



# TOWNLINE 2023 ESG REPORT

Environmental, Social and Governance Report 2023

# Impact Message

Imagine a business world where the bottom line is measured on a broader spectrum — not just on profit and financial valuation, but also on values and a commitment to do what we can to improve the health of our communities, our society and our planet.

Can we be better stewards?

We think so!

– RICK ILICH, FOUNDER & CEO

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## IMPACT MESSAGE

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# ABOUT THIS REPORT

# A Message from Rick



*Rick Ilich, Founder & CEO*

I am very pleased to introduce our inaugural Environmental, Social and Governance (ESG) report. This past year, we've been working very hard to develop the structure of our ESG report and its corresponding future roadmap. We've always been passionate about environmental, social and corporate governance issues, but we wanted to take tangible steps to ensure that we are behaving as responsible stewards of the community and planet, and are having a meaningful impact. Our goal is to be transparent and to embed the principles of ESG across our organization so that they become ingrained within our corporate DNA.

At the same time, we don't want to create lofty expectations or make empty promises. It's important that we stay true to our core values: we want to remain down to earth, think it through and do the right thing. This report is intended as a starting point for sharing our commitments and building accountability to our stakeholders.

## THE CHALLENGE

Over the past few years, we've taken our first steps along the path to greater ESG responsibility. Global construction reportedly accounts for 35%-40% of total global emissions, and half of all emissions are embodied in buildings through the manufacturing of materials and the construction process. On this front, we're continuing to improve our building designs, materials and processes to reduce our carbon footprint and determine how we can contribute to a more circular economy. This is not an easy task considering that the majority of building products are manufactured outside of Canada and that we rely on the cooperation of the global economy for production and import. Recognizing that we can only advocate for more domestic production, we know that we must make improvements in many other ways.

## THE PATH FORWARD

We're excited about implementing our new ESG strategy, building on our accomplishments to date and doing our part to combat climate change, promote the circular economy, drive functional social change, support purposeful careers and be a model of responsible management. But as we reach for the sky, it's important that our expectations remain down to earth. Our initial steps, though small, are still meaningful. As part of our commitment to transparency and trust, we look forward to sharing our progress with you.



# About This Report

This Townline Homes Inc. (Townline) Environmental, Social and Governance report aims to provide our stakeholders with a glimpse into our ESG ambitions, cultural makeup and track record. The report highlights the organizational initiatives that we have undertaken to date.

Going forward, we intend to report to stakeholders on our ESG performance annually. As we evolve our data management systems, we expect to report on a broader set of data to align with recognized global frameworks and standards, including the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB), and begin to rely on third-party assurance of that data.

# About This Report

## WHAT IS ESG

Environmental, Social and Governance encompasses many different factors that are crucial criteria to ensure sustainability and responsible corporate behaviour.

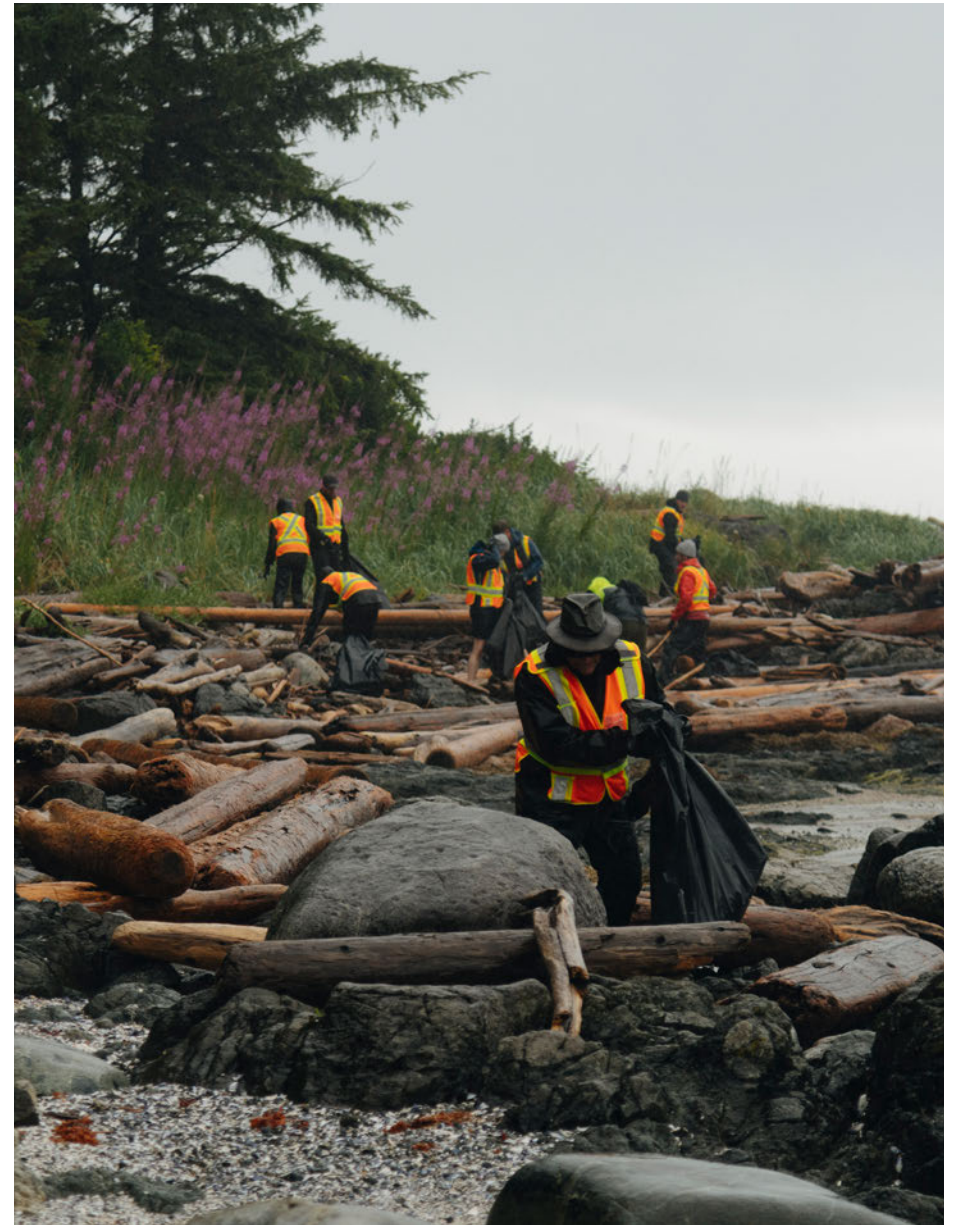
ESG is an evaluation tool for investors, stakeholders and interested parties to learn more about what gives a company its corporate identity. The key pillars that form ESG can be further broken down into the following:

**Environmental** focuses on the company's impact on the planet, such as its carbon footprint and resource utilization.

**Social** focuses on the company's interactions with society and its employees, its health and safety policies, and its community engagement.

**Governance** focuses on the company's internal structures and policies, aiming to ensure transparency, consistency and accountability.

This report explores how our organization integrates these principles into its operations and core values to create a strong commitment to business best practices and long-term value creation.



# About This Report

## DETERMINING OUR PRIORITIES

To inform the content of the report, we took into consideration the perspectives of Townline's leadership and functional units as well as an analysis of relevant ESG topics in the sector. As part of this analysis, we performed a materiality assessment to determine which topics are critical to our company's success, consider where we could have the greatest social and environmental impact, analyze key topics from a risk management perspective, and ensure that our priorities align closely with our core values.

For any questions about this report, please contact the Townline ESG team at [ESG@townline.com](mailto:ESG@townline.com).



*Rick Ilich, Founder & CEO*



*Daryl Simpson, President*



*Dan Jekubik, Chief Financial Officer (CFO)*



# Our Story

## WHO IS TOWNLINE?

Townline Homes Inc. is a Vancouver-based developer and investor with a proud 40+ year history operating throughout British Columbia and, more recently, California and Arizona.

Our history can be split into two phases: for the first twelve years, we focused on building single-family homes, including an expansion into providing in-demand custom homes and establishing a reputation for quality and customer care. As time went on, we branched into building larger-spec, single-family communities. Then, with a few hundred single-family homes in our portfolio, a second phase began and Townline shifted its focus to multi-family and commercial real estate.

Our practice has grown to include mixed-use, residential, office, retail and institutional developments, many of them complex and multi-phase. Every Townline project is defined by a strong focus on the homeowner and tenant experience, purposeful design, and an unwavering commitment to enriching the cities and communities in which we build.



*The Holland, Surrey BC*

# Our Story

With a clear commitment to the affordable housing sector through numerous ventures with BC Housing and other non-profit housing providers, our sister company, TL Housing Solutions, operates with a dedicated team of professionals who have a deep passion for providing creative solutions to service a wide spectrum of housing needs. From seniors learning to live outside the family home, single parents adjusting to living independently, people with special requirements due to various disabilities, and hard-working service providers who often struggle to afford housing near their place of employment, our commitment is unwavering. In this report, “Townline” refers to both of these entities collectively.

## THE TOWNLINE WAY

The Townline Way is defined by our honesty, attention to detail and thoughtfulness in all that we do. Our strong relationships are a key part of this — with our customers, our tenants, our partners and our communities. Townline is deeply involved at each stage of every project, with in-house development, finance, construction, marketing, sales and leasing, asset management, property management and customer care teams.



*Meares, Victoria BC*

# Our Story

## COMMUNITY BUILDING AND COMMITMENT

Under the Townline umbrella, we have a commitment to enriching communities and fostering positive and meaningful impacts within cities. We identify significant gaps in the market where there is an absence of purpose-built rentals, and we partner with not-for-profits, legions, churches and healthcare providers to craft innovative housing models that benefit those in need. In doing so, we not only contribute to the availability of quality housing but also strengthen the fabric of the communities which we serve. This proactive approach aligns with our corporate mission, and we are committed to expanding such endeavours in the future.

Current projects in essential areas such as Victoria, Richmond and Cloverdale include a community for people with developmental disabilities, an affordable rental project for women and children affected by violence, below-market rental homes, and working with various Indigenous communities and organizations to improve their economic sustainability and provide housing for those less fortunate.



