



Putting people and planet first

2021 ESG Report





There is a vital role for our sector to create healthy, productive workplaces for employees, cities that are centres of prosperity for their citizens, and built spaces and places that create a net value benefit to the economy, the environment and the community.

The built environment accounts for almost 40% of global carbon emissions, whilst 80% of the buildings and places that exist today will still be here in 2050, representing both a risk and an opportunity for regeneration. It's imperative that we acknowledge that real estate and the built environment are critical agents for change.

**By putting people and planet first,
we aim to make a positive impact on
our places, spaces and investments —
effecting real change for real economic,
social and environmental value.**

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About us

Avison Young creates real economic, social and environmental value as a global real estate advisor, powered by people.

Since we are a private company, our clients collaborate with an empowered partner who is invested in their success at every turn. Our integrated talent realizes the full potential of real estate by using global intelligence platforms that provide clients with insights and advantage.

Avison Young offers a comprehensive suite of commercial real estate services for owners and occupiers, including transaction, management, financial and professional advisory services.

We add value right through the property lifecycle for investors, occupiers and the public sector from acquisitions to disposals, in a wide variety of sectors including: offices, retail, industrial and alternative sectors.

Our technology platform AVANT makes cities (and real estate) more transparent, accessible and understandable, allowing our clients to make informed, efficient and strategic decisions and realize the full potential of their real estate.

Our collaborative approach means we gain a more intimate understanding of the needs of owners and investors. As a result, we can provide customised advice that underpins intelligent and informed decisions.



In 2021

We were named a Platinum member of Canada's Best Managed Companies, retaining our Best Managed designation for 10 consecutive years.

We became a member of the World Economic Forum.

We received an EcoVadis Silver Sustainability Rating in recognition of our sustainability performance in the U.K. Our overall rating increased 12% from 2020, placing us in the top 20% of all companies rated by EcoVadis in this industry (real estate).

We celebrated our 15-year anniversary as a member of the Canada Green Building Council.

Our U.K. office was awarded the Carbon Literate Organisation Bronze award.

We received GlobeSt. Real Estate Forum's Diversity Champion award.

We were named a Real Estate Executive Council (REEC) Diversity Partner.

Our Chair and CEO Mark Rose signed the CRE Pledge for Action, a four-pronged commitment drafted by the CREW Network, an association dedicated to advancing women in commercial real estate.



