancy of Canada and the Ontario Forestry Association.



Code of ethics training and strong financial protocols help us manage our business to high standards of ethics and integrity. Our mentoring, D&I training, affinity groups and proactive policies are designed to attract and retain talent that reflects the diverse communities we serve.

“We believe that the most successful companies realize that profits are inextricably linked to social purpose. Taking action on climate change is a key part of this for us.”

– Jason Sibthorpe, President, Avison Young in the U.K.



Climate change reporting

Introduced in 2017, the TCFD recommendations promote clear, comparable and consistent disclosure about the risks and opportunities presented by climate change. They are expected to help companies demonstrate responsibility and foresight in how they consider climate change issues, with the intent to lead to smarter, more efficient allocation of capital and facilitate the transition to a low-carbon economy.

Avison Young intends to begin incorporating climate-related disclosures as per the TCFD recommendations as of our 2020 Annual Report. We see this as a way to assure stakeholders that we take climate change seriously and are working proactively to understand the associated risks and opportunities for our business.

Global benchmarking

Since 2015, we have completed Global Real Estate Sustainability Benchmark (GRESB) reporting for 100% of our global investment management portfolio. We are increasingly assisting property management and consulting clients in the preparation of GRESB reporting for their owned portfolios as part of our service delivery. Avison Young earned two Green Stars in the 2019 GRESB survey.

Net Zero Commitment

“We are in a position to influence not only our own carbon impact, but also those of our clients and the communities beyond our buildings. We are committed to advocating for net zero carbon buildings whilst supporting our clients with clear roadmaps on how to achieve this.”

- Jon Gibson, Head of Sustainability in the U.K.



In a meaningful step forward for Avison Young and our action on climate change, our U.K. business signed on to the World Green Building Council's Net Zero Carbon Buildings Commitment, which means by 2030 our workplaces in the U.K. will all operate at net zero carbon.

2019 was an incredible year in which society woke up to the devastating impacts of climate change and the urgent need to act. The call to action that followed came from global CEOs, governments, school children and the wider public. More than ever before, action on climate change is beginning to mainstream into big business and that means, as well as being the right thing to do, it's an opportunity for Avison Young to lead by example and advise our clients firsthand on how to achieve their own net zero carbon ambitions.

Our U.K. team is developing a decarbonization roadmap to net zero carbon which will include strategies relating to the acquisition and fit-out of new premises, retrofit and operational energy efficiency projects, and renewable energy strategies. They are also educating staff to become carbon literate, building the knowledge required to drive awareness and action through all of our services. The intent is to start in the U.K. and then expand our commitment to other parts of our multinational business.

Avison Young in the U.K.

19
buildings

18,101 m²
total floor area

2,000 tCO₂e
portfolio carbon emissions

1,600
employees

Our 2019 Carbon Footprint

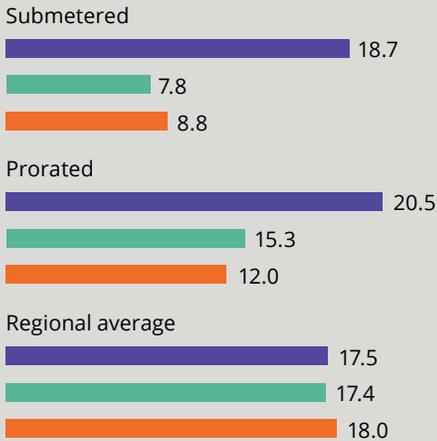
Buildings play critical social and economic roles in our society. However, we also need to pay attention to their impact on our natural environment – it’s estimated that buildings are responsible for more than 40% of global energy use and more than one-third of greenhouse gas (GHG) emissions.

By working to reduce our own carbon footprint, Avison Young contributes to the discourse on how companies can operate and strives to set an example within our industry.

In 2019, the number of Avison Young offices located in buildings with environmental certifications rose from 29 to 32. In addition, our Dallas office was WELL certified, recognizing its human health and well-being attributes.