*Hoy Creek, Coquitlam BC*

# Our Story

## UNITS BUILT

5,821

COUNT OF UNITS BUILT TO DATE SINCE 1990

2,421

TOTAL RENTAL UNITS BUILT TO DATE

3,386

TOTAL CONDO UNITS BUILT TO DATE

1,319,319 ft<sup>2</sup>

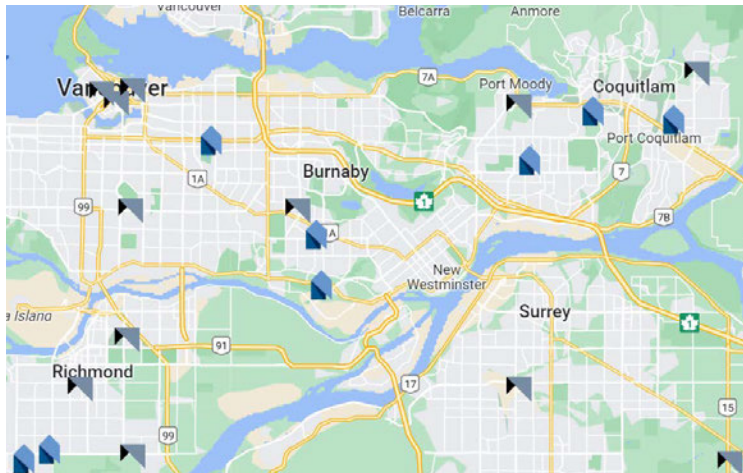
TOTAL COMMERCIAL SQUARE FOOTAGE BUILT TO DATE

323,607 ft<sup>2</sup>

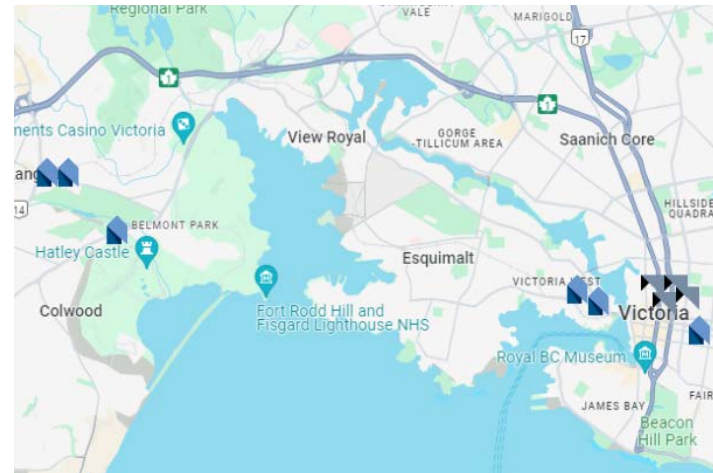
TOTAL OFFICE SQUARE FOOTAGE BUILT TO DATE

5,885,058 ft<sup>2</sup>

TOTAL RESIDENTIAL SQUARE FOOTAGE BUILT TO DATE



Townline Projects in Lower Mainland/Vancouver



Townline Projects in Victoria

### MAP LEGEND

-  TL Housing Buildings
-  Townline Buildings



## Our Core Values

Everyone at Townline plays an essential role in our story. No matter what position, three core values define everything we do.

### **WE'RE DOWN TO EARTH**

We always remember where we come from — and continue to stay humble and authentic.

### **WE THINK IT THROUGH**

We carefully consider the long-term impacts of every decision we make today.

### **WE DO THE RIGHT THING**

We put the right choice above the easy choice to best serve the needs of our customers and communities.

# ESG Highlight Stats

## HISTORICAL DATA (INCLUDING 2023)

Metric Name	Unit	Value
Historical - Total Number of Homes Built to Date	#	5,821
Historical - Total Sqft Built to Date	ft <sup>2</sup>	7,527,984
Historical - Total Community Investment to Date	CA\$	50,000,000

## PROJECTS UNDER DEVELOPMENT (UNDER DEVELOPMENT)

Metric Name	Unit	Value
Construction - Total Upcoming Homes	#	5,971
Construction - Total Upcoming Space Sqft	ft <sup>2</sup>	1,793,638
Number of Active Projects	#	27

## CURRENT YEAR STATS (2023 ESG REPORT)

Metric Name	Unit	Value
Construction - Percentage of Waste Diverted from Landfill	%	83%
Total GHG Emissions (Scopes 1 and 2)	kgCO <sub>2</sub> -e	893,390
Existing Sites - Total Sqft Owned/Operated	ft <sup>2</sup>	1,021,037





# STRATEGY





## Purpose and Vision

Townline's purpose is to deliver great places to live, work and play, from single-family homes and townhomes to concrete high-rise towers and mixed-use communities.

We're a down-to-earth company, which means we listen to and learn from our homeowners and tenants, and design for how people live. We build for everybody.



# Strategic Framework | 2023 Accomplishments

This year, we have developed our ESG strategy to focus on the areas where we believe we can have the most impact while driving long-term value for our stakeholders. This strategy is anchored by our core values and builds on the work we've already done, with the goal of embedding a sustainability-focused culture across the business.

## ENVIRONMENT

- Established a baseline for our scope 1 & 2 GHG emissions through the collection of electricity and natural gas consumption.
- Established the impact of the waste generated on our sites.



Brechin, Nanaimo BC

## SOCIAL

- Educated and engaged with our employees to foster a culture of sustainability/ESG-related practices across all aspects of our business.
- Established a baseline for employee engagement and satisfaction.
- Identified areas for enhancement.
- Continued our well-established support of local communities through community building and the construction of affordable housing projects.
- Continued investment in health and safety measures to protect all of our staff on and off our construction sites.

## GOVERNANCE

- Defined specific ESG goals and targets that aligned with our company's core values and strategic vision.
- Created our first ESG Report for a more transparent, outward-facing and publicly available document.



Meares, Victoria BC

# Strategic Framework | 2024 Goals

## ENVIRONMENT

- Expand our pilot program for onsite plastic collection.
- Analyze to see if this will reduce our overall plastic waste consumption onsite.
- Formalize our waste management program so it is consistent across all sites.
- Analyze to see if there are opportunities to reduce our overall waste generation per project.
- Expand our pilot program for water bottle refill stations on construction sites and at Presentation Centres.

## SOCIAL

- Address areas of enhancement identified in our employee satisfaction survey.
- Analyze ways in which we can improve our employee benefits to meet employee expectations and needs.

## GOVERNANCE

- Explore additional ways to create incentives for management to incorporate ESG into goals.
- Consider aligning with various global ESG reporting standards.



# Strategic Framework | Long Term (2-5 Years)

## ENVIRONMENT

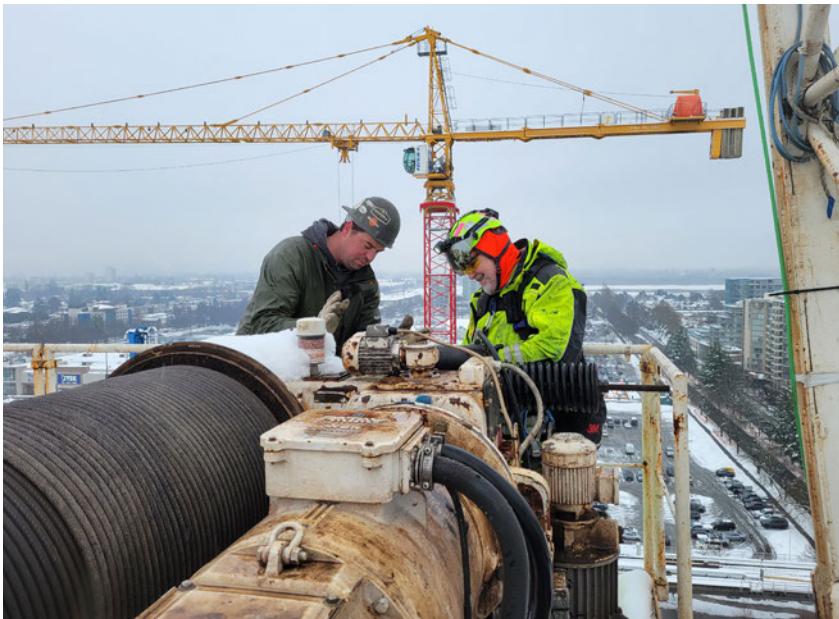
- Consider adopting new technologies and materials that reduce overall environmental impact.
- Consider conducting full Life Cycle Assessments (LCAs) on all of our projects to reduce the overall embodied carbon within our projects.

## SOCIAL

- Continued support of local communities through community building and affordable housing projects.
- Continued support of local organizations and efforts to bring benefits to our communities.

## GOVERNANCE

- Continued investment in ESG reporting.
- Ensuring key ESG metrics are addressed regularly by re-evaluating our materiality matrix through stakeholder engagement.
- Consider evaluation by third-party raters and rankers to ensure ESG data can be verified for added credibility.



# Materiality Matrix

This year, as part of our sustainability strategy, we decided to create our very first materiality matrix. We first defined 30 distinct topics that drive the content, structure and scope of our ESG reporting. Allocating them to one of the three ESG pillars — Environmental, Social and Governance — provided us with a snapshot of key issues that are most important to Townline.

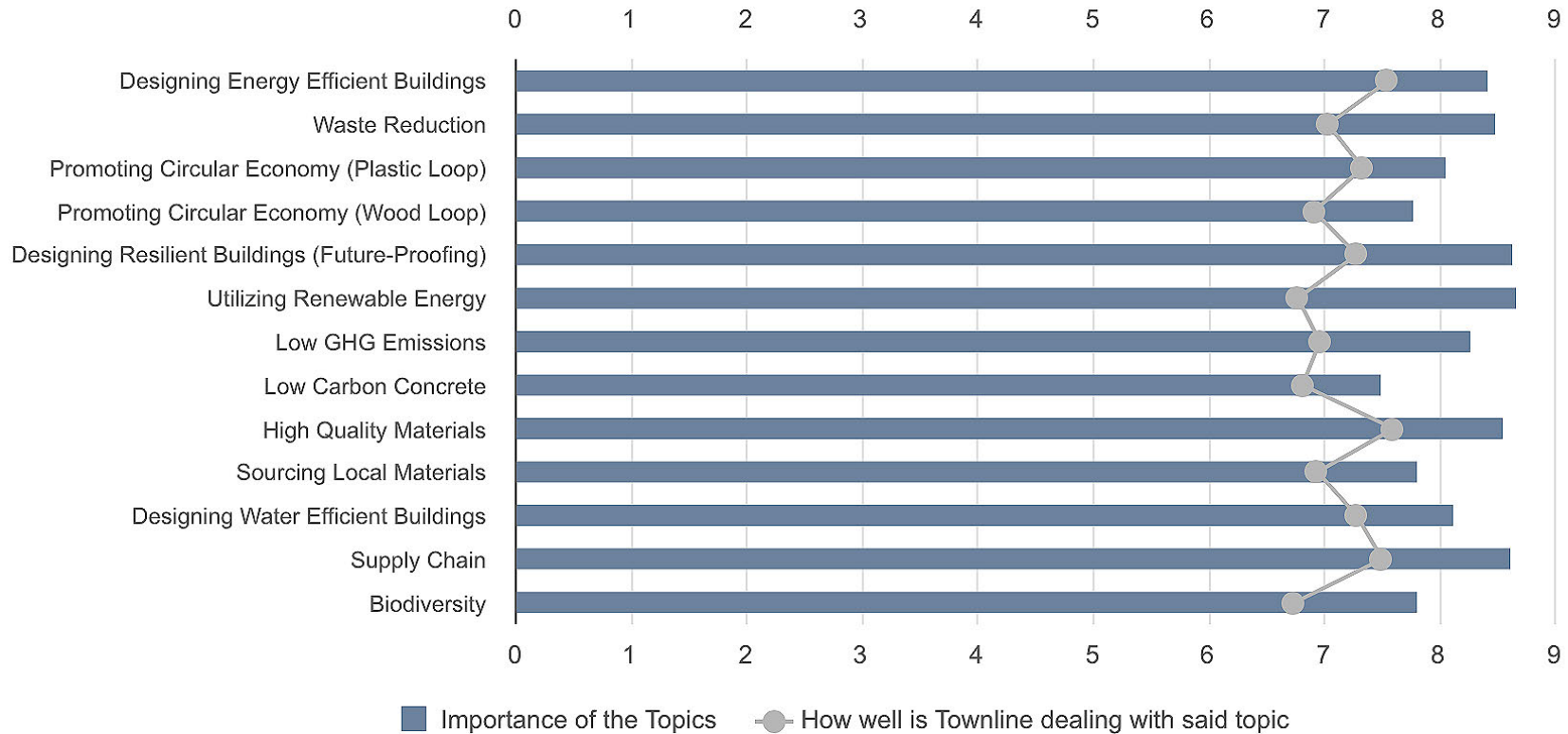
Our process involved asking our internal stakeholders to score these topics from 1 to 10 in terms of how important they are to them, to help us ensure that we are focusing on the ESG topics that matter most to our stakeholders. This process enables us to build trust and ongoing open communication with our stakeholders, while also improving our transparency and accountability.