Our global
presence

5,000

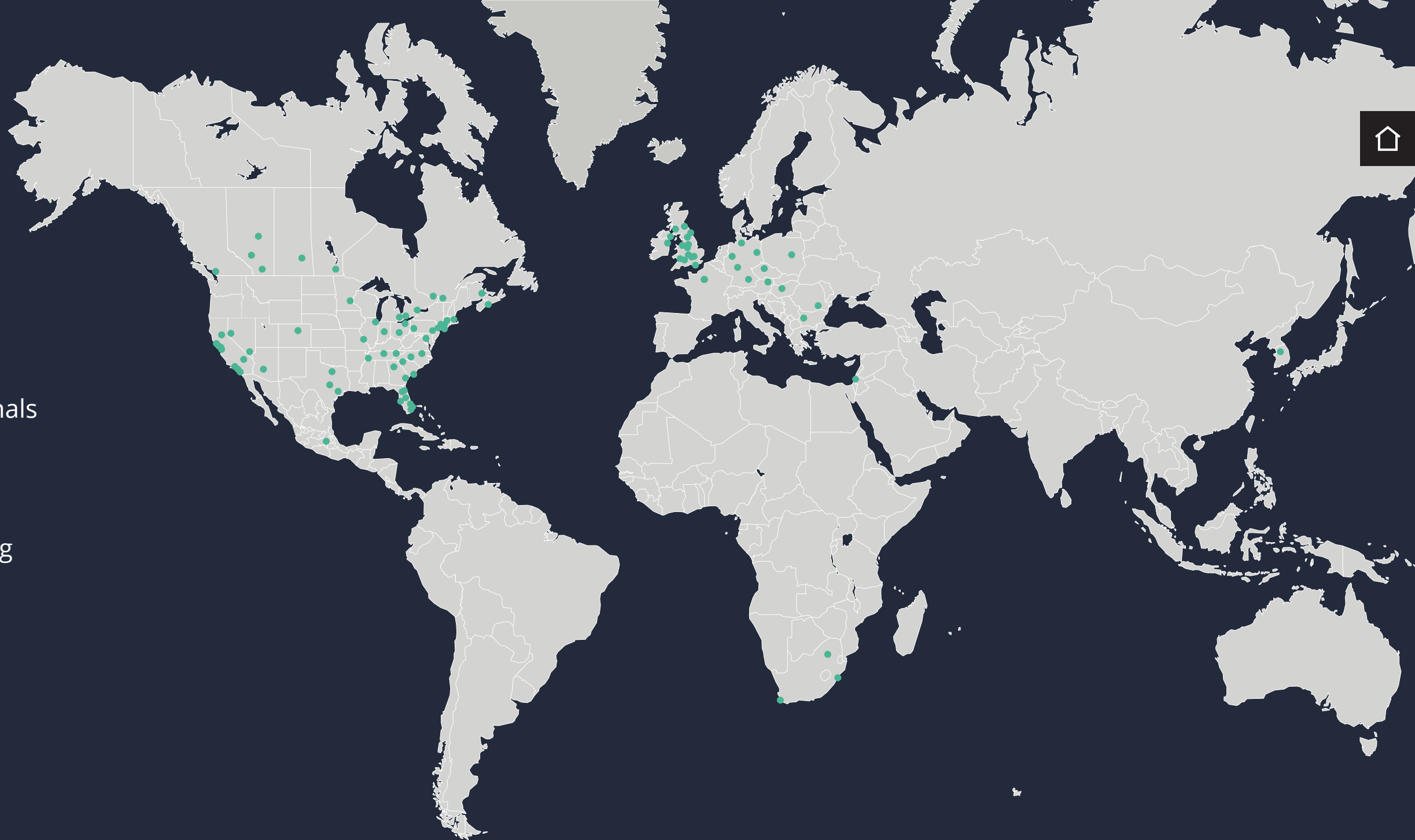
real estate professionals

16

countries and growing

100+

office locations



A message from our CEO

We have entered a critical period, for our planet and for our society. And we're confronted by the evidence daily — climate change, dramatic shifts in weather, social injustice and global health crises. These interconnected global challenges affect both our wellbeing and our bottom line. We must take immediate and impactful action, putting people and the planet first. No longer just a line on a balance sheet, or an address on a business card, real estate and the built environment are critical agents for change. This is Avison Young's opportunity to lead.

Global challenges, global response

Recognizing that these global challenges demand a global response, I'm extremely proud to announce that Avison Young has extended our long-standing ESG program into a formal, global ESG strategy — guided by the vision, **"Local transformations, global impact."**

Our strategy is twofold. We will continue to have an unrelenting focus on our own operations and sustainable business practices at the market, country and company levels. And we will leverage our data, technology, expertise and passion to support and guide our clients on their own ESG journeys.

A centre of excellence

Our ESG strategy was developed and will be guided by our newly formed global ESG team — including a dedicated centre of excellence to provide strategic oversight and accelerate sharing of best practices and insights.

Sustainability services are not stand-alone. We believe that the best results come from truly integrated thinking and delivery — which is why at the start of 2022, we placed ESG at the heart of everything we do at Avison Young, making it part of every priority, every project and every initiative.

We are now working to evolve our existing services to incorporate ESG themes and to develop new and innovative solutions to the challenges that our clients and our planet are facing.

"Avison Young has extended our long-standing ESG program into a formal, global strategy, guided by the vision: Local transformations, global impact."





Stronger together

Our Avison Young family, based in over 100 cities and communities around the world, shares a common commitment and purpose to create real economic, social and environmental value in all of the places in which we live, work, play and learn. Giving back and working with our communities is of paramount importance.

Recognizing that no one can solve these challenges alone, we're reaching beyond our organization to partner with others to support climate action and other urgent international initiatives.

In particular, we believe the “S” in ESG will take on greater meaning in 2022 and beyond. Social injustice is a major headline, but policies and practices to drive inclusion and a voice for all must take priority.

In 2021, we became a member of the World Economic Forum (WEF), officially adopting its Ten Green Building Principles, including becoming net zero carbon by 2030 in the U.K. and by 2040 globally. The emphasis on bringing together the world's leading businesses and public figures to collectively address issues like climate change and driving social change is fundamental to what Avison Young stands for, and the conversations I had at Davos this year only reinforce that.

Local business, good business

Sharing insights and strategies across boundaries is vital to meeting the world's challenges, but ultimately the work that we do with our clients is local: connected to real places in real communities. It's at this level that our work creates the most value — making the built environment greener and more resilient, neighbourhoods more vibrant and prosperous, helping people and communities thrive.

I'm proud to share our 2021 results and ESG strategy with you, and look forward to partnering with like-minded organizations and our valued clients as we move purposefully into this decisive decade.


Sincerely,
Mark Rose
Chairman and CEO





"In 2021, we became a member of the World Economic Forum (WEF). The emphasis on bringing together the world's leading businesses and public figures to collectively address issues like climate change and driving social change is fundamental to what Avison Young stands for."

Mark Rose
Chairman and CEO

 **DAVOS**, SWITZERLAND

ESG reporting standards

ESG reporting standards and frameworks

Avison Young is working to align our environmental, social and governance (ESG) program with international standards and frameworks that are endorsed by subject matter experts and supported by leading organizations.

