



# Environmental, Social, and Governance (ESG) Report

20  
24



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# Letter from the CEO

**2023 was a landmark year for the GDI Group of Companies (GDIGC).** Our employees' dedication to safety, quality, and sustainability has been instrumental in driving our success, enabling us to **surpass the \$2 billion revenue milestone, with sights set on exceeding \$2.5 billion.**

Our commitment to sustainability and social responsibility is evident not only in our professional endeavors but also in how we engage with the world around us. These principles drive our growth, innovation, and ESG initiatives, which are central to our strategy.

The challenges of 2023, including widespread forest fires, underscored the global impact of our actions and the need for responsible leadership. We are dedicated to being a company that creates value and multiplies our efforts for the benefit of all.

We have strengthened our ESG leadership by engaging a wide range of talents across the organization to build and sustain a world-class ESG program. This commitment is essential for our investors and stakeholders as we continue to lead in quality, community engagement, and environmental stewardship.

I am proud to present the 2024 ESG Report, a testament to our progress and the bright future ahead for GDIGC.

Sincerely,  
*Claude Bigras*

“

We have strengthened our ESG leadership by engaging a wide range of talents across the organization



# Definitions

**Carbon sequestration:** The process of capturing and storing atmospheric carbon dioxide. It is one method of reducing global climate change.

**Carbon offset programs:** Programs that allow individuals and businesses to offset their environmental footprint by investing in actions that compensate for the emissions of carbon dioxide in the atmosphere caused by human or industrial activity.

**Clearview connects:** A system that provides a secure and confidential way for users to ask questions, raise concerns or report unethical behavior.

**Complementary services:** Services performed in North America within GDIGC's business units including the manufacturing and distribution of janitorial supplies and equipment.

**E-compliance:** A cloud-based software that centralizes GDI-Ainsworth's safety program information in a single location (e.g., incidents, hazard assessments, compliance reviews, audits & inspections, training). E-Compliance software provides a 360-degree view of all key safety elements to support fact-based decisions.

**GHG emissions:** Greenhouse gas (GHG or GhG) emissions that absorb and emit radiant energy. The primary greenhouse gases in earth's atmosphere are water vapor, carbon dioxide, methane, nitrous oxide, and ozone.

**IAQ (Indoor Air Quality):** Refers to the air quality within and around buildings and structures, especially as it relates to the health and comfort of building occupants.

**Business Services:** Canadian & USA operations that provide a wide range of commercial cleaning services. The Canadian business services segment also includes Modern Cleaning Concept Inc. which specializes in cleaning multi-site retail accounts through an innovative franchise model.

**LEED:** Leadership In Energy and Environmental Design is a green building certification program that is used worldwide.

**NAICS:** The North American Industry Classification System or NAICS (pronounced "nakes") is a classification of business establishments by type of economic activity (process of production). It is used by government and businesses in Canada, Mexico, and the United States of America. It has largely replaced the older Standard Industrial Classification (SIC) system.

**Technical services:** Services provided by business units that are part of the GDIGC i.e., Ainsworth Inc. and its subsidiaries (collectively "Ainsworth") providing building system controls, repairs, and technical servicing across North America.

**TRIR:** The Total Recordable Incident Rate or TRIR is a metric for the measurement of past safety performance by calculating the number of recordable incidents per 100 full time workers during a one-year period. The standard formula is the (# of recordable injuries x 200,000)/total hours worked in a year.





# Our Company

## About GDI

GDI Group of Companies (GDIGC) is a North American leader in facility services, with operations across Canada and the United States. Our comprehensive portfolio encompasses business services, technical expertise, managed franchisee services, and a sustainable line of environmentally friendly chemicals and related supplies.

GDIGC's commitment to industry-leading technology, safety, quality, health, and sustainability is evident in every aspect of our operations. **Through the dedication of our approximately 28,000 employees across more than 60 regional offices, we consistently deliver excellence within our clients' facilities.**

With nearly a century of experience, GDIGC is uniquely positioned to address the evolving needs of our clients and industry. Our technological innovation, financial

strength, and commitment to society and the planet enable us to deliver exceptional client satisfaction and value. We achieve this by providing cutting-edge capabilities in facility services, food manufacturing sanitation, and advanced technical services, including mechanical and HVAC expertise. Our clients span a wide range of sectors, including retail, industrial, education, hospitality, healthcare, and aviation.

At GDIGC, our global expertise combined with a localized approach ensures excellence from project inception to completion. As a \$2.4 billion publicly traded company (TSX), we offer stability and reliability while maintaining the personalized service and focused attention that our clients expect on every project.

“

I look forward to the improvements these efforts will drive in enhanced safety, innovation, and in all aspects of the GDI Group of Companies.





# Our Group of Companies



## ONE PROVIDER, ONE SOLUTION ALL OF YOUR FACILITY MAINTENANCE NEEDS

GDI Integrated Facility Services is your one-call destination for complete facility cleaning and maintenance. When you partner with GDI, we work behind our mission to consistently deliver the best, most trusted facility services and innovative solutions to meet our clients' needs and standards.



## INNOVATIVE CLEANING FRANCHISE MODEL

Modern cleaning is Canada's largest and fastest growing janitorial services franchisor, delivering exceptional cleaning services to retailers, offices, medical clinics, distribution centers, warehouses and data centers for more than 20 years.



## HIGH-QUALITY TECHNICAL TRADES SERVICE

Ainsworth provides high-quality technical trades services, including HVAC, design-build, electrical, energy management, innovative solutions, and building automation for institutional, commercial, residential, healthcare, and industrial clients across North America. As an integrated multi-trade company, we offer end-to-end services and solutions for all the asset maintenance and refurbishment requirements of our customers.

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- HEALTH & SAFETY
- CORPORATE ETHICS & RESPONSIBILITY
- ENVIRONMENTAL STEWARDSHIPS & PARTNERSHIPS
- OUR CULTURE
- GOVERNANCE
- PROGRESS CHECK
- HRIS ACTIVE AT GDIGC

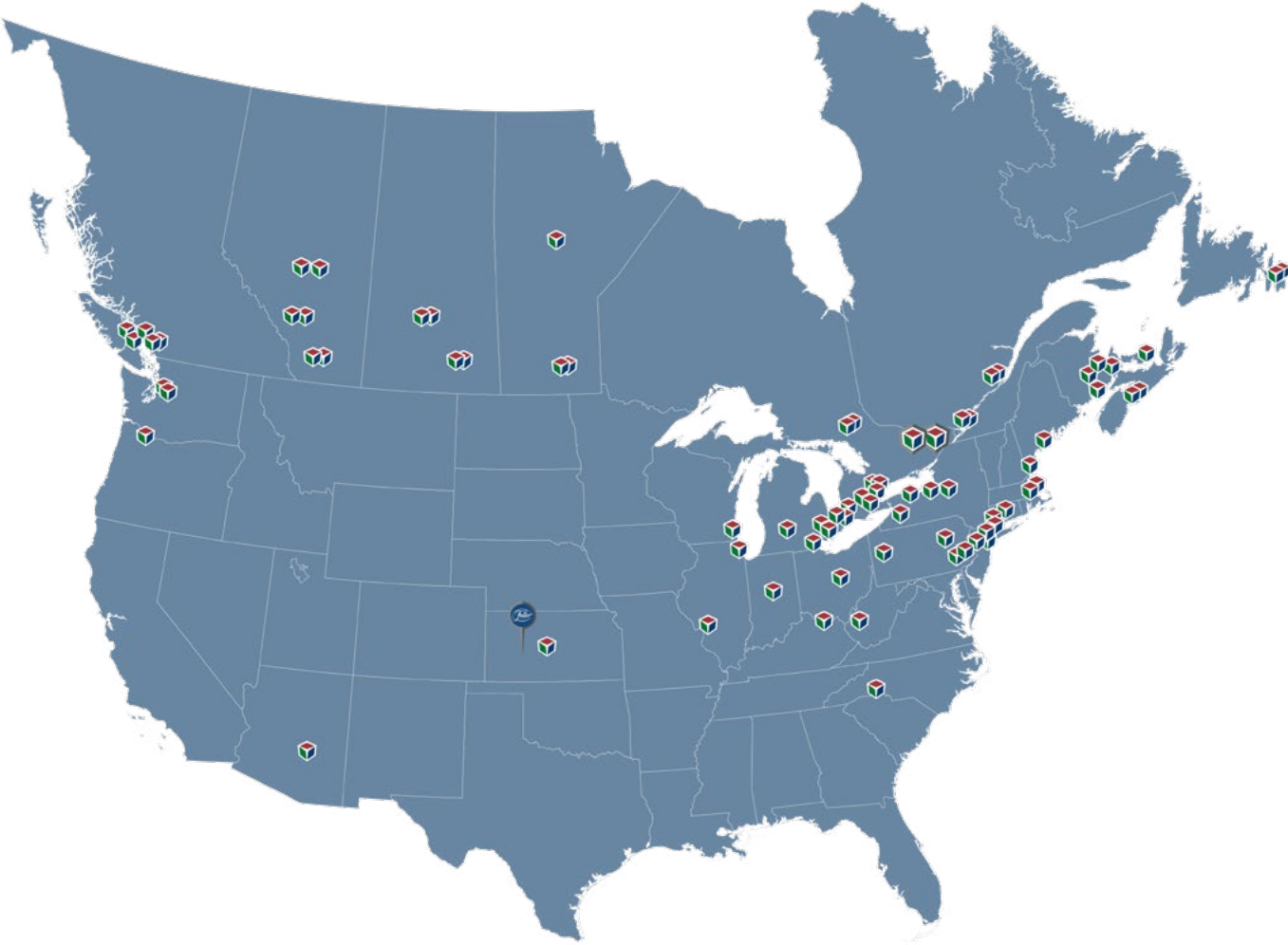



# Our Reach

GDI 'Integrated Facility Services' (also known as the GDI Group of Companies, GDIGC) is a North American facility services company with services across Canada and the United States, providing unequalled capabilities and expertise in the industry including janitorial, technical, managed franchisee janitorial services, and a product line of superior chemicals and related supplies.

This specialized portfolio of service within the walls and on the exterior grounds of our clients' facilities with industry leading technology, safety, quality, health, and sustainability.

*We accomplish this through the hard-working, dedicated, efforts of our approximately 28,000 employees in more than 60 regional offices across Canada and the United States.*



 GDI Ainsworth Head Office

 GDI Ainsworth Locations

 Manufacturing Facilities



# Vision, Mission & Core Values

## OUR VISION

To be the world-leading provider of facility services and solutions.

## OUR MISSION

Our mission is to consistently deliver the best, most trusted facility services and innovative solutions to meet our client needs and standards.

## OUR VALUES



### Respect People & Planet

*Protecting all people and our planet*

We are committed to providing a safe, healthy, and inclusive workplace while minimizing our negative impact on the environment.



### Strive for Excellence

*Holding ourselves to higher standards*

We deliver quality solutions and best-in-class value for our clients, while keeping a positive outlook and consistently working hard to improve.



### Foster Innovation

*Embracing new perspectives, ideas & technology*

We value personal, professional and organizational growth and welcome innovation, adapting to emerging trends and customer needs.



### Be Honest & Accountable

*Taking responsibility for our actions, words, and their impact*

We build the trust of our stakeholders by being transparent, fair, and meeting our commitments.



### Promote Collaboration

*One company, one culture!*

We are stronger together. Through our collaborative approach, we bring added value to our stakeholders and increased success for the Company as a whole.



### Third Party Certifications & Partners

	JANITORIAL SERVICES				TECHNICAL SERVICES		COMPLIMENTARY SERVICES
	GDI Canada	GDI U.S.A	GDI Quebec	Modern Cleaning	Ainsworth Canada	Ainsworth U.S.A	Superior Solutions
ISO 9001	✓	✓	✓		✓		
ISO 14001	✓	✓	✓				
CIMS/CIMS-GB	✓	✓	✓				
ISNETWORLD	✓	✓			✓	✓	
Complyworks	✓		✓	✓	✓		
Avetta	✓	✓	✓	✓	✓	✓	
Contractorcheck	✓		✓		✓		
Certificate of Recognition (COR)	✓				✓		
Health Canada Import license							✓
EPA establishment License							✓
Ecovadis	✓	✓	✓	✓	✓	✓	✓
Vetted		✓					
Supplier Assurance		✓					
RealPage Vendor Credentialing		✓					
Vero Data Management Systems		✓					





# Our People

In 2023, our team consisted of approximately 28,000 unique individuals in Canada and the USA.

Our investment in the UKG HRIS platform marks a significant step forward in enhancing transparency around the diverse composition of our workforce. This system will enable us to begin detailed reporting on key diversity metrics, including race/ethnicity, gender identity, disability, and sexual orientation, in compliance with applicable local and federal regulations.

Data will be collected through a respectful, voluntary self-declaration process following hire, allowing us to gain meaningful insights into our team's diversity. This initiative supports our commitment to sustainable, inclusive people practices and ensures that our strategies foster a workplace where all individuals are represented and valued.