As Townline navigates the realms of Environmental, Social and Governance considerations, we will use these materiality matrix graphs to support and enrich our sustainability initiatives. These topics are the foundation for a comprehensive understanding of our organizational priorities, and all corporate decisions link back to them.

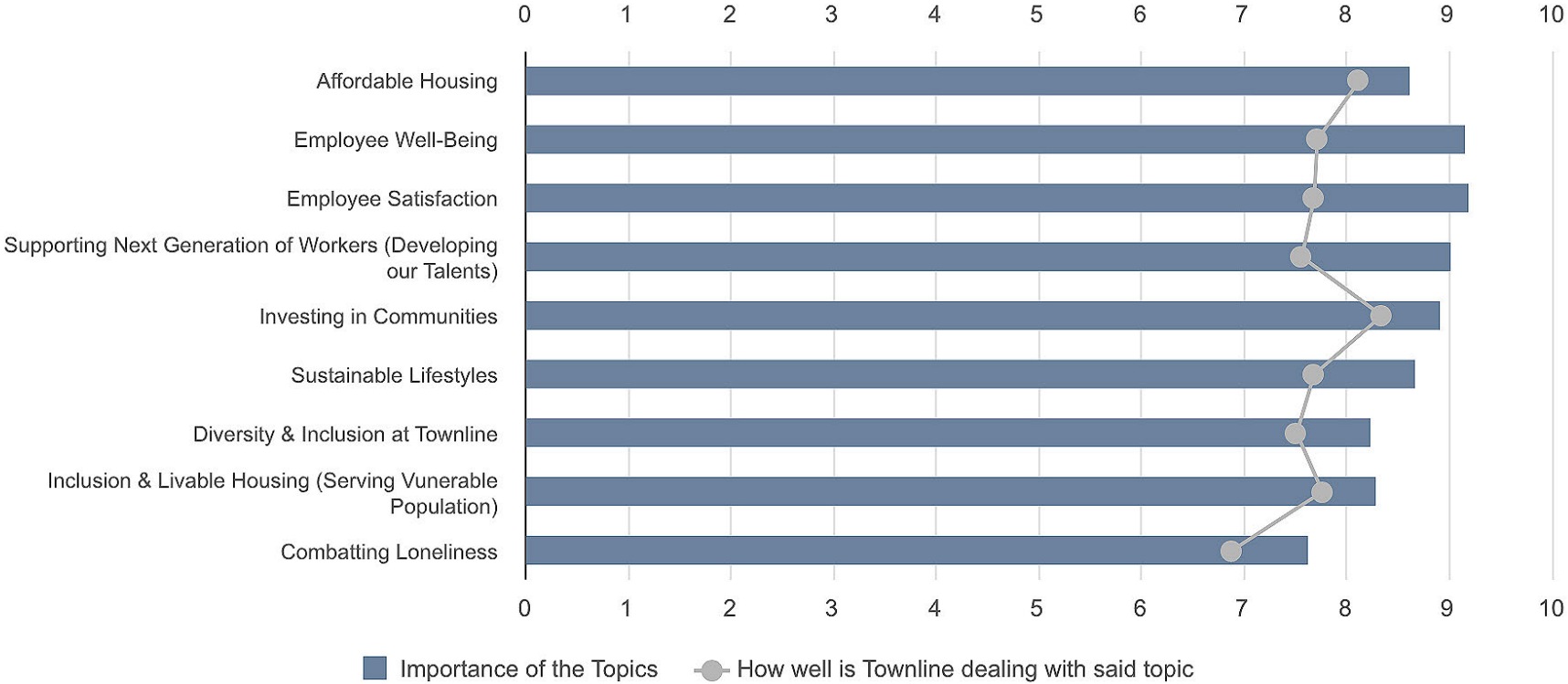


*Holland Two, Surrey BC | Recycling Station*

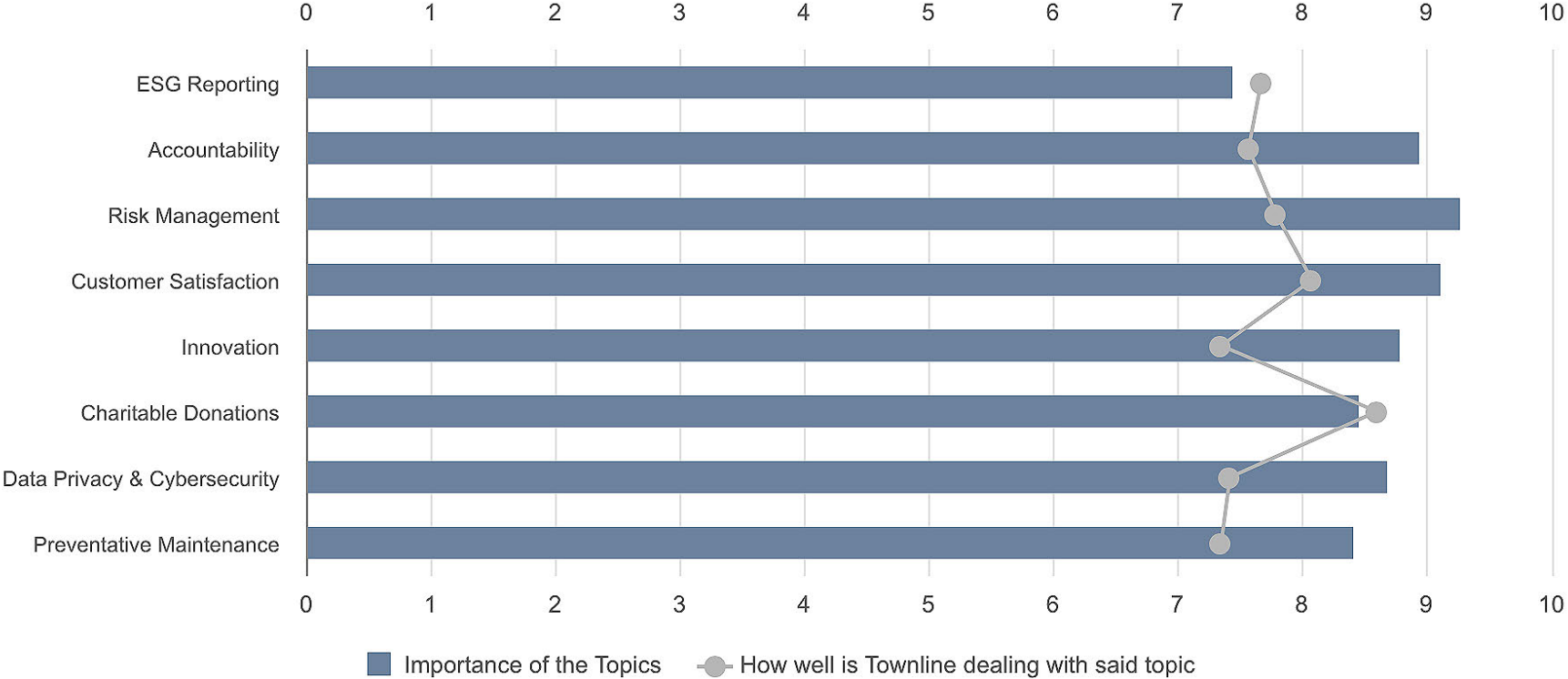
# Materiality Matrix | Environmental Topics



# Materiality Matrix | Social Topics



# Materiality Matrix | Governance Topics





TOWNLINE

# ENVIRONMENT



# Climate Change | GHG Emission Scope

As a developer, we recognize the important role we can play in the fight against climate change through the use of high-performance designs and low-carbon building materials, processes and systems.

According to a recent UN report, buildings accounted for 34% of global energy demand and 37% of energy-related CO<sub>2</sub> emissions in 2022. This year, Townline developed our emissions data collection processes across the business to establish a baseline for our scope 1 and 2 emissions to identify and begin acting on opportunities for reduction. Our goal for the next five years is to contribute to combating climate change by reducing our carbon footprint, pioneering innovative waste reduction practices and programs, and creating circular economy approaches. We wanted to highlight some ways in which we are already living our values and taking action on several fronts.

At Townline, we intend to be transparent with our reporting, and as our processes improve and expand over the next few years, the information we track will likely increase and become more detailed as we mature into this space. That may result in changes to previous reports, but we have to start somewhere.

## THERE ARE 3 TYPES OF GREENHOUSE GAS EMISSIONS SCOPES

- **Scope 1:** Emissions that are directly generated from the onsite consumption of fossil fuels or as a result in transportation or accidental leaks.
- **Scope 2:** Emissions that are indirectly generated from the purchase of electricity, steam, heating or cooling.
- **Scope 3:** Emissions that are an indirect result of activities across its value chain.