Other frameworks and best-practice groups that inform our sustainability work and related reporting include:

- The United Nations (UN) Sustainable Development Goals (SDGs)
- The Global Reporting Initiative (GRI)
- Canada Green Building Council
- U.K. Green Building Council
- U.S. Green Building Council
- The British Property Federation
- RealPac

In addition to this our global ESG strategy was informed by the Sustainability Accounting Standards Board (SASB), and to coincide with our membership to the World Economic Forum, we officially adopted their Ten Green Building Principles.

Our approach enables our stakeholders to assess our ESG performance against the standards that are important to both our business and our clients. We continue to monitor best practices in corporate reporting, evolving to keep pace with changes in our field.

Future reporting and disclosures

Building on our Investment Management group's engagement with the Task Force for Climate-related Financial Disclosures (TCFD), next year we plan to disclose our first corporate response to the TCFD recommendations. We're also working to bring our ESG reporting into closer alignment with our financial reporting, and we plan to quickly and effectively adopt the inaugural International Sustainability Standards Board (ISSB) standards.

While we recognize that we don't meet all the criteria for each standard yet, our global ESG strategy (developed in 2021) sets out our commitment to aligning and maturing our reporting practices and increasing our disclosures in the years ahead.





ESG reporting standards



The United Nations Sustainable Development Goals

The United Nations (UN) Sustainable Development Goals (SDGs) provide a shared framework for setting meaningful targets and actions, engaging with stakeholders and communicating performance on key sustainability outcomes.

We adopted the SDG alignment protocol in 2020 and **identified eight goals where we believe we can make our greatest contribution** — both as a business and as an advisor to clients.

Our key priorities and headline commitments of our global ESG strategy are also aligned to these SDGs.



Our global ESG strategy







ESG has always been a big part of Avison Young's culture. We are excited and proud to have evolved our approach into a formal, global strategy to support collaboration, consistency and excellence in our ESG practices around the world.



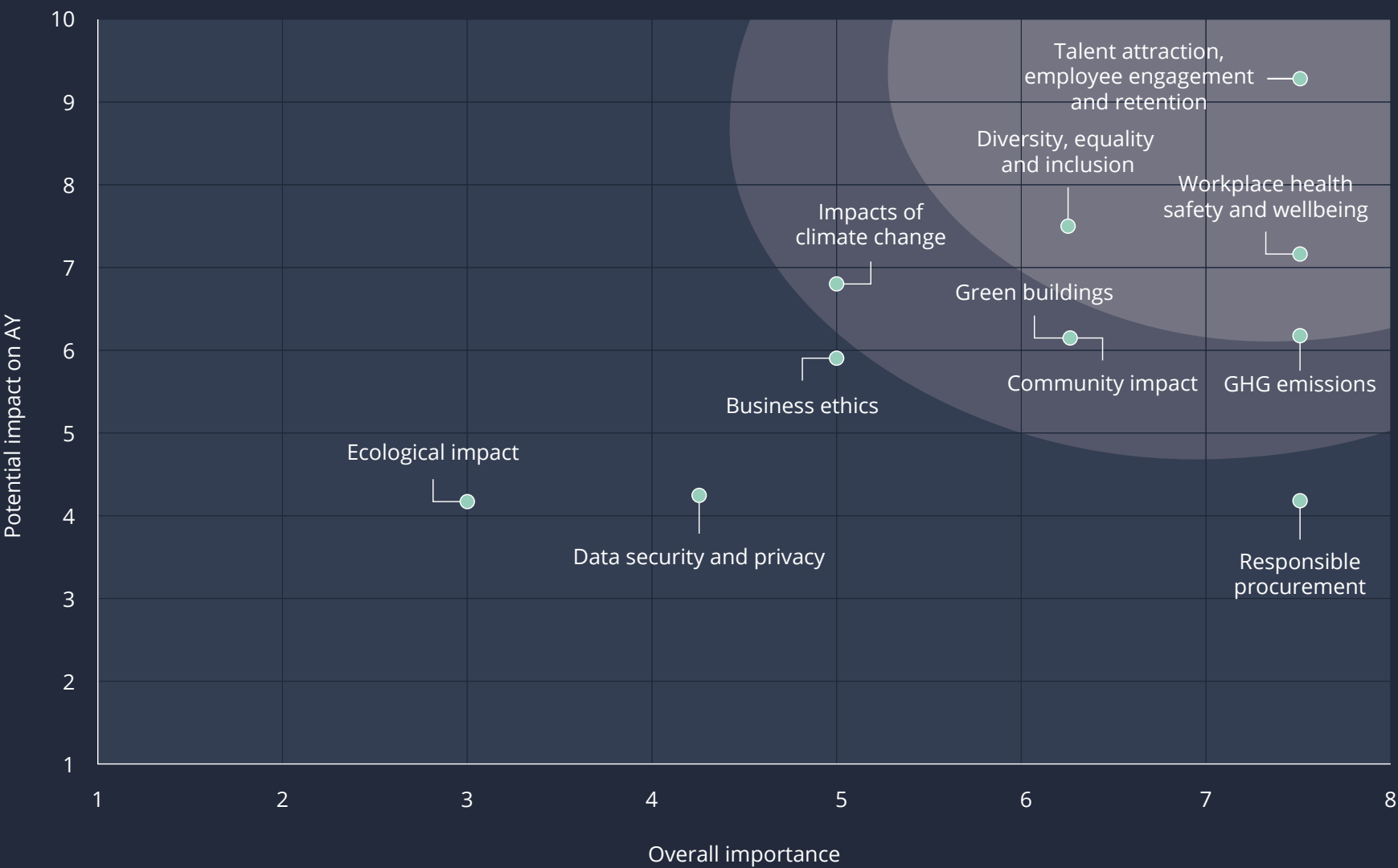
Understanding the stakeholder priorities