Electricity Intensity kWh/sf

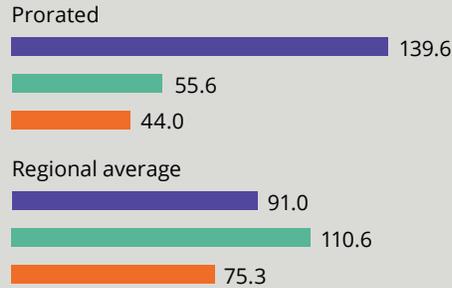


● Baseline year ● 2018 ● 2019

Baseline is the first year we started collecting data (2014). Submetered electricity information likely only captures our lighting and office equipment use and does not include base building energy, such as use of HVAC equipment, which is more weather dependent. While submetered data provides the best metric for performance, only 20% of our offices were able to provide it.



Water Intensity L/sf

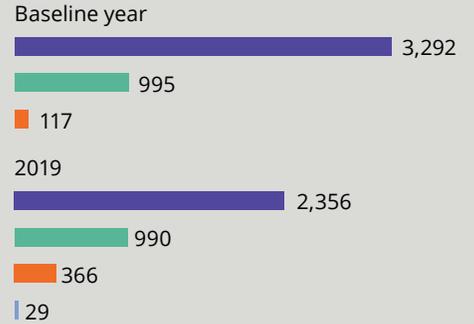


● Baseline year ● 2018 ● 2019

Baseline is the first year we started collecting data (2014). Water use intensity decreased by almost 28% on an equal-office basis across all Avison Young offices.



GHG Emissions tCO₂e



● U.S. ● Canada ● Europe ● Mexico

Baseline is the first year we started collecting data (2014). The number of offices assessed for our European locations increased by 16, adding 152,163 square feet to the assessment and thus leading to the increase in emissions.

Note: The selected environmental data for this report covers Avison Young Occupied Offices during the 2019 calendar year. This includes 94 offices occupied by Avison Young staff totalling 753,679 square feet. Data does not include international affiliate offices.

2019 Highlights

We have a deep belief in shaping real estate to bring out the best in people and places. Here are some of our proudest moments from 2019 and early 2020.

Setting direction

Our approach to Global Citizenship leverages Avison Young's unique structure of affinity groups to drive organizational change organically. Again in 2019, our approximately 40-member Global Citizenship group, which comprises people from all service lines and geographies and is led by Amy Erixon as executive sponsor, spearheaded our efforts, reporting to the Avison Young Executive Committee. Their top priorities were the development of our global ESG platform and updated plans, improvements in the operational data collected for reporting environmental performance, and setting GHG reduction targets and strategies.

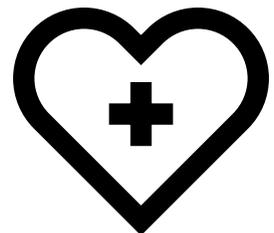


Ethics and integrity

Avison Young's reputation is everything, and we expect everyone associated with the firm to do the right thing at all times. More than just a set of rules, our Code of Conduct is our guide for ethical conduct and responsible decision-making, covering topics such as disclosure of potential conflicts of interest, whistleblower policies and non-discriminatory hiring practices. In 2019, we continued to build out our global compliance framework to ensure that we preserve our high standards, values and ethics as we absorb new businesses and enter new markets.

Responding to COVID-19

In response to the global pandemic, we strengthened our governance and implemented business continuity measures, taking proactive steps to protect the health and safety of our tenants. As part of this strategy, we collaborated with Cleveland Clinic, ranked the #2 hospital in the country by *U.S. News & World Report*, on our own return to office strategies and protocols.



Mental health IS health

Wellness has long been a core value at Avison Young. We're determined to create an environment in which every person in our organization feels both physically and psychologically supported. Our corporate wellness program, in place since 2017, became even more important during the COVID-19 pandemic.

Raising awareness of mental health and ensuring that our people have the support they need is a top priority. It's why we provide access to mental and physical health services and resources as part of our benefits, so that people can ask for help when they need it – confidentially, free of charge and 24/7. It's also why we've extended flexibility to our teammates to continue working from home as local conditions dictate, to help eliminate any of the stressors associated with coming to the office.



Diversity by the numbers*

40%

of our 22-person corporate leadership group are women

44%

of our 9-person board are people of colour or women

*As of YE 2019

Allies for diversity and inclusion

In our male-dominated industry, Avison Young stands out for its commitment to empowering women. To advance this commitment, we've deliberately increased the number of women on our board and in our leadership ranks in recent years. What's more, our internal Women's Network counts more than 300 members, who come together for networking and learning, and advise the business on strategies for promoting access, opportunity and inclusion in our industry.