## Hires in 2023

↓ 22,313

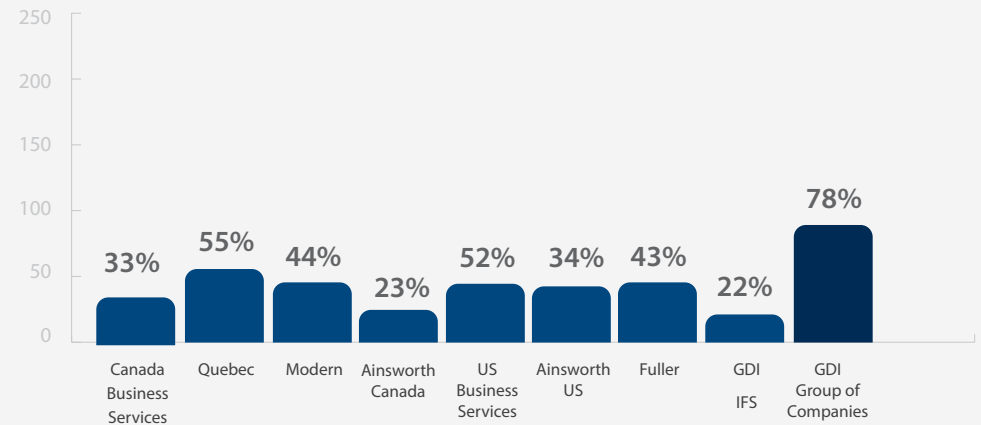
## Separations in 2023

↓ 21,610

## GDI GC Average Turnover

78.0%

Significantly less than estimated industry average



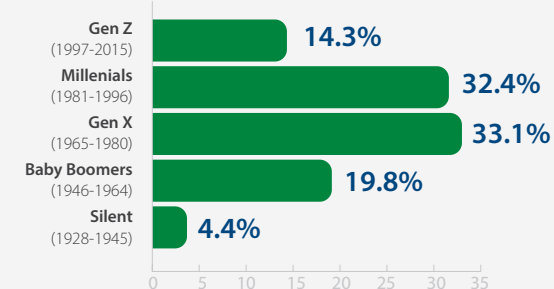
## Gender

♀ 44.5% female

♂ 55.4% male

0.1% NS

## Generation





## DEIVERSITY, EQUITY, INCLUSION AND BELONGING

### Creating a Better Place to Work

At GDIGC, we are deeply committed to fostering a work environment and corporate culture that champion diversity and inclusion. Our commitment is demonstrated through purposeful programs, strategic policy changes, and impactful partnerships with third-party organizations, all aimed at cultivating diversity organically within our workforce.

In previous ESG reports, we set specific diversity and inclusion targets, striving for representation that reflects our overall employee population at every level of the organization. **A key focus has been advancing women into leadership and technical roles, as they represent a substantial portion of our workforce.** While we initially observed positive momentum toward these goals, our progress has been impacted by our industry's growth dynamics, especially as we expand through acquisitions of predominantly male-led companies.

We recognize that, in our sector, future growth via acquisition will continue to pose challenges to achieving diversity goals. Furthermore, the current pool of female candidates in technical fields does not fully align with our initial targets, prompting us to reassess our approach.

Over recent years, we have also noted unintended effects of setting rigid diversity targets. When these targets are perceived as quotas, they can inadvertently diminish the accomplishments of our female leaders. At GDIGC, we believe firmly in promoting the most qualified individuals for each role, and we take pride in the achievements of our women leaders, who have earned their positions based on merit.



“Moving forward, our focus will shift from solely tracking diversity metrics to implementing sustainable initiatives that foster diversity in the long term.”



We are committed to supporting the growth of women and other underrepresented groups through actionable programs, including:

### Ainsworth Scholarship Program for Women in Trade

Offering educational opportunities and training for women pursuing careers in technical trades.

### BSG Development and Succession Planning Initiative

Launching an internal program to support all individuals in their professional growth, ensuring equal access to leadership opportunities throughout the organization.

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These initiatives highlight our dedication to creating a better workplace, where diversity and inclusion are not only values but integral components of our corporate identity.







## SUCCESS STORIES FROM OUR FRANCHISOR MODERN CLEANING CONCEPT

**In 2022, Pardeep and her sister Prikshat began a transformative journey by launching their own franchise with Modern Cleaning Concept.**

Before this bold step, the sisters dedicated themselves to a competitor, working tirelessly for years. Despite their unwavering commitment and long hours, they faced limited recognition and opportunities for advancement. After four years of feeling undervalued, they chose to take control of their futures.

This decision was deeply personal and rooted in their desire to build a brighter future—not just for themselves but also for their families. Prikshat, a single mother of two who immigrated to Canada in 2009, had faced significant challenges. Balancing night shifts in a male-dominated industry with the responsibilities of raising her children, she often found herself stretched thin. Recognizing her struggles, Pardeep, who arrived in Canada in 2016, stepped in to support her sister. **Together, they embraced entrepreneurship as a pathway to independence and success.**

Their decision to partner with Modern was a turning point. Unlike their previous experiences, Modern offered an inclusive, supportive environment where their dedication was acknowledged and rewarded. Through comprehensive training, accessible resources, and a culture of respect, Modern eliminated the barriers they had previously encountered. The organization's commitment to fostering growth and valuing diversity resonated deeply with Pardeep and Prikshat, providing them with the confidence to move forward.

Transitioning from employees to business owners came with its share of challenges, but their determination never wavered. The positive feedback they received from clients and the steady growth of their franchise reaffirmed their belief in their abilities and vision. Over time, their success became a source of empowerment and inspiration, encouraging them to set their sights even higher.





Today, Pardeep and Prikshat proudly oversee a thriving franchise. Their journey exemplifies resilience, the strength of family bonds, and the power of seizing opportunities. As they continue to build their business with Modern, they remain committed to growing together and contributing to the organization's success well into the future.

By sharing stories like Pardeep and Prikshat's, Modern Cleaning Concept underscores its dedication to recognizing hard work, promoting equal opportunity, and fostering inclusive growth. Empowering individuals to achieve their potential lies at the heart of Modern's mission, and we take pride in being a catalyst for positive change.

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Together, we create a brighter future—one franchise at a time.





## SUPPORTING DIVERSITY AND INCLUSION

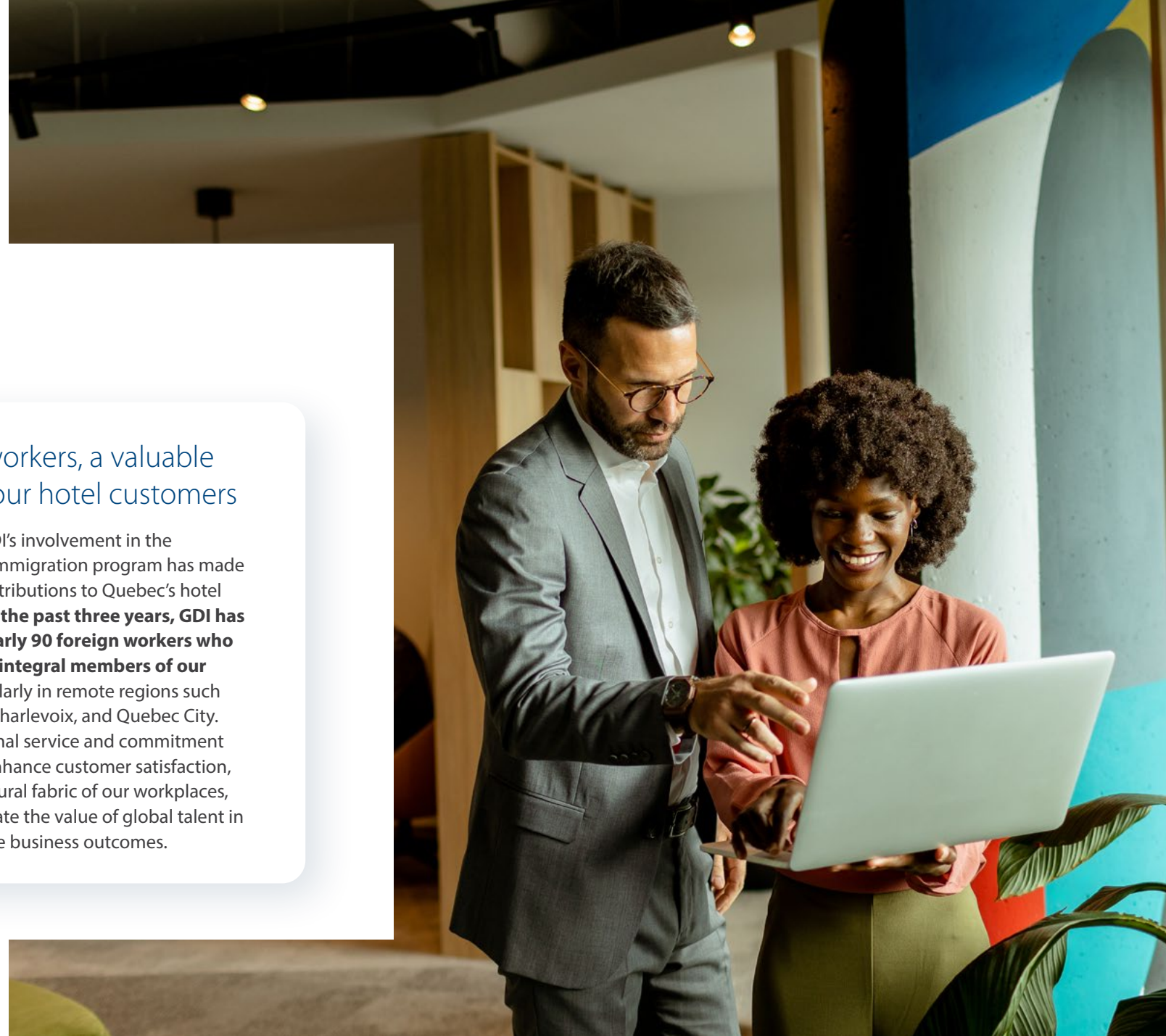
### French courses in partnership with our Labor Unions

For over a decade, GDI Québec has collaborated with the FTQ employees' union to offer French language courses to housekeeping staff whose primary language is not French. This initiative strengthens workplace integration by enhancing language skills and supports the personal and professional growth of our employees. It exemplifies GDI's dedication to fostering diversity, inclusion, and equal opportunity for all.

### Foreign workers, a valuable asset for our hotel customers

In addition, GDI's involvement in the international immigration program has made invaluable contributions to Quebec's hotel industry. **Over the past three years, GDI has welcomed nearly 90 foreign workers who have become integral members of our teams**, particularly in remote regions such as Saguenay, Charlevoix, and Quebec City. Their exceptional service and commitment significantly enhance customer satisfaction, enrich the cultural fabric of our workplaces, and demonstrate the value of global talent in driving positive business outcomes.

These initiatives reflect GDI's broader commitment to cultivating a more inclusive and diverse workforce, supporting the growth and success of both our employees and clients.





# Innovations

## Healthy indoor environment ventilation & air conditioning (HieVAC)



### Clean air made easy

*Know what's in the air and keep your people safe*

Ainsworth's **HieVAC** Preventative Maintenance Program is the first of its kind that focuses on the air you breathe.

Partnering with **POPPY**, the world's first commercial pathogen sensing and security system, **HieVAC** verifies the impact of your ventilation system on indoor air quality.

Advancements in Indoor Air Quality (IAQ) analysis play a critical role in meeting stringent air quality standards and achieving net-zero greenhouse gas emissions targets. These efforts align with our commitment to creating healthier environments while reducing environmental impact.

#### Verify

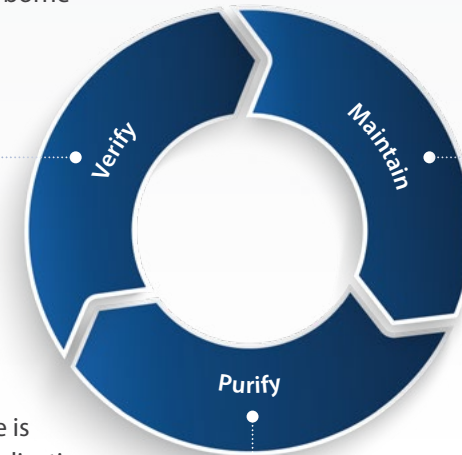
Your indoor environment is monitored for airborne contaminants

#### Maintain

Your HVAC equipment is maintained properly to extend its life beyond the industry standard

#### Purify

The air you breathe is treated with an eradication rate of 99.7% on influenza viruses





Air Tracer



## Ventilation you can see

*Know what is in the air you breathe*

**Indoor air quality is an important part of overall healthy building ecosystem.**

Ainsworth helps buildings across North America measure how air moves. Partnering with, POPPY, Ainsworth's Air Tracer study highlights air movement and shows how airborne particulates travel within the building.

The result is a pathway map that contributes to creating a healthier living and working space for everyone.

We established and deployed a robust service capability with over **15 mobile sensing kits**, enabling efficient and scalable monitoring of indoor air quality. This advancement strengthens our ability to deliver on environmental and health-focused ESG commitments.

Our service capabilities now support customer facilities across Vancouver, Calgary, Edmonton, Toronto, Halifax, and New York. This strategic expansion enhances our ability to deliver sustainable solutions and strengthen partnerships in key regions.