In 2021, we appointed consultants Anthesis Group to support the development of our global ESG strategy. Together we undertook a materiality assessment in accordance with the guidelines laid out by the Sustainability Accounting Standards Board (SASB). Following this in-depth materiality study, we identified priority areas within the ESG landscape that are the most important to our stakeholders and will have the biggest impact on our business. This formed the basis of our global ESG strategy.

The top priorities as identified in the study are:

-  **Talent attraction, employee engagement and retention**
-  **Diversity, equality and inclusion**
-  **Health, safety and wellbeing**
-  **Climate resilience and adaptation**
-  **Green buildings and performance**
-  **GHG emissions**

Materiality matrix: Stakeholder priority topics



Avison Young will undertake materiality reviews periodically in the future to ensure our strategy evolves in line with changing stakeholder priorities and opportunities for maximum impact to our business and the value we create.



Our ESG vision



Informed by our largest materiality assessment to date, Avison Young embarked on an important chapter of our sustainability journey with the completion of a formal global ESG strategy.

Our strategy is guided by the unwavering belief that the economic, environmental and social value we create meets the needs of our most important stakeholders; our people, clients and communities, whilst adding value to our business.

In alignment with our global business strategy, the ESG strategy deepens the integration of ESG priorities and actions into our business at all levels, empowering our people to collaborate and deliver consistency in our services to clients around the world.



Our ESG strategy is guided by one vision:

Local transformations, global impact

We will lead our clients, creating local transformations to make places and spaces better, ultimately delivering positive global impact.

The key pillars of our strategy

To deliver against our vision, we have put ESG at the heart of our activity and actions in three key areas of value creation:



Our people and our culture

Fostering a diverse and inclusive culture of belonging that promotes employee learning and development, wellbeing and sustainable living.

Our clients and their partners

Unlocking value for our clients and their partners by enabling positive and resilient impact through real estate insight and services.

Our places and our communities

Connecting with our communities to shape inspiring places and built environments that thrive.





How we will deliver

Our strategy is twofold: We will continue to have an unrelenting focus on our own operations and sustainable business practices at every level of our organization. And we will leverage our data, technology, expertise and passion to support and advise our clients on their own transformation, leveraging ESG at every opportunity.

Three core elements inform every action plan and decision, supporting our success against our key commitments:

- Governance and ethics
- Data and insights
- Innovation

ESG expertise

We've expanded our ESG team to drive further progress in our own corporate sustainability performance — including how we allocate our capital and manage our operations — and to enable us to provide even more advanced services and solutions to clients. This dedicated team will serve as an ESG Centre of Excellence within Avison Young, complementing increased ESG capacity and expertise across all of our service areas.

At the global level, the strategy is governed by an ESG subcommittee that comprises members of the Global Executive Committee. The subcommittee oversees and guides the strategy and puts recommendations to the Board of Directors for approval. It is also responsible for the overall performance of our ESG strategy.

A large concrete dam with a walkway and people, set against a teal background.

2040

We have made the ambitious commitment to reduce the carbon impact of our own workplaces globally to net zero by 2040*.

*Our U.K. office is targeting net zero by 2030.



Our commitments



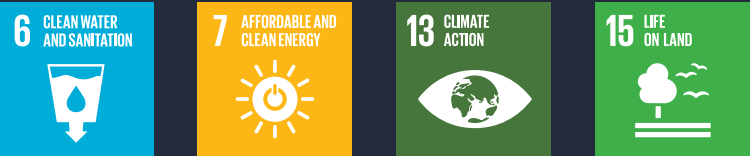
Our headline commitments fall under six key priorities, each aligned to the relevant UN Sustainable Development Goals (UNSDGs): Climate action, Ecological and urban resilience, Diversity and inclusion, Healthy and sustainable living, Social value and Community impact.



Climate action and ecological and urban resilience

- Reduce the carbon impact of our workplaces globally to net zero by 2040.
- Work in partnership with our clients and communities, providing guidance and expertise to help improve their own climate and environmental resilience.