In 2020, we recognized the need to strengthen our D&I strategy by reducing barriers to industry access for people of colour and diverse backgrounds through deliberate actions, and more intentionally advancing anti-racism and social justice. We established a global D&I steering committee that has been tasked with shaping our strategy and accelerating initiatives led by our employee resource groups, including our Women's Network, Black Professionals and LGBTQ+ groups. In addition to leading global initiatives, the steering committee's work will involve examining our policies and practices, creating strategic accountability for results and communicating progress.

2019 Highlights



Sixth annual dAY of Giving

We care deeply for the places where we live and work. Every October, we hold our dAY of Giving, which sees us step away from our regular work routines and volunteer in our local communities. Each Avison Young office chooses its own volunteer project in consultation with the charity that receives the assistance.

With new acquisitions, office openings and hires, the 2019 event saw more Avison Young people active in more communities than ever before. Led by members of our Emerging Leaders program, the dAY of Giving also gives Avison Young's future leaders the chance to engage, organize and guide everyone in the company in philanthropic endeavours that are important to us all.





2,789 people volunteered 12,100+ hours in communities across 6 countries during the 2019 dAY of Giving

All in a day's work - training green entrepreneurs

Colleagues in our London offices worked with 15-year-olds identified as at risk of becoming NEET (not in education, employment or training) after leaving school. Paired with 15 students from Lister Community School in East London, where many come from challenging backgrounds, they provided an in-depth series of seminars, site visits, practical work and one-to-one engagement, themed around sustainability, urban design and the built environment.



2019 Highlights

The Job Crowd, the U.K.'s leading trainee review platform, ranked us:

Top 100 company for graduates and apprentices

#1 property sector employer for graduates

BEST apprentice workplace culture



Platinum member

Avison Young was a 2019 recipient of the Canada's Best Managed Companies Platinum Club designation, having retained its Best Managed designation for eight consecutive years.



The Avison Young Investment Management team delivered the first German Sustainable Building Council gold new building certification for an acquired property in Stuttgart, Germany.



The New York City chapter of the International Facility Management Association honoured Avison Young with three awards:

- 2019 Distinguished Environmental Company of the Year award for the firm's global sustainability initiatives
- 2019 Distinguished Chapter Volunteer – Member Corporation
- Design & Construction of a New Facility award for our work on the National Basketball Players Association's new facility



Power Forward Challenge designation

Avison Young is part of a successful consortium, Energy Open Piazza, which, in 2019, received a £1.4 million Power Forward Challenge innovation award from Natural Resources Canada and the U.K. Department for Business, Energy & Industrial Strategy to help the transition to sustainable energy for the built environment. The consortium is working with Avison Young clients to develop a new energy solutions platform, including battery storage solutions.

**For more information about our
Global Citizenship initiatives,
please visit us online at
avisonyoung.com/global-citizenship
or contact:**

Amy Erixon

President, Global Investment
Management
Executive Leadership,
GRESB Reporting,
Global Citizenship Affinity Group
Toronto, Ontario
+1 416 673 4034
amy.erixon@avisonyoung.com

Aaron Prager

Director, Capital Markets Group
Co-Leader, Global Citizenship
Affinity Group
New York, New York
+1 212 729 7376
aaron.prager@avisonyoung.com

Avison Young

Corporate Headquarters
18 York Street
Suite 400, Mailbox #4
Toronto, Ontario
M5J 2T8
Canada
+1 416 955 0000

Jonathan Gibson

Director, Head of Sustainability U.K.
London, U.K.
+44.(0)20 7911 2680
jonathan.gibson@avisonyoung.com

Chris J. Whetstone

Associate Director,
Corporate Responsibility
London, U.K.
+44 (0)20 7911 2014
chris.whetstone@avisonyoung.com

“At Avison Young, we believe in the positive impact commercial real estate can make in people’s lives.” – Mark Rose, Chairman and CEO

Visit us online
[avisonyoung.com](https://www.avisonyoung.com)

© 2020 Avison Young (Canada) Inc. All rights reserved.

Concept and Design: **THE WORKS DESIGN COMMUNICATIONS** [worksdesign.com](https://www.worksdesign.com)

**AVISON
YOUNG**