Guide to Eco-Friendly Practices for Property Management

With Handy Tips to Keep You on Track

SEPTEMBER 2025

Édifice JACQUES-PARIZEAU

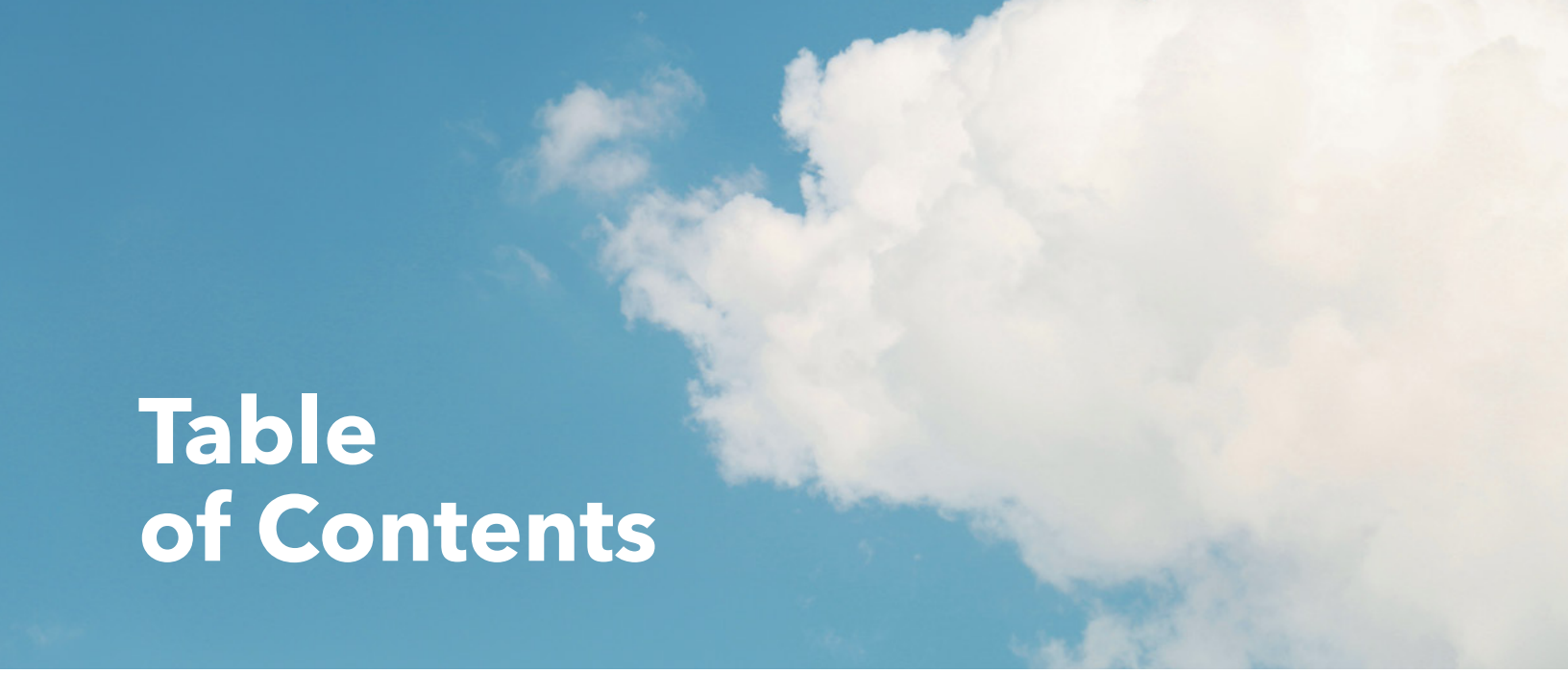

Table of Contents

A Message from Management

Our commitment to environmental stewardship in action

As a property manager, we consider it our duty to have a positive impact on the environment, not only by embracing eco-friendly practices but also by setting an example for the broader real estate community. This is a commitment we take seriously and one that will ensure that the assets in our portfolio are resilient and that the spaces where people work, live and play are the best they can be.