UNSDG alignment:



Diversity and inclusion Healthy and sustainable living

- Inspire an inclusive and diverse workforce that reflects the communities in which we operate.

UNSDG alignment:



Social value and community impact

- Partner with local communities to create outcomes aligned to the UN Sustainable Development Goals.

UNSDG alignment:



New ambitions, new leadership



To develop and implement our global ESG strategy, we have created a team of experienced leaders who bring a vital combination of strategic expertise, technical and sector experience and a demonstrated track record of achieving meaningful sustainability results.

We believe that the best results come from truly integrated thinking and delivery.

This newly created team will partner with our people around the world to continue to evolve our existing services and develop innovative new sustainability services and solutions to the challenges that our clients, communities and planet are facing.



Jon Gibson

Principal and Global Director, ESG

After five years of delivering strong results for Avison Young clients as Head of Sustainability U.K., Jon was appointed in 2021 to lead Avison Young's global ESG strategy and program. In addition to leading the development of the strategy, Jon has expanded the ESG team and is working with them to set measurable goals, align our metrics to global frameworks, identify innovative projects and partnerships, and design go-to-market strategies for Avison Young's sustainability and client service offerings.



Brandy Burdeniuk

Director, ESG North America

In this newly created role, Brandy ensures leading ESG practices are embedded in our internal operations and client consulting offerings, and helps to drive partnerships and sustainability-focused innovation. A real estate professional and strategist with nearly two decades of experience in sustainable development, buildings and infrastructure, Brandy also works to ensure that our performance measurement and reporting approaches align with global frameworks and local regulations.



Wesley Thomson

Director, ESG EMEA

Wesley is an internationally accredited sustainability and technology expert with a strong track record of driving business growth across global markets. Drawing on over 16 years of experience in the energy and sustainability sector, Wesley will lead Avison Young's EMEA ESG and sustainability consultancy services, providing strategic advice to real estate investors, lenders and occupiers in areas of sustainable investment, ESG strategy, risk and resiliency.

**Our approach enables
our stakeholders
to assess our ESG
performance against
the standards that
are important to
both our business
and our clients.**





About Avison Young Investment Management



Avison Young Investment Management offers bespoke investment strategies, portfolio management, acquisition and day-to-day asset management services, working with pension plans and high net worth clients over the full real estate investment life cycle. Established in 2012, Avison Young Investment Management has over \$690M in assets under management across multi-family, industrial, retail and office properties.

Aligning with leading practices in sustainable investment



The UN Principles for Responsible Investment (PRI) are a voluntary and aspirational set of investment principles that offer a menu of possible actions for incorporating ESG issues into investment practice. Avison Young’s Investment Management group became a signatory in 2020. This demonstrates our commitment to responsible investment. As part of the global PRI community we are actively seeking to build a more sustainable financial system.



Our Investment Management group has completed Global Real Estate Sustainability Benchmark (GRESB) reporting for 100% of our global investment management portfolio since 2015. We are increasingly assisting property management and consulting clients in the preparation of GRESB reporting for their own portfolios as part of our service delivery. Avison Young earned a GRESB 2 Star rating in 2021, improving our scores by 9% in the United States and by 33% in the European Union.



Avison Young Investment Management supports the Task Force for Climate-related Financial Disclosures (TCFD) recommendations. Reporting for the first time in 2021, the fund is committed to continuous improvements in its data collection capabilities as well as its evaluation of physical and transition risks. These steps will further enhance the fund’s resilience and support timely responses to key risks and opportunities.

ESG shapes our investment priorities

Amy Erixon, Avison Young's President, Global Investment Management and passionate ESG and sustainability advocate, shares investment activity highlights, driven by the adoption and integration of ESG priorities into our investment strategy.

How does Avison Young's global ESG strategy support the firm's ongoing evolution?

We're continuing to build so much momentum in this area! ESG has been integral to our approach for many years: we've tracked our corporate and portfolio environmental impact, tied executive compensation to key sustainability outcomes and implemented strong investment and procurement policies. We've also partnered with clients to help them realize their own sustainability goals. Specifically in Global Investment Management, we've helped our clients meet their ESG goals through their real estate portfolios. Introducing a formal ESG strategy strengthens, unifies and formalizes all these commitments and practices at a global scale.

How has Global Investment Management been responding to opportunities and expectations connected to ESG?

We're focused on actively building connections and relationships with sectors and industries that will grow as the economy decarbonizes. In addition, we spent time with our tenants to understand where they are in their ESG journeys. During the pandemic, we invested in research and preparation to help us emerge with an updated actionable investment plan.

And where appropriate, added smart meters and other energy saving enhancements to help our tenants reduce their operating costs. By late 2021, we had already started to execute some of these early plans and ideas.

How are those investment plans coming to life?