[UN: Global Status Report for Buildings and Construction](#)

# Climate Change | 2023 GHG Emissions

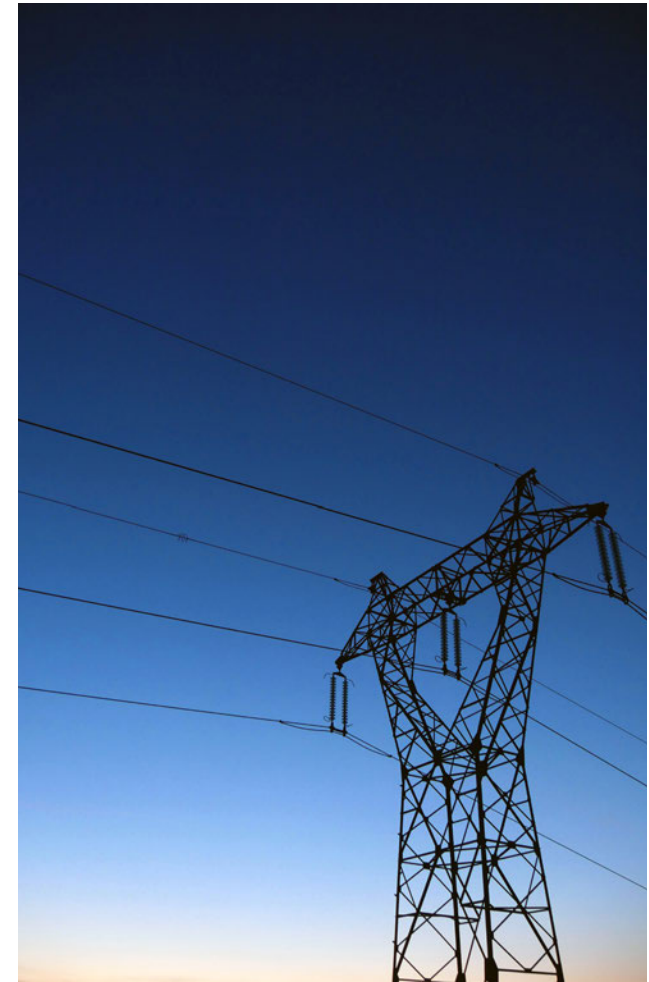
GHG EMISSIONS SUMMARY			2023
Metric Name	Unit		Value
Total GHG Emissions (Scopes 1 and 2)	kgCO <sub>2</sub> -e		893,390
Total direct GHG Emissions (Scope 1)	kgCO <sub>2</sub> -e		820,576
Total indirect GHG Emissions (Scope 2)	kgCO <sub>2</sub> -e		72,644

ENERGY SUMMARY			2023
Metric Name	Unit		Value
Construction - Electricity consumption	MWh		1,941
Existing Sites - Electricity consumption	MWh		4,376
Existing Sites - Natural gas consumption	GJ		8,265

Electricity/Natural Gas Usage for overall GHG emissions.

Green House Gas (GHG) emissions are reported as metric tons of carbon dioxide equivalents (kgCO<sub>2</sub>e)

[Click to see Appendix for calculations](#)



# Meeting Strict Energy and Emissions Requirements



Hudson House, Victoria BC

We pay strict attention to building designs, materials and processes to meet the increasingly stringent energy and emissions requirements in the jurisdictions where we operate. The Cities of Vancouver and Victoria recently established ambitious targets of net zero emissions in all new construction in this decade. To follow the BC Energy Step Code, we'll need to focus on embodied carbon (the carbon footprint embedded in a building's materials), energy efficiency and GHG emissions reduction.

To date, we have been able to access preferential financing for several projects that meet the Canada Mortgage and Housing Corporation's (CMHC) criteria of being 25% more energy efficient than the required basic building code. Our priority moving forward will be continuing to meet and push beyond requirements, thereby accessing new funding mechanisms and reducing emissions as quickly as we can.

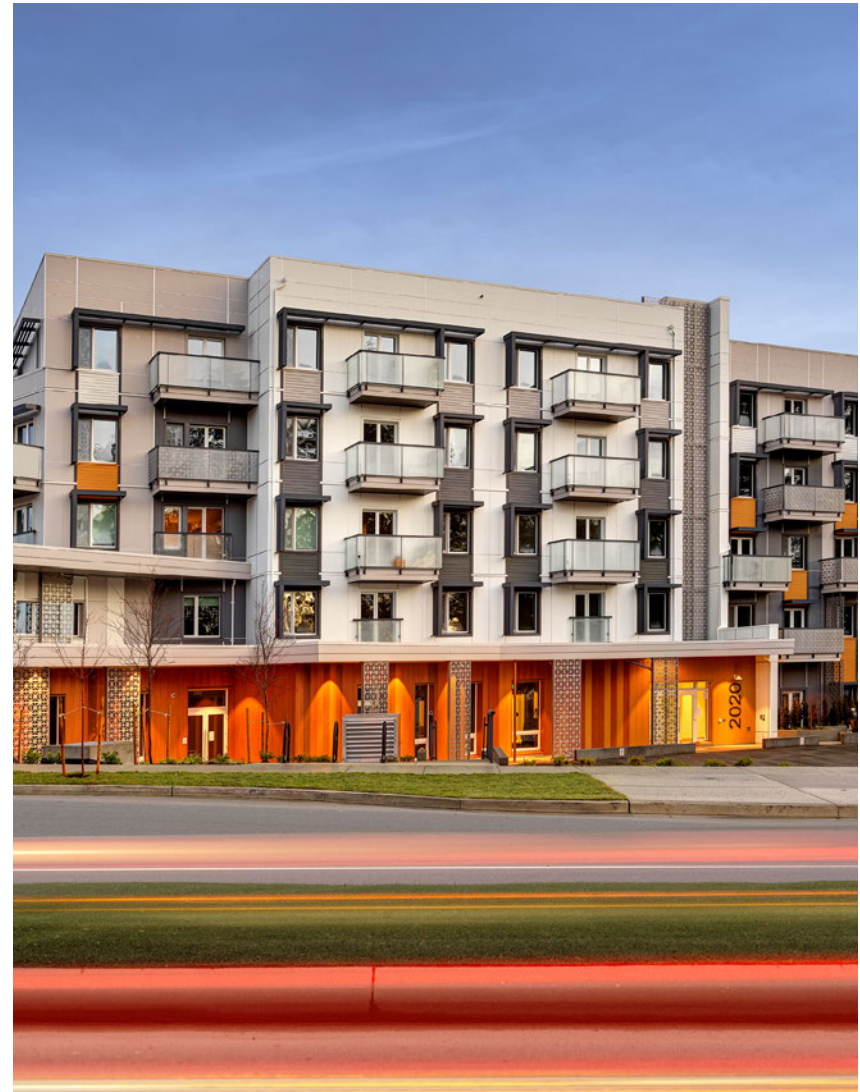
CMHC & Passive House

# Meeting Strict Energy and Emissions Requirements

In 2020, we embarked on our first Passive House equivalent project, Brechin United Church, an affordable housing community in Nanaimo which achieved occupancy in November 2022. We have taken the lessons learned from this project and applied them to our future building stock as we move upwards through the BC Energy Step Code. With specific air tightness standards and other requirements, Passive House buildings consume up to 75% less heating and cooling energy than conventional buildings. They continuously supply fresh air and are better equipped to deal with internal moisture, thereby avoiding dangerous build-ups of mold and mildew, providing a healthier living environment for residents. This project is a gateway to expanding our knowledge and pushing industry acceptance of new practices.

We've also begun putting Strata Property Management maintenance incentive programs in place to ensure that, on building handover, the air conditioning, electrical and mechanical systems are properly maintained and continue operating efficiently over the life of the building. This commitment to ongoing maintenance highlights our dedication to long-term sustainability and the well-being of our communities.

CMHC & Passive House



Brechin, Nanaimo BC

# Environmental Initiatives

## USING LOW-CARBON CONCRETE

A growing number of our projects use limestone-based cement, which reduces greenhouse gas emissions by about 30% compared to regular concrete. To further our reductions, we are working with various concrete suppliers who are researching and developing technology to create more sustainable materials. We plan to use lower-carbon concrete on more of our sites over the coming years. For future ESG reporting years, we plan to start tracking this information to see how it impacts our overall embodied carbon emissions.

## EMBODIED CARBON

Embodied carbon — the total carbon emissions associated with the production, transportation, and assembly of building materials — is increasingly recognized as a critical aspect of sustainable development. As we strive to minimize our environmental footprint, we acknowledge the significance of embodied carbon in our construction projects. Looking ahead, we are committed to integrating strategies that mitigate embodied carbon throughout the lifecycle of our developments. This includes exploring innovative construction techniques, such as utilizing low-carbon concrete and preparing Life Cycle Assessments to address the issues at hand and identify areas for improvement.

[Low Carbon Concrete Reference](#)



## SOURCING LOCAL MATERIALS

When sourcing materials, along with the usual criteria such as quality, cost and delivery times, we closely consider whether we can use a local manufacturer or supplier. For instance, much of our interior finishing is obtained from the Vancouver area. However, our geographic location limits these opportunities given that most components are not manufactured in BC. Where possible, we look for recycled goods and work with suppliers who are innovating to create more sustainable materials.

# Environmental Initiatives

## ENABLING ALTERNATIVE MODES OF TRANSPORTATION

We seek to support the energy transition by enabling alternative modes of transportation. Increasingly, many of our parking stalls have pre-wiring to allow for EV charging. Our building designs also include bicycle storage areas and spaces dedicated to bike maintenance and repair, and in a few of our projects, we have provided transit passes to homeowners and tenants.

Over the long term, we want to reduce the space devoted to cars in our buildings. We will continue to work with municipalities on rezoning to encourage alternative options for transportation and, ultimately, reduce the required parking ratio. In the meantime, we are exploring the implementation of car share programs within our buildings and piloting a program where we purchase vehicles for the strata to use as common rental property. These programs provide the residents with convenient access to shared vehicles, reducing the need for individual car ownership and further promoting sustainable transportation options.

When we plan our projects, we consider lifestyle, recycling habits, security and even the impact of deliveries. We want our buildings to be livable, sustainable and low-impact spaces. This means thinking carefully about how we design outdoor spaces, incorporating more natural elements, including storage and workshop space for bicycles, and ensuring easy walking and cycling access to schools, shopping, transit and community services. Inside, many of our homes feature high-efficiency appliances and built-in recycling centres, to encourage sustainable habits.



# Environmental Initiatives



## FUTURE-PROOFING BUILDINGS

Responding to climate change also means future-proofing our buildings to adapt to a changing environment, extreme weather events and new energy sources. This includes preparing our buildings to integrate with new district energy systems where available, such as in Vancouver's River District, Surrey, Richmond and Victoria.

We are exploring new technologies to recycle energy, such as capturing and redistributing the heat generated by grocery stores located at the bottom of multi-story buildings, as well as the possibility of installing wastewater heat recovery systems. We are also creating additional options for tempering the living environment by wiring all dining room fixtures with the ability to install ceiling fans and adding whisper grilles to allow for unobtrusive airflow on our projects.