There are four main categories of environmental management practices in our properties: energy management, water management, air quality and waste management. Our sustained performance in all four has helped us achieve top environmental credentials (LEED and BOMA BEST).

Our tenants also play a major role in ensuring the efficiency of our practices. That is why your collaboration is vital to maintaining our stewardship and to establishing and attaining our goals.

This guide outlines the main eco-friendly practices we have already implemented in the property, along with a few ideas you may wish to consider in order to actively contribute to our sustainability-related efforts. Together, we can make a real difference for the environment.

Karine Fortin
Director,
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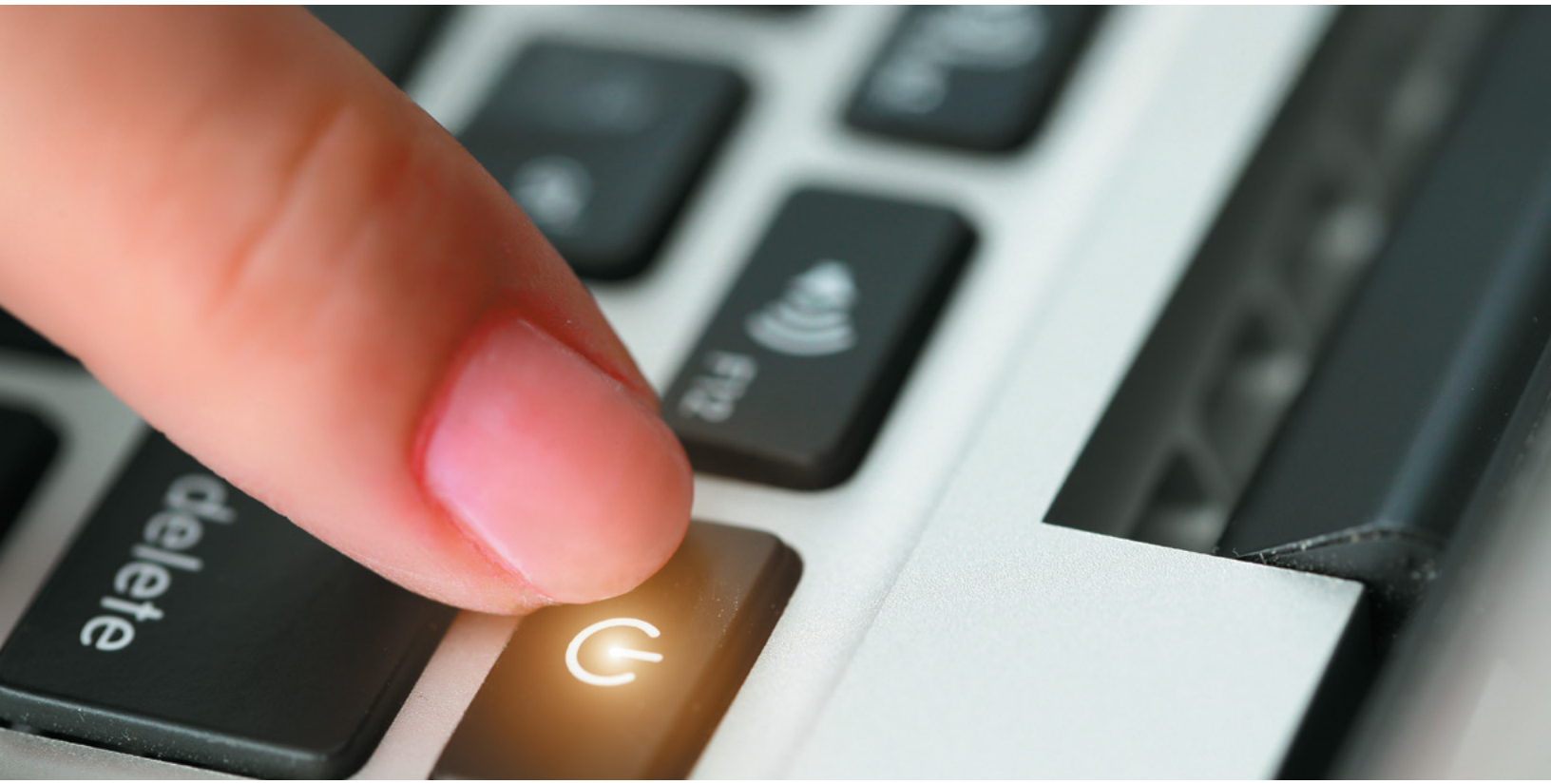
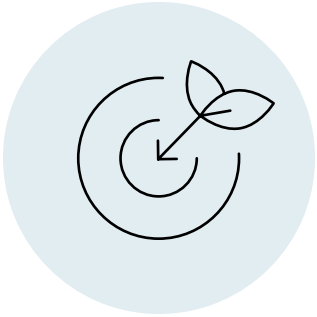
Eco-Friendly Energy Management