For example, in 2021 we completed the acquisition of a 906,517-square-foot, Class-A industrial facility on behalf of our client, the Nova Scotia Pension Services Corporation ("NSPSC"). The industrial facility will serve as the largest production site for Montreal-based Lion Electric ("Lion" NYSE and TSE:LEV) – a manufacturer of electric buses and light trucks.

The demand for these EVs is enormous. In addition to producing products that are consistent with the shift to a low-carbon economy, the plant itself is very advanced from a green design and building perspective. Once completed, the facility will represent the largest dedicated production site for zero-emission medium and heavy-duty vehicles in the U.S.

"We're actively building connections and relationships with sectors and industries that will grow as the economy decarbonizes."



How else did you support your clients during the pandemic?

I was proud of the way Avison Young worked to strengthen our relationships at a time of so much uncertainty. For example, during widespread retail store closures in Europe, we worked with tenants to make use of the downtime by bringing in energy management consultants, doing retrofits, adding LED lighting and generally helping them gain energy savings for the future. Those changes will keep delivering benefits in the years ahead — to them and to the environment. That's the kind of thing that strengthens relationships: people remember that at a time of strain and uncertainty, you responded in a way that was productive and collaborative.

"ESG has been integral to our approach for many years, and throughout that time we've helped many of our clients meet their ESG goals through their real estate portfolios."

Amy Erixon
President, Global
Investment Management



An aerial, high-angle photograph of a diverse group of people walking on a paved plaza. The people are of various ages, ethnicities, and are dressed in casual attire. Some are walking alone, some in pairs, and some with children. The plaza is paved with light-colored rectangular stones. The overall scene conveys a sense of a busy, inclusive public space.

Diversity inclusion and leadership

40%

of our executive
team are women

550

participants in our
diversity-oriented
mentorship program

66%

participation in
our first global
engagement survey

Excellence through diversity and inclusion

Avison Young's success is driven by outstanding people. We're committed to policies, partnerships and practices that help to eliminate barriers between our organization and extraordinary talent. We work actively to ensure that members of underrepresented groups have access to business and career opportunities in commercial real estate — as suppliers, as early-career professionals and as senior leaders.

Global support

Our Global Diversity and Inclusion Advisory Council is a 20-member body that includes representatives from all levels and regions of our business. Created in 2020, this group is responsible for shaping diversity and inclusion (D&I) work across Avison Young and ensuring close alignment between our D&I strategy and business strategy.

The Council's efforts are focused in five areas, with subcommittees who oversee:

- Attraction and recruitment
- Development and advancement
- Employee engagement
- Supplier diversity
- Metrics and communications.

These areas of alignment drive the efforts of all Avison Young Employee Resource Groups.

Strong culture, better conversations

Employee resource groups (ERGs) at Avison Young not only promote engagement with specific identity groups, they also convene thoughtful conversations that help our entire company to keep learning and connecting.

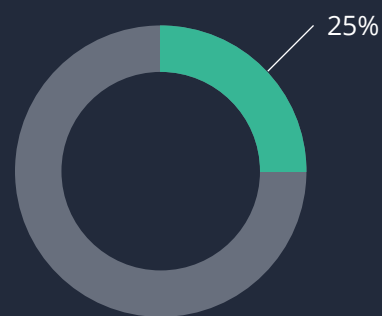
In 2021:

- Our 2021 Pride event facilitated by our LGBTQ+ ERG attracted more than 600 participants.
- The Women's Network, our longest-operating ERG, commemorated International Women's Day 2021 with a global campaign to celebrate the stories of women within Avison Young and our commitments to challenge gender bias.
- Our Black Professionals Resource Group (BPRG) at Avison Young, created in 2020, was also active throughout the year.
- Our Global Citizenship group, comprised of people from all service lines and geographies convened regularly to discuss market trends, client needs, regional regulatory changes and other key issues impacting our ESG strategy.



100%

of our Executive Committee has completed inclusive leadership training



25% of the members on our Board of Directors are women



40% of our 28-member leadership team are women

Action on pay equity

In 2021, Avison Young Chair and CEO Mark Rose signed the CRE Pledge for Action, a four-pronged commitment drafted by the CREW Network, an association dedicated to advancing women in commercial real estate. One component of the Pledge requires us to conduct a pay equity study with a view to doing our part to close the gender pay gap in our industry. To that effect, we engaged a third-party consultant to commence the study in 2021, targeting completion in 2022. We also hired a compensation manager who will help us drive toward gender pay equity as we move forward.

Diversity champions

Avison Young was the inaugural recipient of the GlobeSt. Real Estate Forum's Diversity Champion award in 2021. The award recognizes companies and individuals setting precedents in commercial real estate through their advocacy and support for diversity. Avison Young was recognized for diversity-focused strategies, policies and actions such as those featured in this report. Mark Rose, Avison Young's Chair and CEO, was recognized as a Diversity Champion in the individual (male) category.