Another example of innovation comes from The Gardens, a mixed-use community project in Richmond, where we utilize an enhanced stormwater system to capture rainwater from the community rooftops and direct it to a pond in the park for public enjoyment and to use as park irrigation. By integrating nature-based solutions into such projects and lessening the overall reliance on city water, we build a more sustainable and harmonious relationship between urban developments and the environment. We intend to scale up these and other approaches to future-proofing new projects that we design and build.

# Water Consumption

This year, we introduced water bottle filling stations to several of our sites and Presentation Centres to promote our “Put Down the Plastic” campaign. The number of 20 oz water bottles filled on our sites in the past year was 23,594. We also provided all of our trades with reusable metal bottles during site orientations and encouraged them to bring their water bottles while working on our sites as well as others.

Over the next year, we will introduce this program to all of our Presentation Centres and construction sites. This will further reduce our overall plastic bottle consumption, lessening the plastic waste that ends up in landfill or at a recycling centre.



Luxe Lansdowne, Richmond BC | Water Filling Station





## Waste Reduction and Circular Economy

Townline aims to build a more circular approach to waste and materials by focusing on reduction, reuse and recycling, beginning with a particular emphasis on plastics.

In the coming year, we plan to identify and act on opportunities for materials reduction, (such as recovering more materials during demolition), expand recycling initiatives and increase the number of construction sites included, and formalize our waste management policies, strategies and waste reduction goals. Over the next few years, we'd like to explore circular models for materials other than plastic and bring even more reused and recycled materials into our supply chain.

# Waste Reduction and Circular Economy

It is important to note that we are in the process of tracking all of our waste usage and building a benchmark. While we are making continuous efforts to reduce our overall waste consumption, we cannot guarantee that this number will reduce year over year. Waste production may be higher or lower year over year depending on the type of projects in which we are engaged. Projects that are in the earlier stages of construction generate less waste overall than those nearing completion. We are confident that we are making positive impacts in reducing our overall waste generation and being more circular with our waste.

CONSTRUCTION WASTE MANAGEMENT SUMMARY		2023	
Metric Name	Unit	Value	Percentage
Waste Generated	Mt	4,502.1	100%
Waste Directed to Landfill	Mt	768.4	17%
Waste Diverted from Landfill	Mt	3,733.7	83%
Concrete Diverted from Disposal	Mt	1,929.3	43%
Clear Plastic Diverted From Disposal	Mt	76.4	2%
Wood Diverted from Disposal	Mt	1,435.7	32%
Metals Diverted from Disposal	Mt	143.3	3%
Cardboard/Paper Diverted from Disposal	Mt	59	1%
Drywall Diverted from Disposal	Mt	90	2%

# Waste Reduction and Circular Economy



Plastics Challenge: Construction Waste

Ocean Legacy | Plastic Pollution Emergency Response™

## COMPLETING THE LOOP WITH PLASTICS

Plastics are heavily used in the construction industry for their convenience, durability, waterproofing qualities and minimal weight. In Canada, more than 30% of all plastic waste comes from the construction industry.

In 2021, we began discussions with the Ocean Legacy Foundation, a Canadian-based non-profit organization, for a project to recycle the plastics from our construction sites. We have since teamed up with a community-based collection and recycling facility that will clean our recycled plastic and turn it into pellets. We are now in preliminary discussions to find a company that will turn the pellets into products such as benches or children's play furniture for our buildings' common areas. The kick-off for this circular plastics initiative took place in June 2022, with our participation in a shoreline clean-up led by the Rugged Coast Research Society. This organization works with other non-profits and Indigenous governments to continually plan and conduct clean-up missions in BC's wild and remote coastal areas.

# SOCIAL



# Housing for Social Impact

At Townline, we see ourselves as a driver of transformative social impact by enabling access to affordable, inclusive and livable housing.

We believe that building community goes far beyond thoughtful planning and construction. To create a meaningful impact, a community should foster connections between people and add to the energy and culture of its location for generations.

We want to show the art of the possible by building socially responsible housing with solid business models. The next two pages are some examples of how our work contributes to these goals and how we find ways to deepen our social impact.

METRIC NAME	TLHS	TOWNLINE	TOTAL
Number of Homes Delivered	1,505	4,316	5,821
Total Upcoming Homes Under Construction/Development	1,452	4,519	5,971



*Mearnes, Victoria BC*

# Housing for Social Impact

## BUILDING AFFORDABLE HOMES

Townline is a major partner in the construction and development of affordable housing in BC. Over the past ten years, we've crafted innovative housing models to benefit those in need through partnerships with not-for-profits, legions, churches and healthcare providers. To date, more than 3,000 affordable units have been constructed or are in progress, including safe housing for women fleeing domestic violence, shelter homes, inclusion housing and affordable housing co-operatives.

Townline goes above and beyond to ensure that these affordable homes get built. We are involved at the outset of the project's planning and we orchestrate the entire process — from financing and permitting to development and construction. We provide financial assistance to enable feasibility assessments and start-up costs, support in securing financing, and even supply working capital to bridge funding gaps. As an established and recognized developer, we are the interface between municipal, provincial and federal levels, optimizing development potential by linking our partners with government-funded initiatives.

Our holistic and committed approach ensures that all of the administration and financing fall into place, lowering the burden on the organizations we work with and bringing these projects to life.

METRIC NAME	HOMES
Historical - Total Affordable Homes Built to Date	1,519
Construction - Total Upcoming Affordable Units	1,546



Oak Park Two, Langford BC

# Housing for Social Impact

## MEARES – VICTORIA, BC

TL Housing Solutions worked in partnership with BC Housing on the development of 50 new permanent homes, which included support services within the building for the residents. For this project, we worked closely with the City of Victoria, which has an ongoing commitment to provide supportive housing for individuals aged 19-27 who are facing difficulties accessing affordable housing or experiencing homelessness. Construction of this modular project was completed in August 2023.

## HOY CREEK – COQUITLAM, BC

Developed in partnership with the Community Land Trust Foundation of BC (CLT), The Hoy Creek Housing Cooperative is a multi-phased redevelopment within Coquitlam's City Centre. Phase 1, backing directly onto picturesque Hoy Creek, delivered 132 units within a six-storey wood frame building over a tanked underground parkade. Phase 1 replaced the existing housing stock and increased the co-operative by 35 additional homes. Located in the heart of Coquitlam City Centre, the development is within walking distance of two Evergreen Line stations and all of the amenities that Coquitlam has to offer. In total, over 400 homes will be brought to the non-market sector under CLT's stewardship, with funding and grants provided by all three levels of government working together to address the urgent need for affordable housing, from shelter rates to low-and-moderate-income individuals, seniors and families.





# Community and Social Initiatives

## PROMOTING COMMUNITY HEALTH AND WELLNESS

Townline believes that we have a role to play in creating community connections and social cohesion. We work with government and non-profit organizations to engage with specific communities and understand their needs, whether it's for a community daycare, assisted living, social purpose buildings or housing for vulnerable populations. For us, it's all about making connections with the people in our society who need more special attention.

Our new projects include robust amenities to promote health, wellness and social interaction. Examples include fully equipped gyms, indoor and outdoor lounges, co-work spaces, landscaped green spaces, in-building coffee shops, areas that support varied social-gathering experiences, proximity to public transit and easy walking access to stores and cafes. Three of our buildings currently under construction will offer on-site daycare centres, an amenity that we know can have far-reaching impacts on livelihoods, gender equity and childhood development.



# Community and Social Initiatives

## COMBATING LONELINESS

Urban loneliness has become a growing concern in many cities. Co-living is an affordable and flexible housing option that fosters connection and community by promoting the sharing of ideas, social interaction, and the blend of different lifestyles and cultures. It is a modern form of shared housing, integrating high-quality rental rooms with communal living spaces and thoughtful amenity and lifestyle event programming. Leases offer flexibility and typically include fully furnished units with wi-fi, utilities, kitchenware, toiletries, and cleaning of in-unit common areas.

Specifically, our 16-storey rental project in downtown Victoria will offer 121 rental suites, including 54 co-living suites, each with three to five bedrooms and a communal kitchen and living room. This offers lower-than-typical market rental options to enable workers to reside closer to their places of employment. Amenities for all residents will include a fitness centre, co-working business centre, music room, workshop/hobby room, bike wash station, dog wash station and more, plus outdoor amenities such as dining areas and a fireside lounge with a BBQ pit. A lifestyle curator will be employed to foster socialization through building events. We are excited to pioneer this concept in the City of Victoria and aspire to roll this model out in the future.



# Community and Social Initiatives



## BEST WORKPLACE FOR COMMUTERS

Townline recognized a unique opportunity to redefine urban living by integrating sustainable commuting solutions into our operations. With a commitment to environmental responsibility, our decision to pursue the Best Workplaces for Commuters designation aligned seamlessly with our intent to create spaces that enhance both resident lifestyles and the broader environment.

Townline is designated as one of Canada's Best Workplaces for Commuters as of 2023, offering exceptional employee commuter benefits to over 90 employees at their work location. Townline offers several employee commuter benefits and support initiatives, including:

- Telework program
- Car sharing
- First mile/last mile connection of sustainable trips
- Emergency Ride Home assistance for sustainable commuters

# Workforce Health and Safety

At Townline, several key concepts and metrics are crucial for assessing and improving workplace conditions. Lost Time Injury Rate (LTIR) measures the frequency of incidents resulting in lost workdays per hours worked, highlighting the occurrence rate of accidents or illnesses. Lost Time Injuries (LTIs) represent cases where employees are unable to work due to workplace-related injuries or illnesses. Work Days Lost (WDL) quantifies the total days of work missed due to such incidents, impacting both productivity and employee well-being. The Classification Unit Base Rate (CUBR) reflects the standard premium for workers' compensation insurance, while the Classification Unit Net Rate (CUNR) adjusts this based on the company's safety record and claims history, emphasizing the importance of effective safety practices in reducing costs. Experience Rating assesses a company's insurance premium adjustments based on past claims and safety performance, incentivizing proactive risk-mitigation efforts. These metrics collectively guide our efforts toward enhancing our safety protocols, reducing incidents, and fostering a healthier and more productive working environment.

Our 2023 statistics are broken down for our different legal entities. TLHS represents TL Housing Solutions, TLC represents Townline Construction, and TL represents Townline Homes Inc.