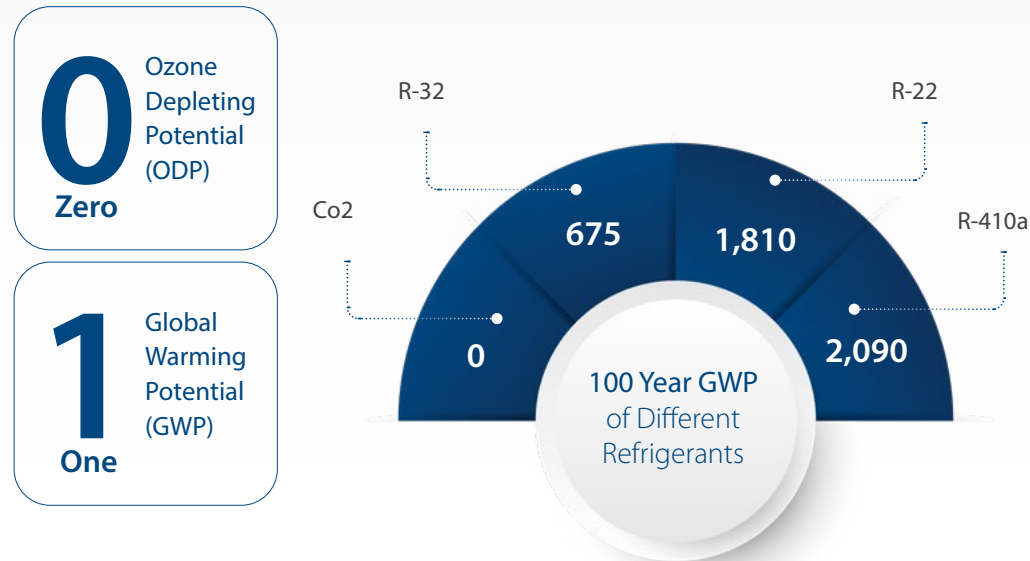
## Journey to Net-Zero

### Decarbonization

One of the biggest contributors to greenhouse gas (GHG) emissions is refrigerants used in our everyday life.

Ainsworth's refrigeration team focuses on converting systems with environmentally harmful refrigerants to natural refrigerants such as Carbon Dioxide (CO<sub>2</sub>).

CO<sub>2</sub> is a natural refrigerant with zero Ozone Depleting Potential (ODP) and a Global Warming Potential of one.



### Refrigerant Leak Detection Project

Under the **North American Refrigerant Management Initiative (NARMI)**, GDI Ainsworth are leading efforts to address greenhouse gas (GHG) emissions from refrigerants, particularly hydrofluorocarbons (HFCs), which have a global warming potential (GWP) up to 2,500 times greater than CO<sub>2</sub>.

NARMI's mission is to establish a zero-tolerance policy for refrigerant leaks throughout their lifecycle—from installation to disposal. **By 2025, the initiative will implement advanced leak detection and management protocols, alongside enhanced technician training, to support emissions reduction and broader climate goals.**

Recognizing the significant impact of refrigerant emissions, the project distinguishes Scope 1 responsibilities for service providers like GDI Ainsworth, focusing on leak prevention within their operational control. Compliant with U.S. and Canadian regulations, the initiative integrates mobile and fixed detection systems to enable real-time monitoring and rapid repair of refrigerant leaks, ensuring compliance while mitigating environmental impact.

**Through this initiative, GDI Ainsworth are reinforcing their commitment to sustainability by reducing high-impact GHG emissions and advancing responsible refrigerant management practices.**



## TECHNOLOGIES

### Fotofinish

To enhance service quality and operational efficiency, we are addressing key challenges in facility management, including:

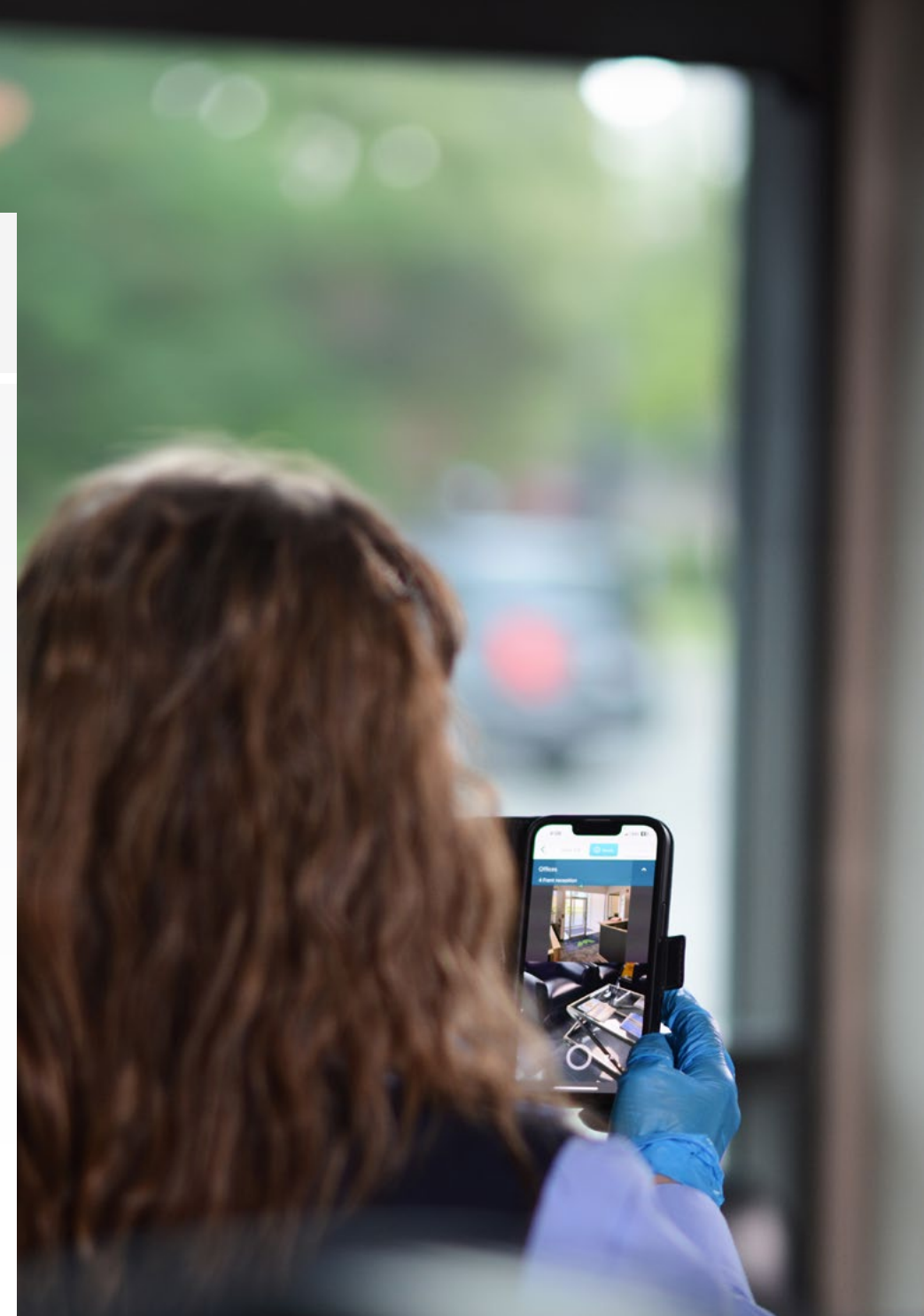
- Limited visibility into whether all assigned areas are attended to by cleaners.
- Uncertainty about whether executed work aligns with the defined scope of services.
- Inefficient dispatching of field resources, leading to suboptimal utilization and response times.
- Over-reliance on 12 monthly inspections for a service provided 365 days per year, leaving potential gaps in oversight.

By identifying and resolving these issues, we are advancing toward more transparent, efficient, and accountable service delivery. **These efforts align with our commitment to operational excellence and continuous improvement in alignment with ESG goals.**

### Driving Innovation and Efficiency

GDI's program initiatives continue to evolve, with key milestones and advancements planned to enhance service delivery and operational excellence:

- **2023 Rollout:** Deployment across all 22 GDI branches, with strong adoption in the retail sector, serving 300+ sites.
- **SaaS Commercialization:** Transitioning to a Software-as-a-Service (SaaS) platform for broader market adoption across North America by 2024.
- **FotoFeedback App:** Launching a client-facing app enabling real-time feedback and service issue reporting. **The app will also empower operations teams to document, track, and resolve deficiencies efficiently, improving service quality and transparency.**





# TECHNOLOGIES

## GDI Calc

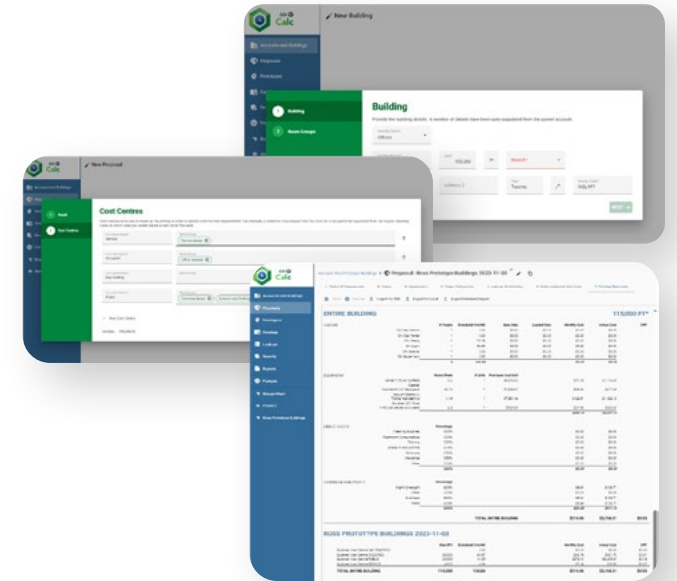


### Industry leading, in house built, database and software program.

This proprietary software allows GDI to understand and analyze properties for the most accurate and cost-effective service delivery design maximizing both quality and efficiency as well as cost containment and value to the client. GDI Calc also allows GDI site management and our QA teams to better grasp the operations of an existing facility to the micro level and provides a tool to assist in workload distributions as well as an ongoing continuous improvement tool giving GDI the ability to always proactively look for better methods and programs to excel at service delivery.

### 2024 Innovations

- Development of prototypes tailored to multiple industry sectors to expand the capabilities of GDI Calc for accurate and scalable pricing.
- Introduction of a robust reporting suite to streamline pricing data sharing with Operations and Finance teams, ensuring smooth contract launches.
- Optimization of the room/task productivity user interface to enhance usability and improve adoption across teams.



#### Building Database

- Sizes
- Configurations
- Surfaces
- Usage
- Populations

#### Service Database

- Actions
- Items
- Rooms
- Equipment
- Frequencies
- Speeds, Rates
- Defaults, Options

#### Prototype and Proposal Builder

- Specification
- Tasks
- Frequencies
- Labor Requirements
- Pay Rates
- Equipment
- Extra Services



These advancements position GDI to deliver scalable, data-driven solutions while fostering stronger client relationships and achieving operational sustainability in alignment with our ESG objectives.



## TECHNOLOGIES

### Introducing GDI Inspect: Revolutionizing Inspection Management

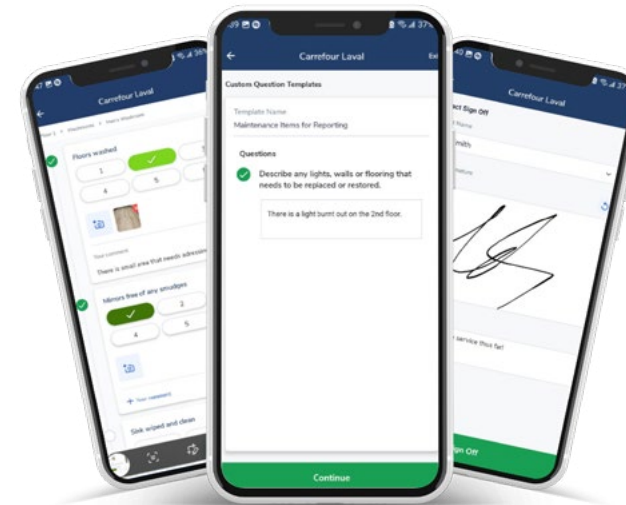


GDI Inspect, an innovative inspection software developed entirely in-house, is designed to address the unique needs of our clients and field operations teams.

**This cutting-edge platform enhances service quality, operational efficiency, and client engagement through its robust features.**

#### Features and Benefits:

- Custom-Built by GDI: Designed specifically to meet real-world operational needs.
- Customizable Inspections: Tailored inspection and scoring systems to adapt to diverse client requirements.
- Deficiency Tracking: Integrated work order system to ensure timely resolution of inspection failures.
- Automated Notifications: Push alerts to inspectors to eliminate missed inspections.
- Trend Analysis: Comprehensive reporting to identify and address negative trends while reinforcing positive behaviors.
- Proactive Maintenance: Seamless issue capture with automated client notifications for immediate action.
- Client Portal: Transparent and accessible interface for clients to track performance and engage directly.