We have introduced a wide range of sustainable energy management practices over time. As a result, we have been able to reduce the energy intensity of our buildings and ramp up our decarbonization efforts.



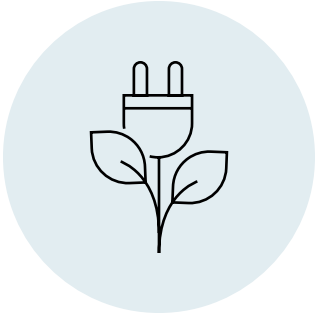
Annual targets and energy consumption monitoring



We conduct energy audits every five years to ensure our practices continue to be efficient and to measure the impacts. This is complemented by ongoing analysis to optimize energy performance. These efforts allow us to identify potential areas for improvement, which we can then incorporate into the annual updates of our property decarbonization plan. We also set annual reduction targets for energy consumptions and GHG emissions, both of which are part of our overall energy management plan.

An energy management committee meets monthly to compare the progress made to our stated goals, implement corrective measures where needed and adjust our strategies as required. A yearly review quantifies the efficiency of these measures, and these results help to establish new objectives going forward.

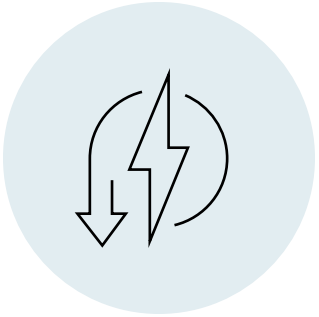
System maintenance



We have put recommissioning practices in place to improve the energy efficiency of our heating, ventilation and air conditioning (HVAC) equipment and other electromechanical systems. These regular checks help us determine whether there are any efficiency losses so we can address the situation promptly and keep energy consumption as low as possible.

We have implemented a ventilation system maintenance program to ensure the efficient operation of our equipment and infrastructure and to minimize heat loss. We also employ submetering to track energy use. This helps us pinpoint opportunities for reducing carbon emissions and cutting costs. CopperTree Analytics is a tool that is essential in detecting and addressing energy-related anomalies.

Investing in energy efficiency



We are constantly on the lookout for new ways to reduce the amount of energy our building uses. In recent years, we have embraced smart electrification, an extension of the 3R philosophy, to reduce our energy needs, recover energy from waste and opt for renewable energy sources.

Among other things, we are signed up with Hydro-Québec's Demand Response Option. This initiative incentivizes us to use less electricity during peak demand events in the winter, as determined by the public utility. As a result, we can help reduce the strain on the power grid during high demand periods.

We also initiated a relamping project to replace traditional lighting with LED technology in order to improve energy efficiency, and we are looking into other projects attuned to the needs of the property, including heat recovery and thermal energy storage systems. Finally, we see to it that any new heating, ventilation and air conditioning equipment we procure meets high efficiency standards.