LOST TIME INJURY RATE (LTIR)		
TLHS	TLC	TL
2.34	8.25	0

LOST TIME INJURIES (LTI)			WORK DAYS LOST (WDL)		
TLHS	TLC	TL	TLHS	TLC	TL
2	4	0	17	178	0

CLASSIFICATION UNIT BASE RATE (CUBR) VERSUS CLASSIFICATION NET RATE (CUNR)			
	TLHS	TLC	TL
Base Rate (Industry Standard)	3.16	1.61	1.61
Net Rate (Our Rate)	1.85	1.59	1.14

EXPERIENCE RATING		
TLHS	TLC	TL
-41.4%	-1.3%	-27.3%

# Engaged and Supported Employees



Townline is all about the team. Our objective is to foster and maintain a culture where people who love what they do can find their place and grow both their ambitions and sense of worth alongside co-workers who genuinely care about each other.

We strive to have every employee connect deeply with our purpose. We believe that our values attract candidates to Townline and that a strong sense of alignment promotes employment longevity. We respect the importance of providing a positive work environment for our entire team, which means ensuring that all individuals have a safe and productive workplace, fair and equitable treatment, and competitive wages and benefits in a climate of open communication, mutual trust and respect. We recognize that creating this type of environment requires continuous assessment and improvement efforts. That is why a core part of our ESG strategy is to analyze and evolve what it means to be an excellent place to work.

# Engaged and Supported Employees

## DEVELOPING OUR TALENT

At Townline, the training and educational advancement of our employees is top of mind. We encourage all of our staff to stay up to date on the latest industry trends and topics and we support them in the pursuit of their professional development goals. In 2023, Townline employees invested over 1,400 hours in health and safety-specific training. In future years, we intend to better track the overall hours that employees spend on training, including conferences and continuing education.

Our office staff members have a variety of professional development training and certifications such as LEED AP, Licensed Brokerage and Realtors, Licensed Property Manager, CPA and CPHC. Our project management teams receive training on many topics through Procore, and many have received the Red Seal certification.

When we hire or promote staff, we assess the safety requirements of their role and ensure that they have received adequate training. Our onsite construction team has training in fall protection, confined space, scissor lift, aerial work platform, telehandler or rough terrain forklift, hoist operator, skid steer or bobcat, lockout/tagout, and the prevention of physical hazards, including chemicals. Site supervisors are trained on all underlying functions at the site, such as equipment and machinery operation.



## PROMOTING EQUAL OPPORTUNITY AND A CULTURE OF INCLUSION

We believe in providing equal opportunity for all employees and applicants. Our policy ensures that all employees and qualified potential candidates receive equitable consideration for employment and advancement opportunities. It is our goal to create an inclusive culture, based on our values, for all individuals.

# Engaged and Supported Employees

## SUPPORTING EMPLOYEE WELL-BEING

At Townline, caring about and treating our employees well also means paying special attention to mental health and well-being. In 2021, we launched our Mental Health and Wellness Committee to begin tackling the stigma around mental health and mental illness, and to build skills that can support a safe, supportive and mentally healthy work culture. We hold regularly scheduled sessions for education, awareness and training activities, including a program to certify people in mental health first aid. Our objective is to promote open dialogue, bring emotional intelligence to our work, address stress, and build a more positive and productive work environment.



# Engaged and Supported Employees

At Townline, we strive to provide our employees with a safe environment where they feel included and where their needs can be fulfilled. As part of our continued efforts in ESG and employee health and well-being, our People and Culture Department created our first Employee Satisfaction Survey. Our goal was to provide employees with an opportunity to safely share anonymous, honest and constructive feedback about their jobs at Townline.

Our survey consisted of 20 questions focused on various important topics such as work-life balance, job satisfaction, job recognition and overall career growth opportunities. Employees were able to rate these topics on a scale from 1 to 4, with 1 being very satisfied and 4 being dissatisfied, to express how well Townline was handling each topic.

We plan to use this feedback and other data collected from our employees to understand if we are meeting their expectations, where our issues may lie, and identify and assess any areas for improvement.

For the 2023 reporting year, we conducted two surveys. Our first employee satisfaction survey, conducted in April 2023, was aimed at creating our benchmark. While we were pleased with the overall employee satisfaction rate of 90%, we didn't meet our participation expectations as we only achieved an overall 30% participation rate of salaried staff employees.

For our second employee satisfaction survey, conducted in January 2024, our goal was to improve our overall participation rate. We made sure to emphasize at our Town Hall why participation in this survey was important

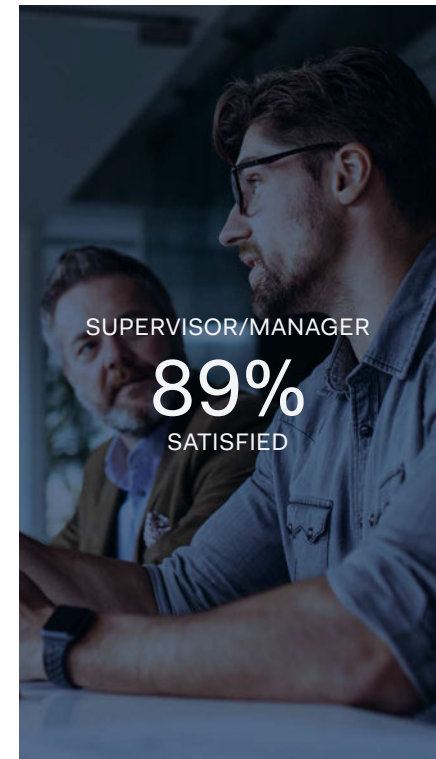
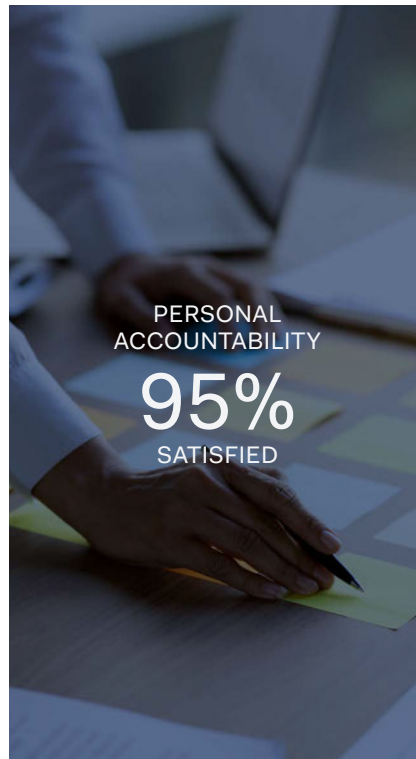
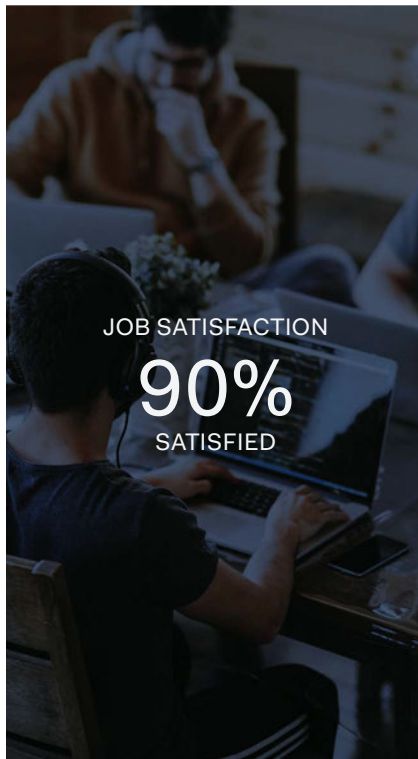
to us as a company. While we did improve our overall participation rate to 76%, we believe that we still have room for improvement in this area.



# Engaged and Supported Employees

As a follow-up to our survey, we provided an internal update to our employees on the results. The update highlighted the areas in which employees felt that we as a company were doing well, and identified areas where there was some dissatisfaction, with proposed ideas for how to improve in those specific categories.

Moving forward, our goal will be to conduct this employee satisfaction survey in the first quarter of every year, to capture the previous year's improvements and challenges. The specific topics addressed may change from year to year to better suit current employee concerns, but we imagine that the general categories will remain the same.





# Community Investment

For Townline, community has always been at the heart of what we do: building homes and communities that support happy, healthy lifestyles for all. A crucial component of building community is supporting those in need. We contribute to several community-based groups through monetary donations and volunteer hours. To reinforce these values amongst our employees, we have a giving program in place which provides paid time off to volunteer for a charity of choice, or donation matching up to \$300 per calendar year.

We have donated over \$50 million to philanthropic and social causes through Townline and The Ilich Foundation since 2011. In addition to supplying much-needed playground equipment and computers to local schools, we have provided support to:

- Arthritis Research Canada
- Backpack Buddies
- BC Children's Hospital Foundation
- BC/Yukon Command Royal Canadian Legion
- BCIT Foundation
- Boat for Hope
- Canadian Blood Drive
- Coats for Kids
- Leukemia & Lymphoma Society
- M'akola Housing Society
- Our Place Society
- Pacific Autism Family Network
- PALS Autism
- Richmond Hospital Foundation
- Rugged Coast Research Society
- Salvation Army
- Soroptimist International of TriCities
- St. Paul's Foundation
- Vancouver Chinatown Foundation
- Vancouver Police Foundation
- Variety – The Children's Charity
- VGH & UBC Hospitals Foundation
- Victoria Chinatown Foundation
- Victoria Hospitals Foundation



Sussex, Burnaby BC

# Community Investment

Townline has two residential sites with Alveole hives. These urban bee hives are a part of our efforts to bring nature back into the cities through engaging and impactful initiatives. Alveole's mission is to educate communities about the importance of these all-important pollinators and to ensure that we can create a sustainable environment which allows nature to flourish.

Two different types of bee hives can be found on our Townline sites. The first is BeeHomes (Bee Hives), where our honey bees live. These bees are busy pollinating our local flowers and producing honey for our tenants. Each of our hives produces around 100 jars of honey a season. Any excess honey that is produced is donated to our community. Second, we have our Wild BeeHomes (Bee Hotel), which act as a location for solitary bees to create nests in little tubes so that they can reproduce. These solitary bees are different from social honey bees in that they don't operate in large social hives and have much smaller populations. Both sets of bees are important pollinators whose habitats are under threat due to declining natural habitats. These hives give back space in which they can thrive and help protect our planet's biodiversity.

Check out the Alveole Buzz pages below for more information on these projects and to learn more about our bees.

**HUDSON MEWS** | 2 Hives with 90,000 bees

**HUDSON HOUSE** | 1 Hive with 30,000 bees + 1 Hotel for bees



# Community Investment



## CLEANING UP OUR SHORES

Townline has partnered with the Rugged Coast Research Society, which specializes in large-scale clean-ups across the west coast of Vancouver Island. Using data accumulated from mapping efforts, this organization has returned to some of the most at-risk areas of the BC coast and successfully removed tonnes of debris, helping to restore these natural habitats and inspire the next generation of ocean stewards.