**Following its development completion in 2023, GDI Inspect is set for beta testing and rollout across the Business Services Group in 2024.**

This initiative reflects our commitment to leveraging technology to enhance accountability, efficiency, and client satisfaction, aligning with GDI's broader ESG objectives of innovation and continuous improvement.



# TECHNOLOGIES

## Evolia



### Advancing Workforce Management with Evolia

In 2023, GDI initiated the testing phase of the Evolia platform at the University Laval in Quebec City to modernize and enhance workforce management processes. This innovative system aims to automate scheduling, optimize staff deployment, and improve communication between management and employees, aligning with GDI's commitment to operational efficiency and employee well-being.

### Key Benefits

#### Automated Scheduling

- Reduces manual efforts and administrative tasks.

#### Conflict Reduction

- Minimizes scheduling conflicts and overtime through optimized planning.

#### Real-Time Updates:

- Transparent schedule updates for managers and employees, ensuring fairness and accessibility.

#### Regulatory Compliance

- Ensures adherence to labor laws and company policies.

#### Mobile Accessibility

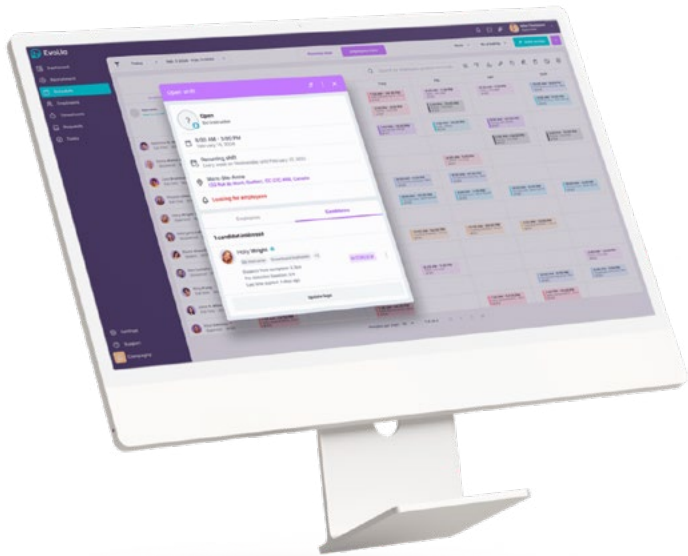
- User-friendly mobile app streamlines shift management and communication.

#### Enhanced Productivity

- Drives operational efficiency and workforce effectiveness.

If testing proves successful, the platform will be implemented for all Quebec branch clients in 2024 as part of an extended trial.

This will pave the way for a phased rollout across all GDI branches following process refinements.



By leveraging Evolia to recruit, schedule, and manage staff, GDI is advancing its ESG commitments to innovation, operational excellence, and fostering a more engaged and productive workforce.



## Embracing AI at GDIGC

### Embracing Responsible AI at GDI Project

GDI Integrated Facility Services is excited to announce the integration of Artificial Intelligence (AI) and Machine Learning (ML) into our operations. Our focus is on leveraging these technologies securely, prioritizing privacy, security, and monitoring.

### Introducing ChatGDI

Our Enterprise Architecture team is developing ChatGDI, a secure, internal AI tool utilizing OpenAI models while safeguarding corporate data. This platform will enhance productivity and innovation while maintaining transparency and accountability. If you have an AI use case, we invite you to collaborate with our team.

### AI Usage Guidelines

Until ChatGDI is launched, we advise against using external platforms like ChatGPT, Microsoft Bing AI Chat, or Google Bard with GDI data due to potential security risks. Our policies emphasize verifying AI outputs to ensure accuracy and reliability.



### What's Next?

*Stay tuned for updates from GDI IT as we finalize ChatGDI. Together, we're advancing innovation responsibly and securely.*



# Our Approach

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## 2020-2022

- › **Formation and Expansion of ESG Committees**  
Established cross-functional ESG committees to guide sustainability initiatives, with expanded membership to enhance expertise and address complex ESG matters.
- › **Completion of ESG Materiality Assessments and SWOT Analysis**  
Conducted assessments to identify and prioritize key ESG issues, complemented by SWOT analysis to evaluate strengths, weaknesses, opportunities, and threats in ESG performance.
- › **Baseline Assessments Across Environmental, Social, and Governance Dimensions**  
Collected and analyzed data on key performance indicators to benchmark against industry standards.

- › **Implementation of Multi-Year Action Plans and Key Performance Indicators (KPIs)**  
Developed and executed action plans with measurable targets to enhance ESG performance.
- › **Integration of ESG into Corporate Identity**  
Embedded ESG considerations into organizational culture and decision-making processes.
- › **Focus on Mid-Term and Long-Term Value Creation**  
Committed to sustainable growth that balances economic performance with environmental stewardship and social responsibility.

## 2023

- › **Enhanced Monitoring and Data Collection Systems**  
Implemented advanced monitoring and data collection systems company-wide, facilitating streamlined reporting and expanding the range of data points for comprehensive analysis.
- › **Employee Training and Engagement Programs**  
Developed training programs to deepen employees' understanding of our ESG initiatives, encouraging active participation both within GDIGC and in their personal lives.

- › **Publication of Key Performance Indicator (KPI) Analytics**  
Initiated the publication of data analytics derived from various KPIs, promoting transparency and informed decision-making.
- › **Commencement of Scope 1 and Scope 2 Environmental Assessments**  
Launched assessments of Scope 1 and Scope 2 emissions to identify direct and indirect greenhouse gas emissions, laying the groundwork for targeted reduction strategies.





## 2024 & beyond

› **Collaboration with Third-Party Assessor for Baseline Environmental Assessments**

Partnered with an independent assessor to establish baseline measurements for Scope 1 and Scope 2 emissions, ensuring accurate and objective evaluations.

› **Initiation of Scope 1 and Scope 2 Emissions Reporting**

Commenced reporting on current Scope 1 and Scope 2 emissions, aiming for over 90% company-wide reporting coverage within the next two years.

› **Expansion of ESG Reporting Metrics**

Broadened the scope of reporting metrics to encompass all facets of our ESG initiatives, enhancing transparency and accountability.

› **Deployment of Company-Wide Learning Management System for ESG Training**

Implemented a comprehensive Learning Management System to deliver ESG training to all employees, including new hires, fostering a culture of sustainability and informed engagement.

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Committed to sustainable growth that balances economic performance with environmental stewardship and social responsibility.

## Key Drivers

### Competitive Advantage & Differentiators



#### PEOPLE STRATEGY

- Employer of Choice
- Depth of local and national resources
  - Capacity, capability, & confidence to support business
- Transition Confidence
  - Dedicated Transition Project Manager, & PM process approach to transition.
- Dedicated H&S and Client Experience Resources
- Voila! Staffing App



#### VERTICAL INTEGRATION

- Ainsworth, Janitorial & Modern
  - Providing better client outcomes
  - Financial benefits via integration of services & chemical/equipment supply



#### INNOVATION

- FotoFinish & FotoFeedback provide unparalleled quality assurance
  - Providing proactive management, accountability, efficiency, better oversight, & objective measure of results
- Robotics
  - Improved quality and increased efficiency
- XOi Vision Platform
  - Allows techs to take photo, video and notes based on pre-defined workflow
- IAQ Dashboard
  - Insights into Building's Well-being



#### CLEAN FOR HEALTH

- Leaders in marketplace using a comprehensive approach to managing through lessons learned and procedures developed during COVID along with updating and formalizing our operating procedures to be prepared for any future emerging health issues while enhancing the level of our standard clean at the same time.
- Certificate of Conformance
  - Accountability on our part to ensure implementation
- Continued training and development of staff on enhancements and new procedures / policies

## Materiality Assessment

In 2020, GDIGC conducted a comprehensive materiality assessment to inform our inaugural ESG report. This process involved evaluating numerous potential material topics and actively engaging with employees, customers, vendors, and investors to gather their insights and concerns. Based on this feedback, our ESG Committee identified key focus areas that are most impactful and pertinent to both our business operations and stakeholder interests. These focus areas received approval from the GDIGC Executive Committee, which also committed to overseeing the ESG process.

Recognizing the dynamic nature of the business environment, we committed to regularly monitoring, reviewing, and refining our ESG initiatives. In 2022, we conducted stakeholder surveys to validate our focus areas, ensuring they align with the evolving priorities of our business, the environment, and our stakeholders. Throughout 2022 and 2023, we continued to enhance these focus areas, culminating in the current ESG report.

**As our ESG efforts mature, the GDIGC ESG Committee and its specialized working groups will persist in advancing and expanding these focus areas, adapting to the changing concerns and needs of our stakeholders.**



A man in a dark blue shirt and glasses is shaking hands with another man in a light blue shirt. The man in the dark blue shirt is holding a tablet. The background is a modern office with a blurred person in the distance.

“

The ESG initiative will continually be monitored, reviewed, and refined as GDIGC and the business landscape grows and changes.

## Key ESG Stakeholders

Our Key ESG Stakeholders and their expectations of GDI:



### INVESTORS

Investors will utilize ESG criteria to guide their decision making and will expect enhanced disclosure, reporting, and accountability.



### CLIENTS

New and existing customers expect that we support their initiatives to deliver clean, healthy, and sustainable work environments everyday and we are transparent regarding labor relations and safety.



### EMPLOYEES

Employees want to work for a company with similar values as their own. Younger generations in the workforce expect ESG responsibility from their employer.



### SUPPLIERS

At GDIGC, we recognize the importance of being a responsible partner to our suppliers, as we represent their products within our operations. In alignment with our commitment to fostering inclusive business practices, we are finalizing a supplier diversity program designed to facilitate engagement with qualified diverse suppliers. This program aims to assist these suppliers in conducting business with GDIGC and supports existing suppliers in obtaining diversity certifications. **We plan to initiate beta testing of this program in late 2024, with a full rollout across all company divisions scheduled for 2025.**



### INDUSTRY ASSOCIATIONS

Industry Associations expect GDIGC to manage operations in a sustainable and environmentally responsible manner.

## Recently Launched!

In 2021, GDIGC initiated the search for a new HRIS/ Payroll solution to elevate our team capabilities. We are thrilled to announce that the integration of the new UKG solution has been successfully completed and is now officially launched. This advanced technology is poised to significantly enhance efficiencies throughout the company, bolstering our capacity to support and engage with our team, as well as to measure and monitor our overall performance. This strategic investment is poised to elevate the stakeholder experience across the board.

- > **Customer Experience**  
improved reports and response time

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- > **Employee Experience**  
instant access to information; improved training; surveys

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- > **Applicant Experience**  
reduction in paper; expedited process

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- > **Manager Experience**  
improved metrics to help us run the business and effectively manage our employees

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- > This initiative began with our Business Services US operations in Q4 of 2022 with targeted installation across the rest of the GDIGC in 2023 and Q1 2024.





## ESG Focus

GDIGC considers ESG criteria in everything we do. We are committed to gaining a full understanding of our ESG related impact, to demonstrating our commitment to continuous ESG improvement and evolution.



### HEALTH AND SAFETY

Keeping our employees and our customer's employees safe through our Safety Program and Clean for Health/ New Era of Clean



### CORPORATE ETHICS & RESPONSIBILITY

Code of Ethics, Code of Ethics Hotline, Supplier Code of Conduct, Emerging Risks – Pandemic Preparedness & Natural Resource Depletion, and Delegation of Authority



### ENVIRONMENTAL STEWARDSHIP & PARTNERSHIPS

Protect the environment through sustainable practices such as Green House Gas (GHG) & waste reduction, and sustainable sourcing. Collaborate with our customers to protect the environment



### CULTURE

Employee relations, learning & development, diversity & inclusion, discrimination, harassment, pay equity, human rights, and community support



### GOVERNANCE

Board equity, diversity, independence and accountability, engagement and shareholder rights, accountability and executive compensation, oversight of strategy, risk management, performance, and disclosure

## Sustainable Development Goals

The United Nation’s Sustainable Development Goals (SDGs), also known as the Global Goals, were adopted by the United Nations in 2015 as a universal call to action to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity.

You can learn more about the United Nation’s Sustainable Development Goals at their website: [undp.org/sustainable-development-goals](https://undp.org/sustainable-development-goals)

All 17 SDGs are integrated— action in one area will affect outcomes in others, and any development must balance social, economic, and environmental sustainability. They are designed to end poverty, hunger, AIDS, and discrimination against women and girls through creativity, knowhow, technology, and financial resources from all of society working together.

GDIGC, in its own limited global ability, believes in this call to action and has aligned its ESG efforts, and corporate values with the UNSDGS and aligns our actions in the spirit of all 17, with a focus on the seven that are the most relevant to GDIGC’s ESG initiatives, reportable actions, and goals

## SUSTAINABLE DEVELOPMENT GOALS





# The 7 GDI SDG initiatives



## Good Health and Well-Being

One of the fundamental principles of GDIGC is creating and promoting a safe and healthy work environment for all our team members and clients.