Recommendations to enhance your energy management efforts

Optimizing energy use in our property takes state-of-the-art practices, but our tenants also have an important part to play. To help keep you on track toward our energy efficiency goals, we recommend the following:

- Have an energy audit done.
- Adopt an energy reduction plan.
- Have energy meters installed.
- Replace traditional lighting with LED technology.
- Opt for Energy Star–certified appliances (refrigerators, dishwashers, etc.).
- Turn off computers and monitors at the end of the day instead of leaving them in sleep mode.
- Use smart power strips to avoid phantom loads and reduce energy waste.
- Unplug device chargers when not in use.
- Disable GPS, Wi-Fi and Bluetooth on your devices when you don't need them.
- Program your computers and monitors to go into power saving mode when they are idle.
- Adjust the brightness on your screens to a lower level.
- Choose Energy Star–certified computers when replacing your hardware.

Please remember that the use of space heaters is prohibited in the building.

Eco-Friendly Water Management

Water is a precious resource. Clean drinking water, even more so. As we strive to manage our properties in an environmentally sustainable matter, we prioritize a variety of measures aimed at conserving water and optimizing its quality.

Regular water consumption and quality monitoring

We conduct regular audits to assess and improve how we use water on site. This lets us track our water meter readings and compare them to those of buildings similar to ours.

We also monitor water quality to minimize the risks of water contamination and health hazards. There is a documented *Legionella* bacteria management plan in place, which identifies zones targeted for specific control measures and includes equipment maintenance procedures.

Equipment maintenance and incident management

We make it a point to keep our plumbing systems running smoothly and efficiently to reduce water consumption. Part of this approach includes installing water-saving faucet aerators and low-flow plumbing fixtures, especially when there are private bathroom facilities on the premises.

Lastly, there is a protocol in place for handling water damage, which includes a clear set of procedures to follow should an incident occur. Proactive inspections are also conducted regularly to detect signs of mould.

Recommendations to enhance your water management efforts

Our tenants share in the responsibility of saving water wherever possible. You are urged to be mindful in how you use water in your workplace. Here are a few suggestions in this regard:

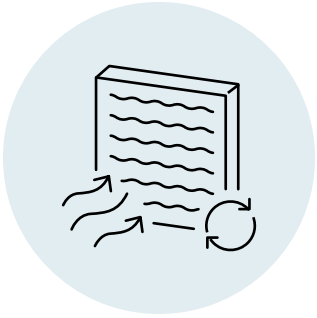
- Have a water audit done.
- Install a submeter to monitor your drinking water consumption if you have water-consuming appliances on your premises so you can track how much water you go through and address any anomalies as soon as they arise.
- Put a water damage monitoring and management solution in place.
- Install devices designed to cut down on water use (faucet aerators, low-flow fixtures in private bathrooms, etc.).
- Check regularly for signs of water leaks and mould (annual visual checks of walls, windows, suspended ceilings, etc.).
- Establish an internal procedure for responding promptly in the event of a water leak, which includes reaching out to your designated Client Relations team representative.
- Provide training and info sessions to your staff about the importance of being water wise.

Air Quality Optimization

Maintaining good indoor air quality is extremely important in a building where people spend so much of their day. Many of the things that can be found on the property, be they building materials, furniture or supplies, can actually be the source of harmful pollutants.

We carefully monitor air quality throughout the property on a continuous basis through regular testing and a preventive maintenance program for ventilation equipment. This helps keep air quality readings at optimal levels and provide a healthy workplace to our tenants and occupants.

Equipment maintenance and upgrades



We have strict maintenance procedures in place to ensure that all ventilation and air filtration systems are running at peak efficiency. Air filters are replaced frequently and regular preventive upkeep is scheduled for all systems.

To ensure high-efficiency filtration of incoming fresh air, we have installed filters with a MERV 13 rating, based on tests developed by the American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE). These filters protect against bacteria, respiratory droplets, cooking oils, most fumes and dust, insecticides and the majority of volatile organic compounds (VOCs) from paint.

We have also established procedures to manage air quality while renovation and maintenance work is underway in the building. These procedures are integrated into our specific requirements and standard specifications to ensure compliance by all contractors.