Clear vision, clear voice

We take strong stances on anti-racism, social justice, issues of diversity and equity, and the denunciation of hate in all forms. In 2021 we spoke out strongly on the murder of Sarah Everard in the U.K. and on violence against women more broadly; on Islamophobia, in relation to the killing of a Muslim family in Canada; and on the identification of graves at the Kamloops former Residential School on the Tk'emlúps te Secwepemc First Nation territory.

Our statements are guided by our long-standing values, respect for our diverse global workforce and our commitment to the communities where we live and work.





Engaging our people

In October 2021, we fielded the first global survey of our employees — asking about their experience of working with Avison Young and inviting baseline responses on a range of diversity dimensions. The survey had a 66% participation rate, a solid beginning on which we hope to improve in future waves. Employees’ perspectives on Avison Young were broadly positive; the most commonly raised concerns related to temporary pandemic stresses.

We received an outstanding number of written comments in response to the survey’s open-ended questions.

Here’s what our people had to say:

What do you like most about working for Avison Young?



“A growing global brand with vision and ownership opportunities.”

“Opportunities to work for great clients on great projects.”

“I love the ambition of senior leadership and their aims to make this the best place to work.”

“It’s open minded, supportive and inclusive, not to mention forward thinking.”

“Genuinely being part of the AY family, where we work as a team and are able to collaborate with others who are experts in their field.”

“A rapidly growing approach to sustainability and ESG.”

“The culture, the flexibility and the openness.”

“Entrepreneurial approach to work.”

“Avison Young cares about having a healthy work/life balance.”

Building tomorrow's Avison Young



Ready to serve

Avison Young is preparing to serve tomorrow's clients, investors and communities. We're creating a more diverse and inclusive sector by evolving our procurement approach to support the success of businesses with strong ESG credentials and diverse owners. We're also supporting our diverse workforce who are already driving today's success, helping them take the next steps in their careers and realize even more of their potential.

Talent for tomorrow

In 2021, we embarked on a change process through Management Leadership for Tomorrow (MLT), an organization that works to strengthen organizations' recruitment and retention programs and to help Black, Hispanic, Latino and Native American students and experienced professionals gain access to career opportunities. The formal framework assesses an organization's current processes on a 110-point scale, and maps a three-year plan for improvement — requiring the organization to reach certain milestones of progress during that time. Our current work with MLT focuses on the recruitment and retention of Black professionals; we'll expand our focus to include Hispanic and Latino talent in 2022.

Action-learning for future leaders

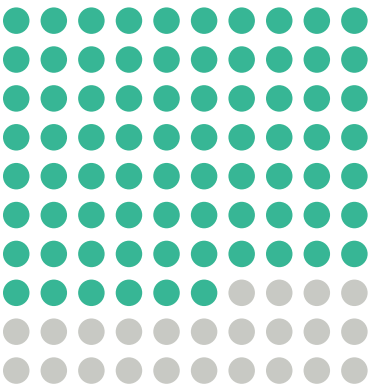
The first cohort of our Leadership Pathways group convened in December 2021. Participants in the program, nominated by their managers, worked in groups of 10 to 12, to develop an implementation plan for one of eight projects connected to Avison Young's global strategy including ESG projects. The program culminated in an event where the groups presented their proposals directly to executive leadership at the end of May 2022.

Doing more business together

Building on the work we carried out in 2020 to create a new responsible procurement policy, this year we introduced a set of tools that Avison Young employees can use to seek out suppliers led or owned by members of underrepresented groups, or that bring other strengths relevant to our business and global strategy. We also entered into a formal relationship with the Real Estate Executive Council (REEC) as a REEC Diversity Partner; our multi-year partnership will focus on one initiative per year, starting with supplier diversity in 2022.

Mentorship program gains momentum

In 2021, we launched a more robust mentoring program focused on members of our employee resource groups and our Emerging Leader program. Facilitated by an online matching platform, the formal program drew unprecedented interest, attracting more than 550 participants globally. About three-quarters (76%) of participants were members of an employee resource group, which exist to support and represent underrepresented communities. Outstanding participation from our senior leaders meant that everyone who joined the program was connected with a mentor, and the program achieved a 3.97/4.00 average satisfaction score.



76%

of participants in our mentorship program were members of an employee resource group, which exist to support and represent underrepresented communities.

Our community impact

2,097

participants in our
annual Day of Giving
volunteer event

60,000

volunteer hours
dedicated by our
employees to
charitable causes over
the past five years

13

local partners
in an innovative
community climate
resilience project



Volunteerism and philanthropy: local impact

As a global business dedicated to local transformations, Avison Young strives to be a good neighbour, making positive contributions to more than 100 communities where our offices are located.

Our flagship community volunteer program is our annual **Day of Giving**, through which employees come together to volunteer for initiatives that enhance community life.