- Developed new Employee Health & Safety Committee
- Continued reduction in recordable incident rates and other key safety metrics across the group of companies
- Achieved ISO 14001 certification in U.S. Business Services operations
- Engaged employees and management to commit to environmental pledges on GDIGC's social media platform



## Gender Equality

GDIGC supports gender equality through several of our ESG Goals: Diversity and Inclusion goals of increasing women in technical positions, management, senior management, and increasing board diversity.

GDIGC increased its female representation on the board of directors from 14% to 25% in 2021 through an exhaustive talent search.



## Clean Water and Sanitation

GDIGC uses technology and equipment that reduces the use of water in our operations. We train our team members in water conservation practices.

- Integrated into GDIGC's operations SOPs
- New technology from Sany with mono pods



**Reduced Inequalities**

Along with our gender equality goals, we established a North American Diversity and Inclusion committee and partner with many certified minority owned companies.

- Increased number of minority partners
- Strategic partnership as a minority stakeholder in Contract Direct (WMBE)



**Sustainable Cities and Communities**

Through Ainsworth, GDIGC provides clients with energy conservation and consumption services through building automation solutions, HVAC services, RemoteBAS, and energy service solutions.



**Responsible Consumption and Production**

With our Sustainable Spend programs, we have goals to: have 25% of spend on products and materials that carry a 3rd party environmental rating by end of 2024 and 25% of key suppliers using sustainable operating practices by end of 2024.





### Climate action

We address climate action through the following goals: sustainable spend, emissions reduction through the purchase of EVs and hybrid vehicles, sustainable product design, purchasing products that carry a third-party environmental accreditation, waste diversion, and establishing a North American Environmental and Sustainability Committee.

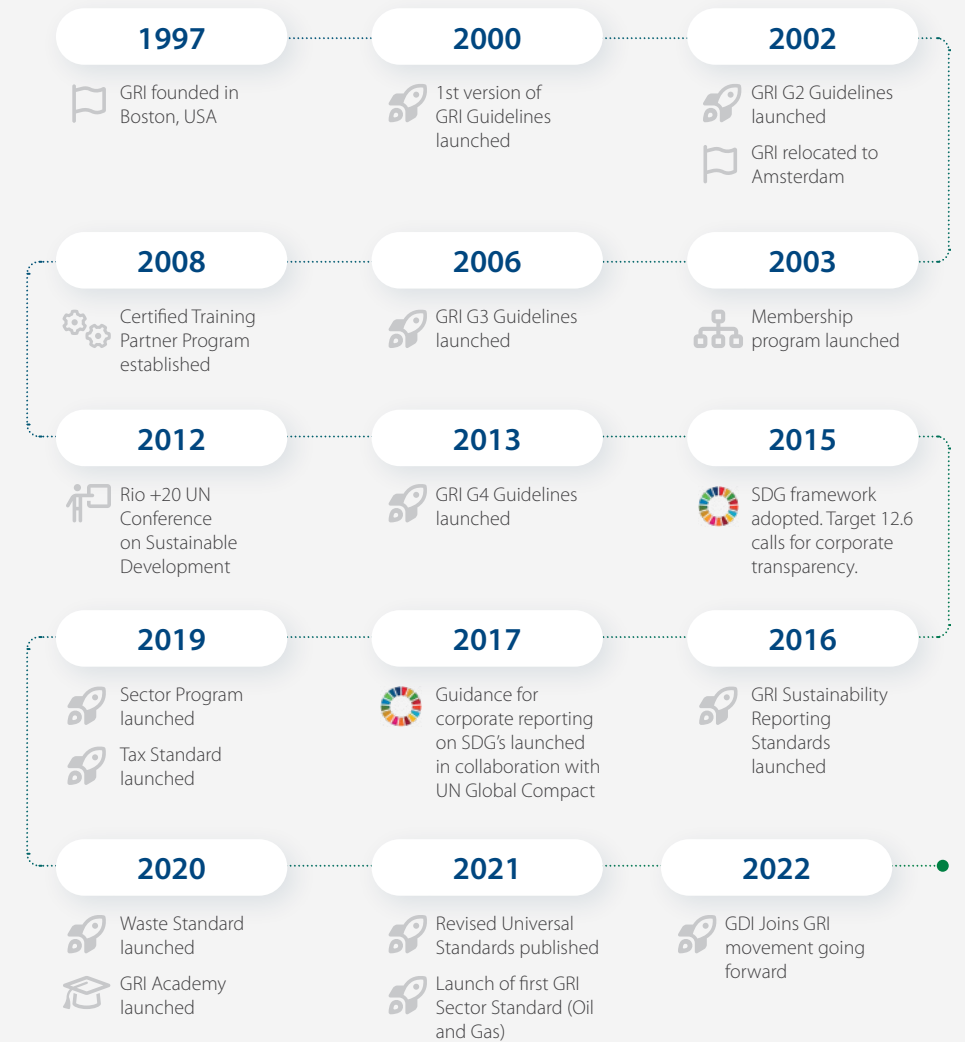
- Implemented new environmental standards in offices
- Achieved ISO 14001 certification in U.S. operations mirror that of Jan-Can
- Successfully implemented our North American Environmental and Sustainability Committee

## Global Reporting Initiative

### Compliance

GDI has aligned its ESG efforts, data collection and reporting with the GRI standards and is in the final stages of documenting our compliance evidence to submit to GRI for recognized certification. Our goal is to accomplish this in 2022 and report on our success in our next report.

This is not only an example of GDI's continued commitment to a pro-environmental corporate view but also of our commitment to a solid, proven, and transparent process of monitoring and sharing our efforts and success with our stakeholders and community.



# Health & Safety

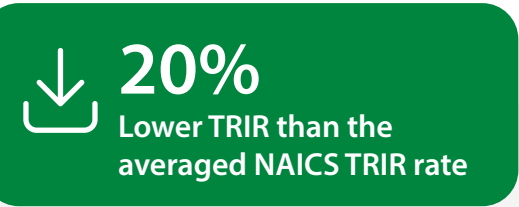
**For another year, GDI maintains an injury frequency that is lower than the US department of Labor industry statistics on recordable injuries.**

A single injury is one too many

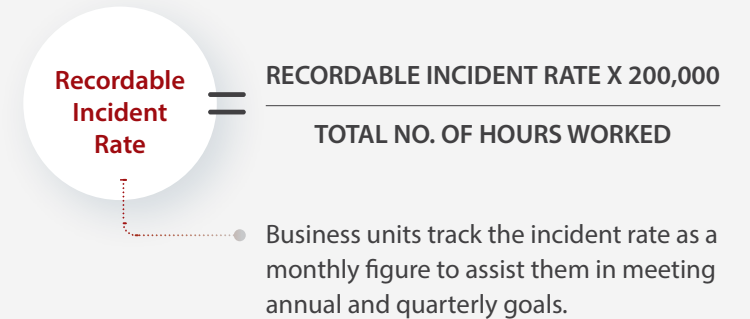
GDI's Integrated service offerings relies on the NAICS (North American Industry Classification system) to categorize unique business services and compare performance against the US labor industry benchmarks. Significant improvements were made to the complimentary services division, with respect to injury frequency, with the business unit performing well below the industry average.

Janitorial Canada shows a slight decline in performance against benchmark partially due to updated statistics from the US department of labour on recordable frequency for 2023, which has decreased from prior year, coupled by a slight performance decline for the business unit.

On an overall basis, with the updated industry benchmarks, GDI's annual incidence rates maintained an overall lower TRIR than the average NAICS TRIR rate for 2023.



### TRIR formula





# “ A single injury is one too many

The Total Recordable Incident Rate looks at the number of serious (recordable) injuries per 100 full-time employees during a one-year period. Injuries that are included in this metric are those that are work related and result in death, loss of consciousness, days away from work, restricted work activity, transfer to another job, or medical treatment beyond first aid.

The TRIR metric is a lagging indicator that looks to the past year to evaluate and quantify GDI's safety performance and is used to monitor incidents, frequencies, compare to others within our industry, and look for patterns for enhancements. Insurance companies, government regulators, and prospective clients all review TRIRs to help them determine GDI's overall safety performance as well.

## GDI TRIR vs NAICS Industry Average

	TRIR	NAICS COMPARISON
BUILDING SERVICES CANADA	2.53	1.2%
BUILDING SERVICES US	2.08	-16.8%
TECHNICAL SERVICES	1.19	-52.4%
COMPLIMENTARY SERVICES	2.30	-8%

\* Represents a smaller employee count resulting in greater emphasis on TRIR rate



LETTER FROM THE CEO

DEFINITIONS

OUR COMPANY

OUR PEOPLE

INNOVATIONS

OUR APPROACH

HEALTH & SAFETY

CORPORATE ETHICS  
& RESPONSIBILITY

ENVIRONMENTAL  
STEWARDSHIPS &  
PARTNERSHIPS

OUR CULTURE

GOVERNANCE

PROGRESS CHECK

HRIS ACTIVE AT GDIGC

## Health & Safety

### Innovation Initiatives

-  Shifting to software solutions & digital workflows
-  Proactive approach
-  Dynamic safety culture

### Leading Indicators

-  Field level risk assessment to identify hazards & implement control measures
-  Regular workplace inspections
-  Improved training process
-  Compliance audits



# GDIGC Health & Safety

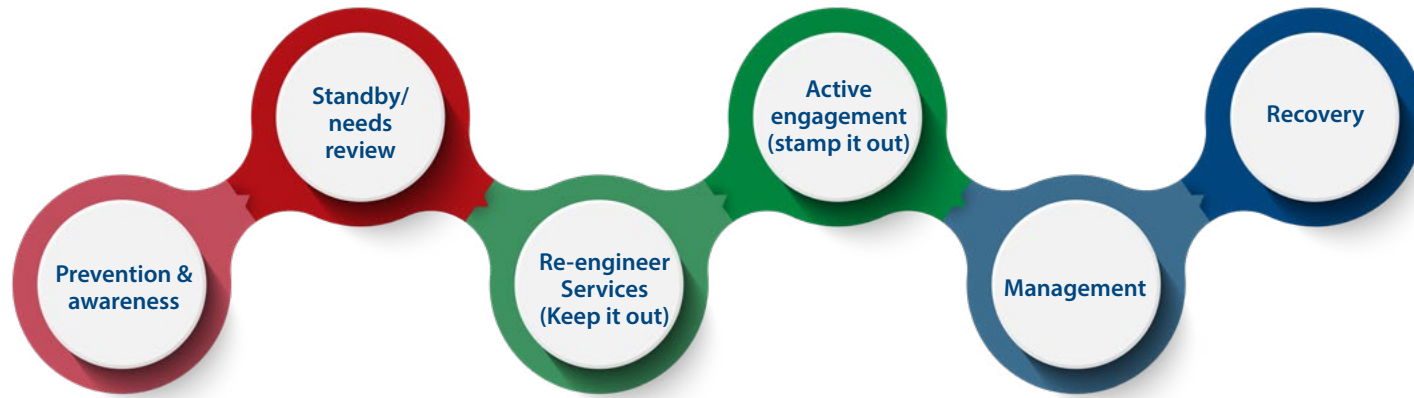
## Certificates & Recognition

The logos displayed are:

- TCB Audit Services ISO 9001
- TCB Audit Services ISO 14001
- NATIONAL COR STANDARD
- TECHNICAL STANDARDS TSSA SAFETY AUTHORITY
- GRMS
- wsib Health and Safety Excellence program
- ISSA CIMS
- ISSA CIMS GREEN BUILDING
- ISN
- ContractorCheck
- BOMA PLUS ACCREDITED VENDOR
- Avetta
- QC SOLVER
- ecovadis
- 2023 5-STAR
- COMPLYWORKS
- vendorpm
- SafetyPlus
- SafeContractor Alcumus
- CONTRACTOR COMPLIANCE



## Pandemic Business Continuity and Preparedness



**GDIGC pandemic framework for responding to potential / emerging concerns.**

### COVID-19 Response and Transition

GDI successfully navigated the challenges of the COVID-19 pandemic through a hybrid approach, balancing the management and recovery phases of our pandemic response plan. Active cases within our workforce are managed proactively, utilizing preventive practices to mitigate spread while day-to-day operations have returned to a state of normalcy.

### Regional Monitoring and Compliance

GDI remains vigilant in monitoring both global and regional pandemic developments, recognizing the varying responses to outbreaks and variants. Our operations continue to adapt to regional requirements, ensuring compliance with local mandates while maintaining business continuity beyond the recovery phase.

### Broader Pandemic Preparedness

As COVID-19 management continues, GDI has acknowledged the rising prevalence of other outbreaks, such as orthopoxvirus (monkeypox). In May 2022, GDI activated a prevention and awareness protocol as part of our pandemic response plan. This includes ongoing monitoring to mitigate risks for employees and clients.

### Integration with Business Continuity Planning

GDI's health and safety committee actively monitors global health trends to identify and address potential threats. Pandemic management and recovery plans remain integral to our overarching business continuity program, ensuring readiness and resilience against emerging health challenges.

“These measures demonstrate GDI’s commitment to safeguarding our workforce, clients, and operations while reinforcing our adaptability in an evolving global health landscape.”





“

GDIGC has transitioned from pandemic response to a comprehensive infection control approach, reflecting our commitment to health, safety, and sustainable hygiene solutions in a post-pandemic world.