Pollutant management

A hazardous materials management program has been developed to prevent risks stemming from exposure to substances such as asbestos, lead, mercury and silica. The pillars of the program include a detailed inventory of on-site hazardous materials, regularly scheduled inspections (every year for asbestos and every five years for other materials) and a set of recommendations on handling, removing and encapsulating these materials. The program is part of a proactive health and safety initiative that includes ongoing monitoring and regular data update operations.

The use of materials with low VOC emissions falls within the remit of a responsible procurement policy aimed at limiting impacts on indoor air quality. This approach is particularly relevant when construction, renovation or maintenance work is underway, in which case specific procedures are incorporated into the standard specifications provided to contractors. This, in addition to chemical and hazardous material management programs, helps lower harmful emissions.

We have also implemented a refrigerant safety program to see to it that cooling systems are properly maintained and running smoothly. This helps avoid any refrigerant leaks that could hinder indoor air quality. Additionally, we are working toward the progressive elimination of refrigerants with high global warming potential.

Lastly, we are committed to optimal exhaust gas evacuation and the ongoing efficiency of ventilation systems in order to minimize indoor air quality–related risks.

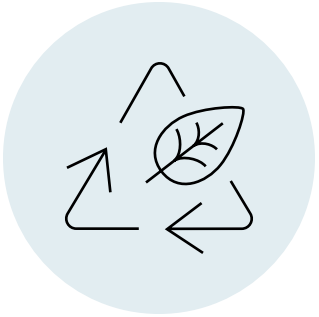
Recommendations to enhance your air quality management efforts

There are many things you can do to keep the air quality of your office space healthy. Here are just a few:

- Test the indoor air quality in your workplace.
- Install sensors to measure air quality and CO_2 emissions.
- Make sure any furniture you acquire is low VOC.
- Keep an inventory of any pieces of equipment or devices in your workplace that use refrigerants. Plan to replace those with a high global warming potential.
- Keep an inventory of any hazardous materials and chemicals you are in charge of. Make sure a procedure is in place to manage them safely and responsibly.
- Establish an air quality management policy, with procedures and instructions applicable to any contractors providing on-site services.

Eco-Friendly Waste Management

On-site janitorial services use products that are certified by recognized eco-labels. There is also a comprehensive cleaning and sanitation protocol during flu season and in the event of a pandemic. These practices are reviewed regularly through audits.



On-site waste management practices are carried out responsibly, and we have been managing separate waste streams (recyclable, organic and electronic waste) for several years now.

We are also committed to the optimal management of residual waste. We conduct a waste characterization study on a yearly basis to identify the type and quantity of waste produced on our property. Based on this assessment, we draft an action plan to improve waste reduction efforts and increase the diversion rate, i.e., how much waste is diverted from landfill compared to the total quantity of waste generated. The action plan sets out practices for managing residual waste as part of day-to-day operations and during building renovations.

These efforts allow us to maintain a clean, healthy environment and reduce the environmental impact of on-site activities.

Recommendations to enhance your custodial and waste management efforts

We count on our tenants' cooperation as we strive to continuously improve our waste management practices. You have a critical role to play, especially when it comes to sorting waste. Here are a few solutions to prioritize:

- Place signage near your waste sorting stations and educate your occupants on how to sort waste properly. Do away with single-stream garbage cans.
- Raise awareness about recycling batteries, electronic waste and other materials that can be recycled or given a second life.
- Establish a pest control program wherever relevant (e.g., kitchen).
- Implement enhanced cleaning procedures during flu season and in the event of a pandemic (regularly disinfect high-touch surfaces, make hand sanitizer readily available, etc.).
- Use eco-friendly products in staff kitchens.
- Perform an internal audit of cleaning practices in your workplace.
- Focus on source reduction (e.g., avoid single-use plastics and overpackaging, promote reusable containers).
- Adopt internal waste recycling procedures during construction and renovation work.

Any other ideas you might have about how to improve waste management practices are welcome.

For more information, please contact:
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