In June of 2022, Townline committed \$172,350 and sent a group of 25 employees to participate in a full day's worth of clean-up in Clayoquot and Barkley Sounds near Tofino, BC. Townline's total commitment funded seven days of field operations during which 6,980 kg of debris was removed from 42.2 km of coastline, with 80% of debris being set for recycling or reuse. This event also marked the launch of our plastics recycling initiative mentioned in the environmental waste section of this report.

# Community Investment

For this year's event with the Rugged Coast Research Society in July 2023, Townline committed \$194,671 and sent a group of 16 employees to participate. This group increased their participation by committing to a four-day camping and clean-up excursion. The shoreline clean-up took place along the northwest coastline of Vancouver Island, near Brooks Peninsula. Townline's total commitment funded 12 days of field operations during which 15,274 kg of debris was removed from 19.1 km of coastline, with 91% of debris being set for recycling or reuse.

At Townline, we are committed not only to environmental sustainability but to minimizing the impacts of our carbon footprint as well. All of the transportation services associated with our shoreline clean-up effort utilized carbon offsets to fully neutralize the emissions produced from our fuel usage while participating in these events.

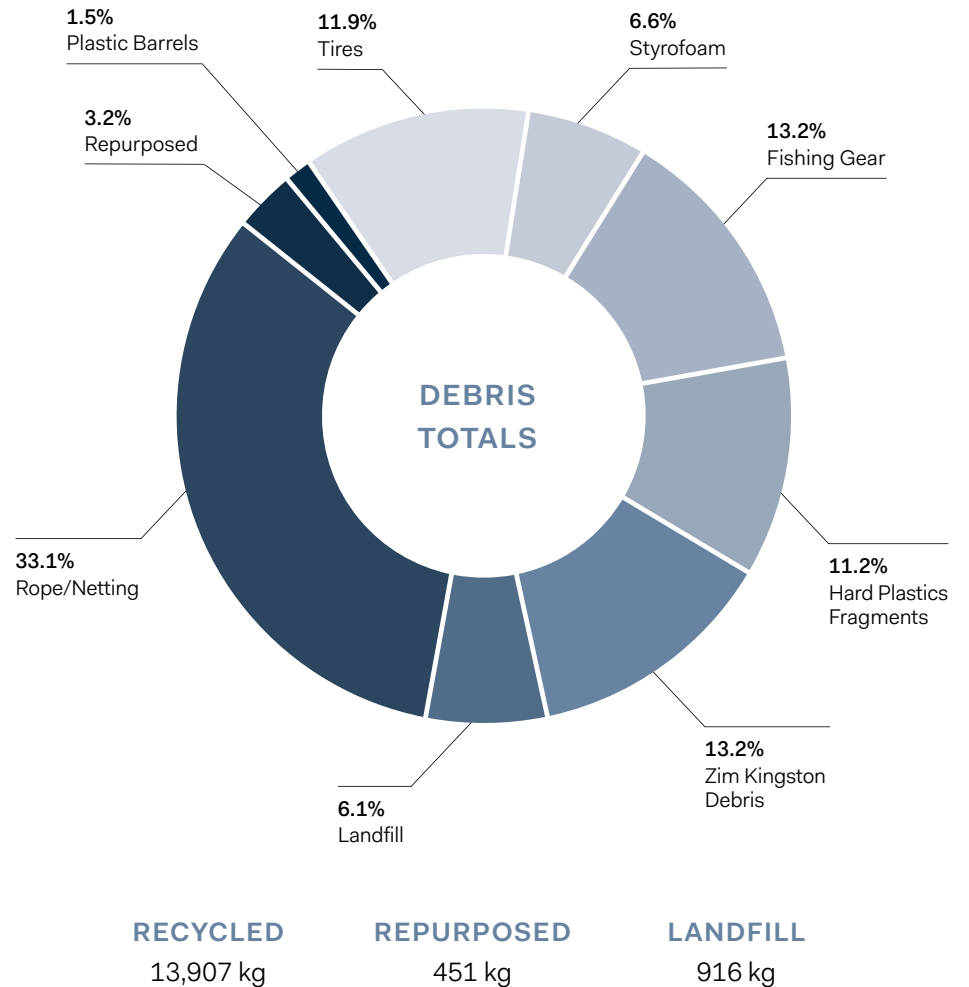
## LESS

[less.ca](https://less.ca)

We purchased our offsets from Less, a Bullfrog Power company. They offer the Gold Standard offsets derived from international projects meeting the Gold Standard Foundation's sustainable development criteria and the UN's Clean Development Mechanism protocol. Less is Townline's go-to source for trusted carbon offsets when we cannot avoid generating emissions.

## RUGGED COAST RESEARCH SOCIETY

[www.ruggedcoastresearchsociety.com/](http://www.ruggedcoastresearchsociety.com/)





# GOVERNANCE

# Corporate Health and Safety

Risk management is an important component of our corporate strategy and governance. Our enterprise risk management processes are designed to identify, measure, evaluate, address and monitor potential risks to the business. We take a holistic and proactive approach, ensuring that ESG-related risks and opportunities are an integral part of this framework. These include talent attraction and retention, equitable advancement, ethics and compliance, the state of the economy, supply chain forecasting, consumer behaviours and preferences, health and safety, climate change, access to capital, reputation, and IT infrastructure and cybersecurity.

## ACCOUNTABILITY

Our ESG strategy is overseen by our Chief Executive Officer, supported by a committee led by our Chief Financial Officer. This committee reports regularly to the leadership team on our progress and performance. We are committed to transparent reporting, and we intend to gradually expand and formalize our ESG data collection and communication approaches, with a goal of sharing third-party assured data in the future.



*Dan Jekubik, Chief Financial Officer (CFO)*

# Ensuring Customer Satisfaction

The Townline Way is defined by our open-minded attention to detail and thoughtfulness in everything we do. Our strong relationships are a key part of this, with our customers, our tenants, our partners and our communities. As a fully integrated operation, we involve all of our departments from the early stages of each project, progressing as a cohesive team from start to finish to bring a product that we are all proud of to the market.



## **BUILDING TO HIGH QUALITY STANDARDS**

We want each home to showcase the thoughtful and quality design, construction and customer care that are the hallmarks of every Townline community, ensuring long-term satisfaction and a truly exceptional living experience. Our commercial offerings complement our residential developments to create mixed-use spaces that enrich neighbourhoods and the daily experiences of the people who live and work within them.

# Ensuring Customer Satisfaction

## CARING FOR OUR CUSTOMERS

We design for the life within the walls, with a keen focus on livability and functionality. We take advantage of opportunities to interact with the public, to better understand the changing needs of our customers. During the planning and approval phases of projects, we engage the community through neighbourhood canvassing. In these interactions, we present our vision for the project, discuss pertinent information such as intended use and the anticipated economic demographic, and explain the positive impact on the community. This is our opportunity to collect feedback and address the community's concerns. After project completion, we engage with customers, property management and realtors through surveys, phone canvassing and panel brainstorming sessions to understand what we did well and what we can improve upon, with the ultimate goal of continuously evolving each project.

We have a dedicated customer care department that connects our homeowners with the appropriate support and tools to deal with any issues that may arise. We provide them with a Townline Homeowner Manual as well as access to our Customer Care Portal, an interactive, cloud-based resource, which contains all of the important information about their new home, from paint codes, operating manuals and warranty information to community amenities. These services extend beyond caring for our customers; it is an opportunity to foster long-term relationships and gather feedback that could impact change in our new projects. We place significant value on our customers' opinions and know that we can learn a great deal from them.





# Benefits and Policies

## MAINTAINING THE HIGHEST LEVEL OF BUSINESS INTEGRITY

Townline's successful business operation and reputation for excellence are built upon the highest principles of ethical, safe and professional conduct of all of our employees.

We comply with all applicable laws and regulations, and we expect all employees and management to conduct business in accordance with the letter, spirit, and intent of all relevant laws, and to refrain from any illegal, dishonest, unsafe or unethical conduct. We conduct all of our business with respect, integrity, authenticity and accountability.

All employees must comply with our policy of business ethics and conduct, which includes clauses related to personal use of trades and supplies, personal home investment and building, conflicts of interest and non-disclosure. We also have a respectful workplace policy and a substance abuse policy. Both of these policies apply to all workers, including full and part-time, temporary, casual, contractors and students.



# Benefits and Policies

Townline places a strong emphasis on employee well-being, offering a robust package of benefits and policies designed to enhance satisfaction and engagement. Sick leave entitlement includes five paid days annually, with the option to carry forward unused days, while vacation time increases with tenure, ranging from three to six weeks per year.

Additionally, the company provides a Registered Retirement Savings Plan (RRSP) matching bonus program to support employees' retirement savings. Employees also benefit from a 5% discount on new home purchases, with additional discounts available for family members.

Townline provides empathy and support for our workforce by offering additional financial assistance for parental leave, bereavement and family responsibilities. The company also encourages community engagement through our Employee Giving Program, which provides financial support for employee contributions to registered non-profit organizations. Employees are also granted eight hours of paid time off per year to volunteer with aligned non-profits, reflecting our commitment to corporate social responsibility.

Beyond printed policies, Townline offers an intangible benefit that sets us apart: genuine care and concern for every team member. This is a core part of our values, starting at the top and filtering throughout the entire company. We understand that our team members are individuals with families, friends and lives outside of work, and that their value to society extends far beyond their jobs. We have supported many of our team members through difficult and even life-changing events.

**At our core, Townline embodies the compassionate and generous spirit of our owner, Rick Ilich. We do the right thing, always.**



# Data Privacy and Cybersecurity

At Townline, ensuring the security and integrity of our data and information technology systems is of the utmost importance. Our IT solution provider has rigorous systems, processes and controls in place to protect, manage and maintain the privacy of our data. As our reliance on technology grows, understanding and mitigating the associated ESG risks is critical for our long-term success.

## FOLLOWING BEST PRACTICES

To address data security, we have implemented robust cybersecurity measures following industry best practices and frameworks. This includes educating staff about identifying cyber threats, protecting the infrastructure and data, continuous security monitoring, and mitigating and responding to cybersecurity threats. In addition, we have implemented data recovery measures to ensure that we do not lose any data and can resume operations quickly in case of an incident.

## RESPECTING EMPLOYEE PRIVACY

Townline respects all laws pertaining to and is committed to maintaining employee privacy. Per British Columbia's Personal Information Protection Act (PIPA), we ensure that all employee data is used solely for the purpose for which it was collected and is stored in a highly confidential manner, maintained by a third-party provider. The privacy policy applies to all employees of Townline as well as any other individual conducting business on behalf of the company.