# Corporate Ethics & Responsibility



## Code of Ethics

GDIGC is committed to integrity in how we conduct business and how we work with our stakeholders. We are committed to having employees and anyone we do business with follow these 8 principles:

### Personal respect

We respect all individuals, whatever their origin, beliefs, or age, and we do not tolerate discrimination. We also respect the goal of employment equity.

### Respect for customers

Clients are our priority. Therefore, we shall always deal with our clients in an honest, efficient, and courteous manner. We shall also abide by our commitments to customers.

### Respect for society

We shall be honest, efficient, and courteous in all dealings with institutions, authorities, and incorporated groups, as well as their representatives.

### Respect for the environment

All GDIGC's business and affairs comply with applicable environmental rules. We shall not pollute or cause any environmental risk in any of our clients' or GDIGC's premises

### Respect for the company & its interests

We shall be honest, loyal, and transparent in the exercise of our functions, duties and responsibilities at work. We shall neither compete, directly or indirectly, with GDIGC nor disclose any of GDIGC's confidential proprietary information.

### Conformity with the law

We ensure that all GDIGC's businesses and affairs comply with the law in all material respects. We do not tolerate any activity, behavior, act, or omission which constitutes a criminal offense

### Compliance with business standards

We neither carry out unlawful business operations nor participate in a black market for goods and services. We do not use blackmail or other illegal means in business dealings.

### Compliance with corporate policies & procedures

We adhere to the letter of corporate policies and procedures and do not deliberately circumvent it.





## Zero Tolerance for Harassment or Discrimination

GDIGC is committed to workplace environments where all individuals are treated with respect and dignity. Everyone has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices and harassment of any kind. We recruit, select, hire, assign, compensate, etc., without regard to race, color, religion, national origin, age, gender-identity, disability, sex, sexual orientation, marital status, veteran status, genetic information, or any other factors which may be protected by law. GDIGC has a zero-tolerance policy for discrimination or harassment of applicants, employees, customers, or vendors.

### Code of Ethics Hotline

Employees are provided numerous avenues for reporting or discussing any situation which violates our Code of Ethics, including the option of doing so anonymously and confidentially through Clearview Connects, 24 hours a day. The contact information is posted at every job site. All reported concerns are investigated promptly, objectively, thoroughly, and confidentially. If it is determined that conduct violating GDIGC policies has occurred, prompt and appropriate action will be taken. All incidences are documented, investigated, and in 2021 no correctional actions were needed.

## Vendor Code of Conduct

As a next step in our commitment to the GDIGC Code of Ethics, in 2020, GDIGC developed and implemented our Vendor Code of Conduct in 2023 to further align our values with those members of our vendor network. The Vendor Code of Conduct is part of a larger beta testing process that includes our supplier diversity initiatives as well.

GDIGC is committed to maintaining the highest level of ethics and integrity. **We believe that our values should never be compromised, and we always strive to do the right thing.** Our Vendor Code of Conduct was developed to ensure all businesses GDIGC works with conduct their business interactions and activities with integrity and in compliance with the applicable laws and regulations of their respective countries.



### The Principles of the Vendor Code of Conduct

- Ethical Business Practice
- Compliance with applicable laws
- Respect GDI and its interests
- Maintain Quality
- Compete Ethically & Fairly
- Disclose all Subcontractors
- Protect GDIGC property
- Human Rights, Diversity & Inclusion
- Uphold GDIGC's commitment to a workplace free from harassment and discrimination
- Make Health & Safety a priority
- Comply with all age-related work restrictions and prohibit the use of Child Labor
- Always treat employees fairly and humanely
- Prohibit the use of forced or compulsory labor
- Respect for the environment
- Maintain all required environmental permits and licenses
- Handle, store, transport and dispose of hazardous waste legally
- Monitor and document air emissions in accordance with applicable regulatory requirements



“

We believe that our values should never be compromised, and we always strive to do the right thing.



# Environmental Stewardship & Partnerships

## Environmental Impact and Objectives

Our ongoing environmental assessment, set for release in Q2 2025, has identified key impact areas and guided immediate actions.

### Key Focus Areas:

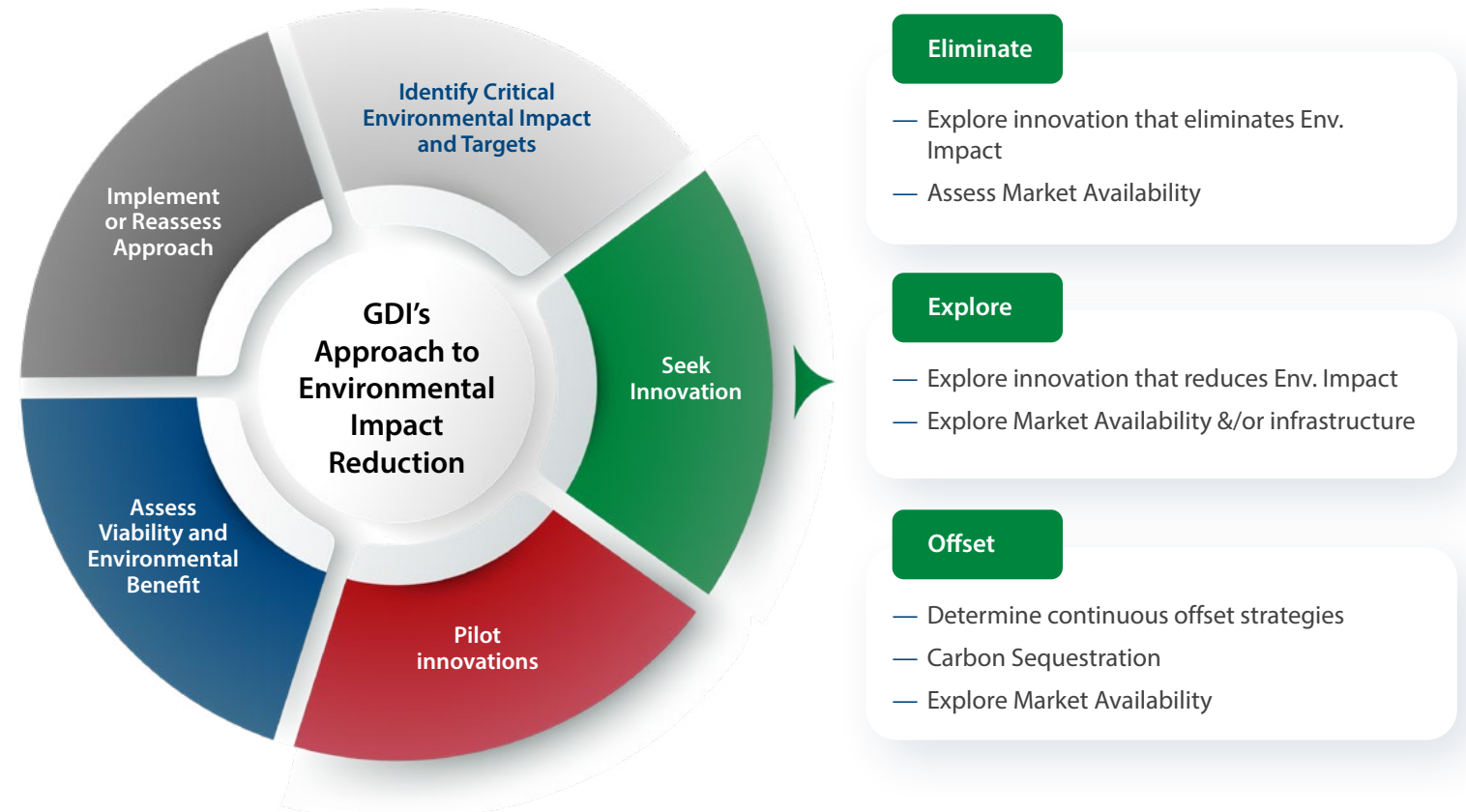
- **Fleet Emissions:** Service fleet vehicles are the largest contributor to Scope 1 emissions. We've initiated fleet electrification and optimized routing to reduce travel and emissions.
- **Fugitive Gases:** Strict protocols and advanced detection systems are being developed to contain refrigerants and minimize their impact.

### Strategic Goals:

- Reduce greenhouse gas emissions through fleet upgrades and route efficiency.
- Enhance refrigerant containment with innovative technologies.
- Partner with clients to align sustainability efforts, including training and shared solutions.

**Through targeted action and collaboration, we are advancing sustainability to benefit both our operations and the communities we serve.**

## GDI's Environmental Impact Reduction Strategy (EIRS)





## Progressing our EIRS and Green Spend

### GDI Green Products Initiative: Leading the Way in Sustainable Facility Services

The GDI Green Products Initiative represents a bold and comprehensive commitment to sustainability, forming a cornerstone of our broader environmental strategy. Aligned with the EIRS Green Spend timeline outlined in our previous report, this initiative reflects our dedication to ensuring that all products in our portfolio are rigorously reassessed, revalidated, and certified as eco-labeled solutions, reaffirming their alignment with green standards.

As a leader in facility services, GDI acknowledges the increasing urgency to meet the evolving demands of sustainability. Our initiative ensures that every product we offer is not only highly effective but also environmentally responsible, contributing to a healthier planet and fostering trust among our clients.

### A Clear Vision for a Sustainable Future

The GDI Green Products Initiative is driven by an ambitious goal: transitioning all products toward environmentally friendly alternatives that prioritize safety for people and the planet. Achieving this goal requires a multifaceted strategy, encompassing:

- › Thorough environmental assessments to identify opportunities for improvement.
- › Collaboration with industry-leading experts to align with best practices and innovations.
- › The expertise of our production engineering team to ensure the integrity of our solutions.

This approach extends beyond the products themselves to encompass the technologies, processes, and methodologies employed in their use. **From reducing water consumption in cleaning practices to minimizing waste generation, we strive to exceed rigorous standards for safety, efficacy, and sustainability.**

### Driving Innovation in Green Practices

GDI is redefining what it means to be green in the facility services industry. Each product undergoes meticulous environmental analysis and continuous improvement to meet stringent eco-certification criteria. By embedding sustainability into every stage of the product lifecycle, we maintain our position at the forefront of sustainable practices, delivering solutions that resonate with both our clients and environmental goals.

### Commitment to Corporate Responsibility

The GDI Green Products Initiative exemplifies our dedication to environmental stewardship and corporate responsibility. Through innovation, collaboration, and a relentless focus on sustainability, we are driving positive change within the facility services industry.

**As we look ahead, this initiative will remain a cornerstone of our mission to lead the industry in sustainable practices, ensuring that every product and service we provide contributes to a greener, healthier future for all.**

- › **CDP Risk Management** GDI Integrated Facility Services (GDIGC) aligns with the 84% of companies reporting to the CDP by integrating climate-related risks into comprehensive, company-wide risk management processes. This approach ensures sustainability is embedded in strategic decisions and operations, reinforcing our commitment to responsible growth.
- › **Target Setting and Performance** GDIGC is advancing its commitment to transparency, joining the 79% of companies that disclose at least one target to manage climate risks and performance. While 48% set emissions targets, GDIGC plans to report its targets by early 2025. Additionally, through our Green Products Initiative, we address the broader sustainability goals pursued by only 39% of companies, including resource efficiency and waste reduction.
- › **Leadership in Sustainability** By integrating risks and expanding target setting, GDIGC demonstrates leadership in sustainable facility services, positioning itself to meet evolving environmental challenges with accountability and action.

**In 2023, U.S. Business Services invested \$700,000 USD in green-certified products, representing 21% of total spend.**

*Moving forward, we will focus on identifying green alternatives and transitioning away from non-certified products to further reduce our environmental impact.*

## Key Activities Since our Last Report

### Key Partnerships and Associations

#### NOVISTO

- ESG management data software provider supporting streamlined ESG data and goal tracking.
- Offers AI-driven insights and industry-specific guidelines to enhance reporting accuracy and efficiency.

#### CANADA INFRASTRUCTURE BANK (CIB)

- Secured a \$100 million loan for energy retrofits in aging buildings across Canada.
- Aims to reduce greenhouse gas emissions by at least 30%.
- In partnership with Ainsworth and Énergère, GDIGC provides turnkey design and building retrofit services to meet these sustainability objectives.

#### ECOVADIS

- Leveraged for sustainability scoring and benchmarking against industry standards.
- Enables GDIGC to evaluate and enhance ESG performance within a global framework.

### Associations

#### BUILDING OWNERS AND MANAGERS ASSOCIATION (BOMA)

- GDIGC serves as a National Lead Partner with a three-year sponsorship commitment supporting regional initiatives.
- Title sponsor of the BOMEX Conference, reinforcing leadership in the real estate and facility management sectors.

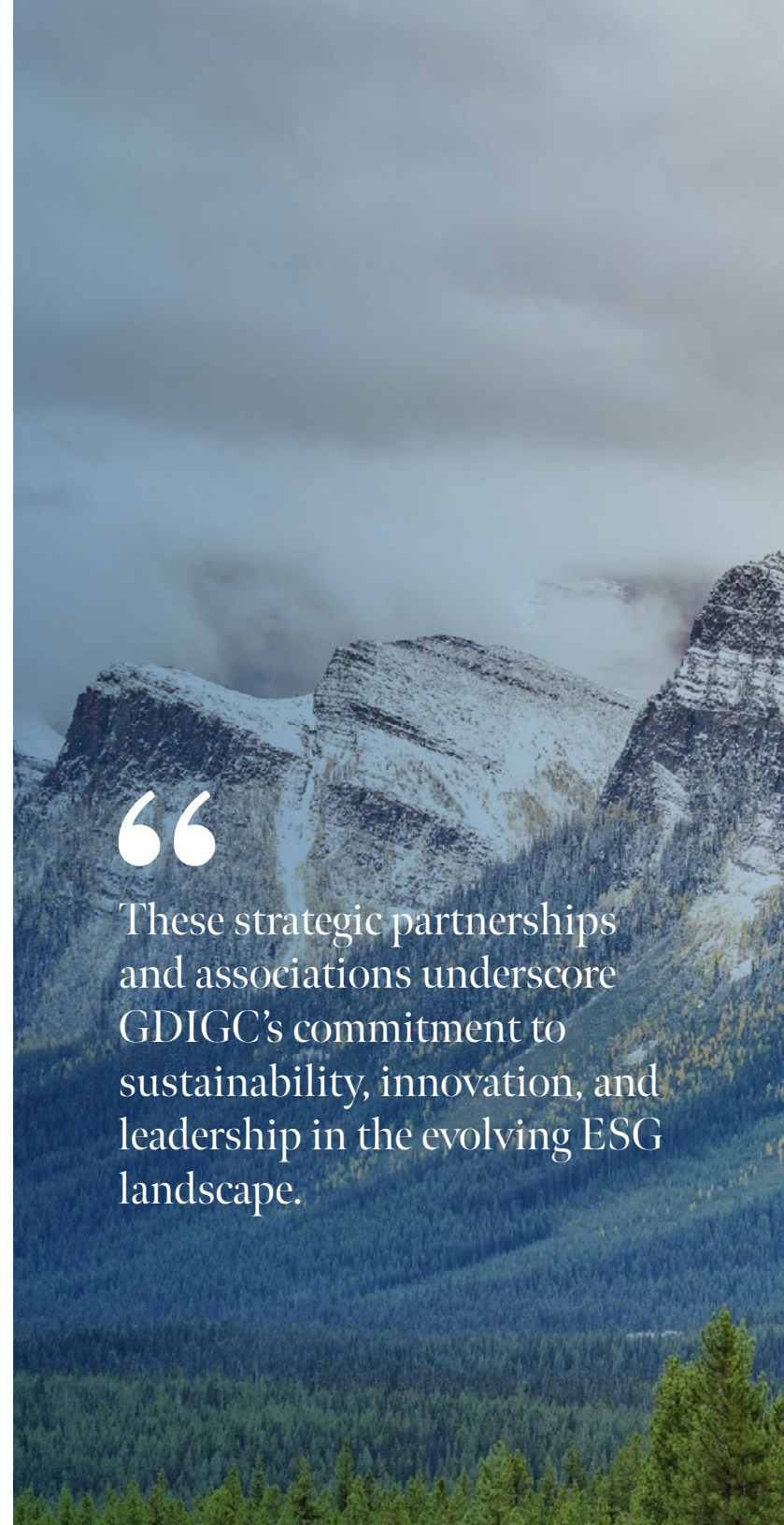
#### ADVANCING ESG THROUGH TECHNICAL ASSOCIATIONS

- Collaborates with associations such as CQ3E and CSA to drive innovation in ESG practices.
- Actively adapts to evolving sustainability demands, positioning GDIGC as an industry leader.

#### INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION (IFMA)

- GDIGC Business Unit managers actively participate in local IFMA chapters, contributing to the advancement of facility management best practices and ESG integration.

These strategic partnerships and associations underscore GDIGC’s commitment to sustainability, innovation, and leadership in the evolving ESG landscape.



“

These strategic partnerships and associations underscore GDIGC’s commitment to sustainability, innovation, and leadership in the evolving ESG landscape.





Between 2021 and 2023, GDIGC advanced its ESG strategy, guided by an initial materiality assessment.

## DATA PLATFORM

- Partnered with Novisto to implement a data platform for ESG reporting.
- Collected Scope 1 and Scope 2 emissions data; initiated Scope 3 data collection, continuing into 2024.

## STANDARDS ALIGNMENT

### 2025: SASB Implementation

- Aligned materiality assessment with Sustainability Accounting Standards Board (SASB).
- Began exploring GRESB (Global Real Estate Sustainability Benchmark) for industry alignment.

### 2026: IFRS S2 Expansion

- Expanded disclosures to include climate risk assessments and broader metrics.

### Future Considerations

- Exploring adoption of GRI (Global Reporting Initiative) standards.
- Evaluating nature and biodiversity reporting under TNFD (Task-force on Nature-related Financial Disclosures).

## KEY MILESTONES

- Submitted first CDP (Carbon Disclosure Project) report for transparent climate reporting.
- Approved transition to a sustainable vehicle fleet.
- Established a permanent ESG Sustainability Team, backed by the CFO and Executive Committee.

**These efforts reinforce GDIGC's commitment to sustainability, transparency, and operational resilience, setting the stage for long-term impact.**

## **Advancing ESG Performance with Novisto**

*GDIGC has partnered with Novisto, an ESG software company dedicated to advancing sustainability. Their platform enhances our reporting, insights, and strategic planning, supporting GDIGC's long-term ESG goals and sustainability ambitions.*

## Key ESG Activities and Progress

### Scope 1 and 2 Reporting

#### AT THE TIME OF DISCLOSURE, GDIGC WILL PUBLISH 2023 AND 2024 SCOPE 1 AND 2 EMISSIONS:

- > **Scope 1:** Assessed combustion gas, fugitive GHG emissions, and fuel consumption of GDIGC-owned vehicles.

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- > **Scope 2:** Evaluated energy use in owned facilities and leased properties with triple net formats through invoice reviews.

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- > **Scope 3:** Assessed leased properties with all-inclusive formats, with additional categories (e.g., franchises) to be completed by year-end 2025.

#### LEADERSHIP AND BASELINE ESTABLISHMENT

- Appointed a full-time Leader of Environment & Sustainability in 2023.
  
- Engaged a third party to establish GHG emissions and waste diversion baselines across all units, with a report due in Q1 2025.

#### PROCUREMENT AND SUSTAINABILITY INITIATIVES

- Reviewed sustainable sourcing programs, standardizing policies for supplier selection and communication templates.
  
- Collaborated with chemical manufacturers to enhance sustainable product development, including evaluating certifications and creating an R&D program for greener formulations.
  
- Advanced an EV Plan framework with stakeholders, focusing on requirements assessment, pilot testing, and scaling up.

#### ISSB CLIMATE RISK REPORTING

Preparing for International Sustainability Standards Board (ISSB) reporting, effective January 1, 2024, covering:

- > **Governance:** Oversight of sustainability-related risks and opportunities.

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- > **Strategy:** Adaptation and risk mitigation measures.

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- > **Risk Management:** Identification and assessment of climate-related risks.

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- > **Metrics and Targets:** Tracking performance against climate-related goals.

Initiating engagement with external and internal auditors to ensure compliance and readiness through 2024 and beyond.

**These initiatives underscore GDIGC’s commitment to sustainability, operational transparency, and long-term environmental stewardship.**



An aerial photograph of a river winding through a dense, vibrant green forest. The water is a deep blue-green color, reflecting the surrounding foliage. The forest is thick with trees, and the terrain appears to be a valley or a gorge. The lighting is bright, creating high contrast between the dark green of the trees and the lighter green of the riverbanks.

“

As active and responsible citizens of the earth, GDIGC has committed to minimize our impact on the environment.



# Corporate Culture

**ONE COMPANY  
 ONE CULTURE**

## ENVIRONMENTAL STEWARDSHIP IN ACTION:

### GDIGC's Yearly Cleanup Initiative

At GDIGC, our commitment to environmental stewardship is a cornerstone of our sustainability efforts. This year, that commitment was exemplified through the leadership of our team members, who spearheaded a company-wide “clean up” initiative that brought together colleagues to make a tangible difference.

From parks to river valleys, GDIGC teams worked collaboratively to protect and enhance the natural spaces that connect our communities. This effort not only demonstrated the passion and dedication of individuals but also fostered a collective sense of purpose and unity across the organization.



**Kara House**  
 Health and Safety Director

“

Reflecting on her efforts, Kara House captured the spirit of GDIGC's mission, saying:

“We're not just cleaning up garbage; we're promoting a lifestyle where everyone gets to enjoy a safe and clean environment. It's about making a sustainable impact that extends beyond today.”

Her words underscore our shared responsibility to drive meaningful change and create a healthier, more sustainable future.

- › **Building Community Through Collective Action** As we reflect on this year's cleanup efforts, one key insight emerges: the power of community and teamwork is vital in driving meaningful environmental impact. By coming together to participate in these initiatives, GDIGC has reinforced its ongoing commitment to sustainability while strengthening the bonds within our teams and the communities we serve.
- › **Our Commitment to Sustainability** Our involvement in these initiatives goes beyond a single event. It is a reflection of GDIGC's broader ESG strategy to create positive, lasting change for both people and the planet. These actions are aligned with our corporate values, demonstrating that every effort—no matter the scale—contributes to the shared goal of a cleaner, healthier environment.
- › **Looking Ahead** GDIGC remains committed to leading by example, showing that when it comes to environmental responsibility, every action counts. Together, we will continue to engage, innovate, and inspire as we work toward a sustainable future for our company, our communities, and our planet.

Together, we can make a difference







## Community Engagement in Action

### Supporting the local RCMP

On June 14, a dedicated team of six managers and a periodic member volunteered their time to support the local RCMP facility, which had served as the command center during the recent wildfires. **As part of our commitment to community engagement, we provided coffee and donuts to show our appreciation and performed a thorough deep clean of the facility.**

This effort underscores our gratitude for the critical role first responders play and reflects our ongoing dedication to supporting those who protect and serve our communities.



## One Warm Coat

We are proud to celebrate the continued success of GDIGC's involvement in the One Warm Coat initiative for the third consecutive year. **This achievement highlights the collective generosity and dedication of our team, whose efforts embody our commitment to creating positive social impact.**

One Warm Coat's mission—to provide free coats to children and adults in need while promoting volunteerism and environmental sustainability—aligns closely with our own values. By participating in this initiative, GDIGC employees have not only shared warmth but also demonstrated the power of compassion and community.

We extend our heartfelt gratitude to everyone who contributed to this meaningful cause, reinforcing our shared commitment to building a more inclusive and caring society.

Great work team!

**One Warm Coat distributes over 500,000 free coats each year through a network of 1500 local nonprofits.**



# Governance

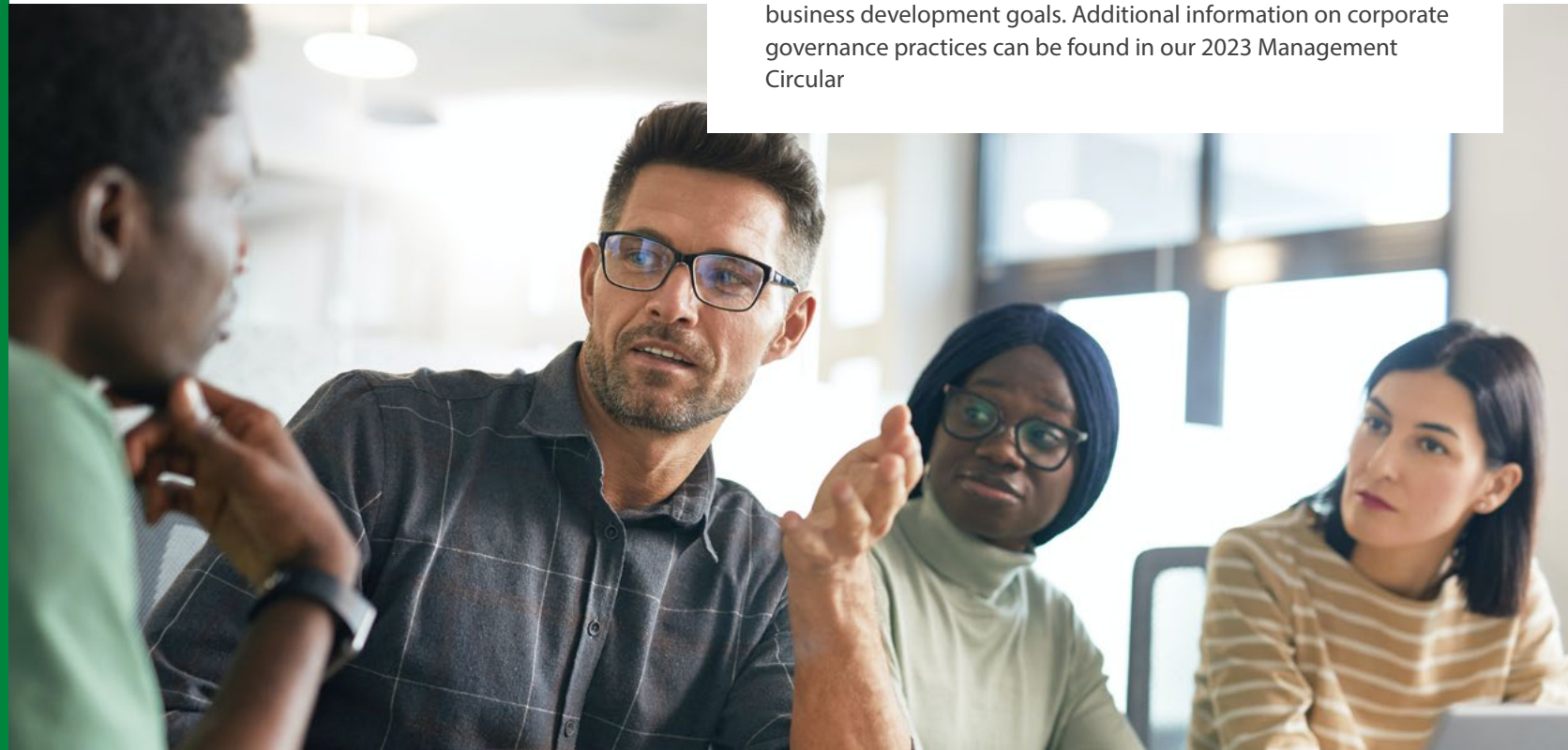
- LETTER FROM THE CEO
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## Board of Directors

GDIGC's Board of Directors is comprised of eight Directors, seven of whom are deemed independent. The eighth is our President and CEO, Claude Bigras. The Company's directors are elected annually at the annual meeting of shareholders. The Company has taken steps to ensure that adequate structures and processes are in place to permit the Board of Directors to function independently in the management of the Company.