## REDUCING OUR IMPACT

Townline is committed to reducing our carbon footprint by optimizing energy consumption in our IT operations. We have utilized energy-efficient hardware, server consolidation and cloud technologies to minimize electricity usage. We have also established an e-waste management program to reduce electronic waste. This includes secure data destruction, responsible disposal practices, recycling initiatives and a focus on using products with extended lifecycles.



# APPENDIX

# Appendix | Climate Emission Calculation Breakdown

- For the purpose of this report, if a Townline entity has operational control over a project, we have accounted for the Scope 1 & Scope 2 GHG emissions.
- Examples of types of projects included:
  - » A Townline entity is acting as the general contractor for the duration of a project for the construction of a development.
  - » A Townline entity is acting as the property manager for a development that has completed construction.
- Example of types of projects excluded:
  - » A Townline entity has an equitable stake in a project but does not have any operational control over the construction or operation of the project because the project is being constructed by another general contractor or managed by another property management company.
- Project included:
  - » 177 W Pender
  - » BAND
  - » Bristol
  - » Burnside
  - » Crosstown
  - » Forester Two
  - » Holland Park Two
  - » Hoy Creek
  - » Hudson House
  - » Hudson Mews
  - » Hudson Place One
  - » L'Arche
  - » Luxe
  - » Meares
  - » Meridian
  - » Pandora Co-live
  - » Sawmill
  - » Sunshine Housing Co-op
  - » Terrayne
  - » The Hudson

# Appendix | Climate Emission Calculation Breakdown

**Scope 1:** Emissions have all been calculated from the direct fuel usage that we consume onsite as a result of our construction and operational activities.

Note: Fuel consumed by other trades operating on our work sites was not included in our calculations.

We track three main fuel sources used by our small rental equipment onsite: Gas/Petrol, Diesel and Propane.

- » Gas/Petrol = 2.31 kgCO<sub>2</sub>e/L
- » Diesel = 2.68 kgCO<sub>2</sub>e/L
- » Propane = 1.51 kgCO<sub>2</sub>e/L

\*Source: <https://www2.gov.bc.ca/assets/gov/environment/climate-change/cng/methodology/2020-pso-methodology.pdf>

**Scope 2:** Emissions have all been calculated from the indirect emissions of purchasing electricity from the grid. Our emissions here are from temporary power to operate our construction site and permanent power from operating our existing buildings and offices. Note: Electricity utilized by our tenants is not part of our calculations.

- » Electricity purchased from BC Grid =
- » 11.5 tCO<sub>2</sub>e/GWh x (1 GWh/1000 MWh) x (1000 kgCO<sub>2</sub>e/tCO<sub>2</sub>e)
- » 11.5 kgCO<sub>2</sub>e/MWh

\*Source: <https://www2.gov.bc.ca/assets/gov/environment/climate-change/cng/methodology/2020-pso-methodology.pdf>

**Scope 3:** Emissions have not been calculated at this point in time. Given that ESG is fairly new within the North American context it was difficult to get this information from our suppliers. We anticipate having conversations with our supply chain and employees in the future to determine our more in depth impacts on the environment. Expect this number to be calculated in future years as the ESG space evolves.

# Appendix | UNSDG Standards

Townline understands the importance of the United Nation's Global Agenda for Sustainable Development. Many of our company's sustainability initiatives, actions, goals and commitments support this vision of a more equitable and sustainable future for all. Below are the selected Sustainable Development Goals (SDGs) we intend to contribute to through our ESG initiatives, referred to throughout this report.

UNSDG SUMMARY	DISCLOSURE	LOCATION
<b>Goal 3: Good Health and Well-being</b>	3.8: Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.	P57 Benefits and Policies
<b>Goal 4: Quality Education</b>	4.4: By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.	P45 Developing our Talent
<b>Goal 5: Gender Equality</b>	5.1: End all forms of discrimination against all women and girls everywhere	P57 Maintaining the Highest Level of Business Integrity
<b>Goal 7: Affordable and Clean Energy</b>	7.3: By 2030, double the global rate of improvement in energy efficiency	P27-28 Meeting Strict Energy and Emissions Requirements
<b>Goal 8: Decent Work and Economic Growth</b>	8.5: By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	Located within our Employee Handbook at "Equal Employment Opportunity" section
	8.8: Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment	Located within our Employee Handbook at "Respectful Workplace Policy" section

# Appendix | UNSDG Standards Continued

UNSDG SUMMARY	DISCLOSURE	LOCATION
<b>Goal 9: Industry, Innovation and Infrastructure</b>	9.4: By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities	P31 Future-Proofing Buildings
	11.2: By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons	P42 Best Workplace for Commuters
<b>Goal 11: Sustainable cities and Communities</b>	11.3: By 2030, enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries	P38 Housing for Social Impact
	11.4: Strengthen efforts to protect and safeguard the world's cultural and natural heritage	P49 Community Investment
	12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse	P34 Waste Reduction & Circular Economy
<b>Goal 12: Responsible Consumption and Production</b>	12.6: Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	P5 A Message from Rick
	<b>Goal 13: Climate Action</b>	13.2: Integrate climate change measures into national policies, strategies and planning



# Appendix | GRI Standards

GRI SUMMARY	DISCLOSURE	LOCATION
<b>GRI 2: General Disclosure 2021</b>	2-1 Organizational Details	P8 Determining Our Priorities P54 Accountability
	2-2 Entities Included In The Organization's Sustainability Reporting	P8 Determining Our Priorities P54 Accountability
	2-3 Reporting Period, Frequency And Contact Point.	P6 About this Report
	2-6 Activities, Value Chain And Other Business Relationships	P13 Our Core Values
	2-7 Employees	Total numbers of employees: 261
	2-9 Governance Structure And Composition	P54 Accountability
	2-12 Role Of The Highest Governance Body In Overseeing The Management Of Impacts	P54 Accountability
	2-13 Delegation Of Responsibility For Managing Impact	P8 Determining Our Priorities P54 Accountability
	2-14 Role Of The Highest Governance Body In Sustainability Reporting	P8 Determining Our Priorities P54 Accountability
	2-16 Communication Of Critical Concerns	P31 Future Proofing Building
	2-22 Statement On Sustainable Development Strategy	P31 Future Proofing Building
	2-25 Processes to remediate negative impacts	P54 Corporate Health & Safety
	2-26 Mechanisms for seeking advice and raising concerns	Located within our Employee Handbook at "Problem Resolution" section
	2-29 Approach to stakeholder management	P20-23 Materiality matrix

# Appendix | GRI Standards Continued

GRI SUMMARY	DISCLOSURE	LOCATION
<b>GRI 3: Material Topics 2021</b>	3-1 Process To Determine Material Topics	P20-23 Materiality matrix
	3-2 List Of Material Topics	P20-23 Materiality matrix
	3-3 Management Of Material Topics	P20-23 Materiality matrix
<b>GRI 203: Indirect Economics Impacts 2016</b>	203-1 Infrastructure Investments And Services Supported	P12 Our Story
	203-2 Significant Indirect Economic Impacts	P49 Community Investment
<b>GRI 302: Energy 2016</b>	302-1 Energy Consumption	P26 Climate Change   2023 GHG Emissions
	302-5 Reductions In Energy Requirements Of Products And Services	P27 Meeting Strict Energy and Emissions Requirements
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG Emissions	P26 Climate Change   2023 GHG Emissions
	305-2 Energy Indirect (Scope 2) GHG Emissions	P26 Climate Change   2023 GHG Emissions
	305-4 GHG Emissions Intensity	P26 Climate Change   2023 GHG Emissions
<b>GRI 306: Waste 2020</b>	306-3 Waste Generated	P34 Waste Reduction & Circular Economy

# Appendix | GRI Standards Continued

## GRI CONTEXT INDEX

GRI SUMMARY	DISCLOSURE	LOCATION
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational Health and Safety management system	P43 Workforce Health and safety
	403-2 Hazard identification, risk assessment, and incident investigation	Workforce Health and Safety Handbook
	403-3 Occupational Health Services	Workforce Health and Safety Handbook
	403-4 Worker participation, consultation and communication on occupational health and safety	Workforce Health and Safety Handbook
	403-5 Worker training on occupational health and safety	P45 Developing our Talent
	403-8 Workers covered by an occupational health and safety management system	P46 Supporting Employee Well-being
<b>GRI 404: Training and Education 2016</b>	403-9 Work related injuries	P43 Workforce Health & Safety
<b>GRI 413 : Local Communities 2016</b>	404-1 Average hours of training per year per employee	P45 Developing our Talent
	413-1 Operations with local community engagement, impact assessments, and development programs	P49 Community Investment
	413-2 Operations with significant actual and potential negative impacts on local communities	P49 Community Investment

# Appendix | End Note External References

## Page 8 - UN Link

<https://www.unep.org/resources/report/global-status-report-buildings-and-construction>

## Page 25 - UN Link

<https://www.unep.org/resources/report/global-status-report-buildings-and-construction>

## Page 27 & 28 - CMHC & Passive House

<https://assets.cmhc-schl.gc.ca/sites/cmhc/nhs/co-investment-fund/energy-efficiency-attestation-en.pdf?rev=8f02d0a3-39cf-4a6f-b1f7-4588124eb84b>

## Page 29 - Low Carbon Concrete Reference

[https://cement.ca/sustainability/our-roadmap-to-net-zero/#:~:text=Lower%2Dcarbon%20cements%2C%20like%20Portland%2Dlimestone%20cement%20\(PLC,of%20equal%20strength%20and%20durability.](https://cement.ca/sustainability/our-roadmap-to-net-zero/#:~:text=Lower%2Dcarbon%20cements%2C%20like%20Portland%2Dlimestone%20cement%20(PLC,of%20equal%20strength%20and%20durability.)

## Page 35 - Plastic Waste Ocean Legacy

Plastics Challenge: Construction Waste: <https://ised-isde.canada.ca/site/innovative-solutions-canada/en/plastics-challenge-construction-waste>  
Ocean Legacy | Plastic Pollution Emergency Response™: <https://oceanlegacy.ca/>

## Page 63 - Gov Climate Change

<https://www2.gov.bc.ca/assets/gov/environment/climate-change/cng/methodology/2020-pso-methodology.pdf>

## Page 65-69 - References Back into Document

THE 17 GOALS | Sustainable Development (un.org): <https://sdgs.un.org/goals>

GRI - Universal Standards (globalreporting.org): <https://www.globalreporting.org/standards/standards-development/universal-standards/>



# THANK YOU

Townline recognizes that we are situated and operate on the unceded traditional territories of the x<sup>w</sup>məθk<sup>w</sup>əyəm (Musqueam), S<sup>k</sup>wxwú7mesh (Squamish), səliiwətał (Tseil-Waututh), Lək<sup>w</sup>əjən (Songhees) and W<sup>S</sup>ÁNEĆ (Esquimalt) Nations.