## Executive Compensation

The Board of Directors established the Human Resources & Governance Committee (HRGC), the purpose and responsibilities of which include the oversight of executive compensation. The Company's compensation practices are designed to retain, motivate and reward its executive officers for their performance and contribution to the Company's long-term success. The Board of Directors seeks to compensate the Company's executive officers by combining short-term and long-term cash and equity incentives to reward the achievement of corporate and individual performance objectives, and to align the Company's executive officers' incentives with the Company's performance. Objectives may include achievement of specific financial, operational or business development goals. Additional information on corporate governance practices can be found in our 2023 Management Circular





## Board of Directors

### CLAUDE BIGRAS

*Director, President and CEO*

Since 1982, Mr. Bigras has spent his career in the construction, cleaning and facility maintenance industry. He joined GDI in 1994 and later became a major shareholder in 1998. Over the years, he has held many positions within GDI, and became President and CEO of GDI in December 2004. In his role as President and CEO, Mr. Bigras has overseen GDI's significant organic and acquisition-based growth, leading GDI to become the largest facility services company in Canada, and one of the largest in North America. Through his leadership, perspective and experience, Mr. Bigras has driven the development of GDI's key financial strategic planning and brings with him an exceptional track record of disciplined capital allocation and strategic acquisitions. Mr. Bigras holds certificates in Finance and Management from the École des Hautes Études Commerciales in Montréal

### SUZANNE BLANCHET

*Director*

Mrs. Blanchet is currently a professional corporate director. Between 1978 to 2017, Mrs. Blanchet served in various functions at Cascades Inc., a leader in the paper industry. She was president of Cascades Tissue Group from 1997 until 2014, at which time she was appointed Senior Vice-President, Corporate Development, a position she held until 2017. Mrs. Blanchet is well-known for her solid commitment to sustainable development. Her managerial talents and working knowledge of production have been instrumental in many significant projects, leading to Cascade Tissue Group's expansion within Canada and multiple acquisitions in the United States to become the 4th largest tissue producer in North America. A woman of influence, Mrs. Blanchet sits on various Boards of Directors including Velan Inc., Solmax International Inc., EBI Environnement Inc. and BCI Foods Inc. Mrs. Blanchet acted as a director of Resolute Forest Products Inc. from 2019 to March 2023. In recognition of her achievements, the Université du Québec en Outaouais awarded Mrs. Blanchet an honorary doctorate in 2015. Mrs. Suzanne Blanchet studied accounting at the Université du Québec à Trois-Rivières and is member of the Institute of Corporate Directors.

### MICHAEL BOYCHUK

*Director*

Mr. Michael T. Boychuk is currently a professional corporate director. He was, from July 2009 to June 2015, President of Bimcor Inc., the pension fund investment manager for the Bell Canada group of companies. From 1999 to 2009, he was Senior Vice-President and Treasurer of BCE Inc. and Bell Canada, being responsible for all Treasury and Capital Markets activities of the BCE group of companies and, until 2005, he was also responsible for all mergers and acquisition activities. He joined BCE in 1997 as President and Chief Executive Officer of BCE Capital, the venture capital arm of BCE Inc. Mr. Boychuk began his career with KPMG (Peat Marwick) and later joined the Montreal Trust Company where he held progressively senior positions until 1993. He is currently a member of the board of directors of the Laurentian Bank of Canada (Chair of the Audit Committee), Telesat Corporation (Chair of the Audit Committee), Corus Entertainment Inc. (Audit Committee), and Cadillac Fairview Inc. He is also a member of the Investment Advisory Committee of Nunavut Foundation and the McConnell Foundation. Mr. Boychuk is a graduate of McGill University and is currently a member of the University's Board of Governors as well as past chair of its Audit and Investment Committee. He was appointed a fellow of the institute of Chartered Accountants (Quebec) in 2012 and received the Queen Elizabeth II Diamond Jubilee medal for outstanding public and community service in 2013.

**RICHARD G. ROY***Director*

Between 1998 and 2015, Mr. Roy served in various executive functions at Uni-Select Inc., a leader in the automotive aftermarket industry, an important automotive parts distributor and the largest independent paint distributor for automotive applications in North America. Mr. Roy has occupied an array of executive positions at Uni Select Inc. — from 1998 to 2007 he was the company’s Chief Financial Officer, in 2007 he was promoted to the position of Chief Operating Officer and, in 2008, to the position of President and Chief Executive Officer. In 2018, Mr. Roy joined the board of directors of Toromont Industries Ltd., a leading distributor of heavy equipment located in Ontario with an active presence in Eastern Canada. Mr. Roy was appointed Chair of the Board of Toromont in July 2021. Previously, he had served on the Audit committee of Toromont and had been the Chair of its Environmental, Social and Governance committee. Mr. Roy acted as a director of Dollarama Inc. from 2012 to 2021 and a director of Uni-Select Inc. from 2008 to 2021. For a significant part of his mandate at Dollarama Inc. and Uni-Select Inc., he also chaired the Audit committee. Mr. Roy holds a bachelor’s degree from École des Hautes Études Commerciales in Montréal and holds the FCPA-FCA designation.

**DAVID G. SAMUEL***Director*

Mr. Samuel joined Birch Hill in 2005. He serves on the Board of Polycor Inc. and Uni-Select Inc. He has also served on the Board of Directors of Aquaterra Corporation, Cozzini, Creation Technologies, EISI, Sigma Systems, Softchoice Corporation, and of Shred-it, where he served as Chair. Prior to joining Birch Hill, Mr. Samuel had over 15 years of experience in private equity, operations, consulting, and investment banking. Mr. Samuel’s experience includes serving as President of Rogers Cable (High-Speed Internet Access) and working at McKinsey & Company and Morgan Stanley. Mr. Samuel received his MBA from Harvard Business School and his HBA from the Richard Ivey School of Business, Western University.

**ANNE RISTIC***Director*

Mrs. Ristic is a part owner and Chief Executive Officer of Agency Employment Services (“AES”), a boutique payroll, staffing and HR outsourcing business. Prior to joining AES in June 2022, Mrs. Ristic was a partner at Stikeman Elliott LLP from 1995 to 2021 and managed the firm’s largest office as Co-Managing Partner for over a decade. She is a recognized leader in the legal and professional services industry, with over 20 years’ experience leading growth, talent, strategy, and legal operations. Mrs. Ristic is a former sessional lecturer in advanced corporate law at Queen’s University and at the University of Western Ontario and is a frequent speaker on issues relating to management and operations. Mrs. Ristic has a Bachelor of Laws (LL.B.) from the University of Toronto and is a member of the Law Society of Ontario since 1986.



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LETTER FROM THE CEO

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# ESG

## Progress Check





# Objectives and Targets



ENVIRONMENTAL			
Janitorial Canada	Emissions Reduction		75% of end-of-life vehicles replaced with hybrid alternatives by end of 2024
	Sustainable Spend		25% of spend on products and materials that carry a 3rd party environmental rating by end of 2024
Janitorial US	Emissions Reduction		75% of end-of-life vehicles replace with hybrid alternatives by end of 2024
	Sustainable Spend		25% of spend on products and materials that carry a 3rd party environmental rating by end of 2024
Complimentary Services	Sustainable Product Design		70% of all revenue generated from products that carry a third party environmental accreditation by end of 2024
	Waste Diversion		Progressively increase waste diversion to achieve 60% diversion from landfill by end of 2025 at company owned facilities
Technical Services	Emissions Reductio		10% of end-of-life vehicles replaced with hybrid alternatives to study operational effectiveness b y end of 2024
	Waste Diversion		70% of waste diverted from landfill by end of 2024
	Sustainable Spend		25% of key suppliers using sustainable operating practices by end of 2024.
All			Establish North American Environmental and Sustainability Committee by end of 2022
SOCIAL			
All Business Units	Safety		Establish North American Safety & Health Committee
	Recordable Injury Rate		Maintain average of at least 20% below NAICS Industry TRIR
	Diversity & Inclusion		Increase women in technical positions by 10% in 5 years
	Diversity & Inclusion		Increase women in Senior Management to 15% by end of 2024 and 30% by end of 2026
	Diversity & Inclusion		Increase women in Management by 10% in 3 years
	Diversity & Inclusion		Establish North American Diversity & Inclusion Committee by end of 2022
	Community Involvement		12 community sponsorships or projects annually
GOVERNANCE			
All Business Units	Board composition		Increase Board diversity to at least 25% by end of 2024

Completed    In Progress

# HRIS Active at GDIGC

As part of our commitment to operational excellence and employee empowerment, GDIGC has implemented a centralized **Human Resources Information System (HRIS)** in collaboration with **Ultimate Kronos Group (UKG)**. This HR and workforce management solution, fully rolled out across the U.S. and Canada in 2023, marks a significant step in unifying HR processes across our organization.

This extensive initiative involved collaboration among dozens of GDIGC professionals, UKG consultants, and employees, creating valuable learning opportunities for managers and teams. The result is a streamlined platform centralizing HR data and capabilities, now fully equipped with HR and payroll functionalities.

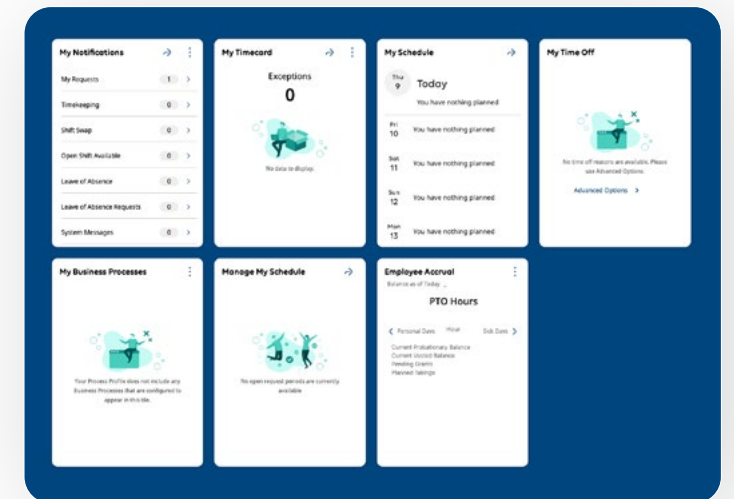
Building on this foundation, GDIGC is beginning the rollout of the **Learning Management System (LMS)** in 2024, starting with the Business Services Group – U.S. and expanding through 2025. This will further enhance employee development and operational compliance.

## Advancing Workforce Management with HRIS Implementation



### Realized Benefits:

- **Employee Self-Service:** Employees can access and update core HR information online, anytime, anywhere, simplifying interactions and improving efficiency.
- **Streamlined Time Management:** Automated time tracking and self-service options have reduced administrative workload while increasing accuracy.
- **Enhanced Competitiveness:** The integrated talent acquisition solution meets requirements for government contract bids, positioning GDIGC for new opportunities.
- **Improved Workforce Support:** HR, Payroll, and Operations teams are better equipped to manage recruitment, onboarding, learning, scheduling, and talent management, fostering organization and enhancing the employee experience.
- **Learning Automation:** The development of an LMS library and role-based learning automation supports employee growth and ensures compliance with service-specific requirements.



**By leveraging cutting-edge workforce management tools, GDIGC is reinforcing its commitment to innovation, efficiency, and creating an employee-centric workplace that aligns with its sustainability and growth goals.**



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We invite your feedback and questions about this ESG report.  
Please email us at [ESG@gdi.com](mailto:ESG@gdi.com)

Connect with us via social media