In 2021, with many in-person volunteer activities disrupted by the pandemic, our teams continued to find ways to engage creatively with our communities. In the U.K., for example, the Avison Young Community Fund, launched in 2019, created opportunities for employees to fundraise in support of grants that are awarded to small charities across the U.K.





Health and wellbeing

Old Hall Special School, U.K.

Old Hall supports learning for children aged 3 to 11 who have complex educational needs. Many Old Hall students have diverse sensory needs, benefiting from amenities like a dark room and a sensory garden to help them self-regulate and feel safe. This year, a grant from the Avison Young Community Fund supported the creation of the “Tell Me Tree.” This sensory art installation includes seating areas and design elements intended to create a calm, reassuring space where students of all abilities, including those who sometimes face communication challenges, can share positive experiences, disclose concerns and express themselves.



Education and employment

Lumiere Festival, U.K.

The U.K.’s largest light festival, Lumiere invites local and international artists to create innovative light-based installations in communities across the country, inspiring visitors to reimagine familiar buildings and public spaces by literally casting them in a new light. As part of the festival, Lumiere creates targeted training and employment opportunities as well as general career development support (such as resume-writing and interviewing) for young people who face barriers to employment. Avison Young supported this aspect of the festival in Durham, the original host city, sponsoring the Lumiere Project Trainee Program.



Nature and conservation

St. James CE Primary School, U.K.

Students at St. James have opportunities for experiential learning and outdoor play in a woodland environment called the Forest School. Although being out in all weather is part of the fun of the Forest School, St. James sought help in creating an outdoor shelter for staff and students to support comfortable year-round learning. Through our Avison Young Community Fund, we provided a grant to support the creation of this sustainable, nature-themed learning area, with a living roof where students can enrich their understanding of nature and conservation.



Case study | Manchester, U.K.



A greener, socially supportive centre

Avison Young, in partnership with charity partner Groundwork Greater Manchester and the Ignition Project, has worked to revitalize an important community hub. This social value project is about integrating nature-based solutions that build climate resilience and respond to community needs through the creation of practical, yet beautiful green improvements.

The project

Swinton Square, an established, 45-year-old shopping centre in the Manchester suburb of Salford that includes a range of retail, leisure and residential units.

The process

Through a series of consultations, Groundwork and Avison Young worked with residents, business owners, local schools and shopping centre visitors to co-design several nature-based solutions, which will be subsequently installed by Groundwork's specialist Landscape team.

The team began with on-site observation of how community members were using the centre, to ensure that existing uses were respected. We also carried out interactive events, inviting community input on the facility. By experiencing these in action, community members became more active and informed co-designers – helping to shape the design of a living wall, green roof and a rain garden. Known for delivering “more than just greening,” these nature-based solutions can contribute to climate resilience and support local ecosystems while also enhancing the vibrancy and social value of town centres. The Swinton Square project has promising social and environmental implications for many shopping centres and other community hubs across the U.K., Europe and beyond.



We held interactive events for all members of the community to create a space that would really deliver social value for everyone.

Key outcomes



Green space and environmental benefits

The nature-based solutions introduced at the centre will benefit the local community by offering improved access to green space, as well as reducing pollution and street noise. It will also create additional habitat for wildlife such as birds and pollinators.



A destination for the community

By creating a more visually appealing and ecologically dynamic local centre, the revitalized Swinton Square will continue to fulfill its existing role for shoppers and residents while attracting new retailers and visitors.



Economic benefits

The intervention will help to limit municipal costs by easing stress on the built environment, both through improved storm water management (by the addition of permeable surfaces) and by introducing natural cooling with shade and vegetation (mitigating the urban heat island effect).

Monitoring our impact

Avison Young, which manages the Swinton Square Shopping Centre site, will work with Groundwork to monitor the newly installed green improvements to explore the benefits and impact they have, as well as ensuring the ongoing maintenance of the NBS. The wider Ignition project, which co-funded the works, seeks to develop innovative financing solutions in Greater Manchester's natural environment and encourage the use of more NBS within urban locations, such as those being installed at Swinton Square.



Partnerships that deliver social value

The U.K. Green Building Council (UKGBC) Social Value Programme was launched in 2019 to help our sector realize positive outcomes through high-quality, sustainable development — all in collaboration with communities. An early supporter of the program, Avison Young contributed to the development of a step-by-step guide designed to help firms apply social value principles to projects. At Swinton Square, we worked with project partners to apply the guide's eight-step process.

In addition to the UKGBC, we also worked closely with Groundwork Greater Manchester, and the Ignition project:

- Groundwork works across Greater Manchester to create stronger, healthier communities, responsible businesses, and greater prospects for local people.
- Ignition project is a coalition of 12 public, private and non-governmental organizations brought together through the European Union's Urban Innovative Actions initiative.





Towards net zero

2040

year in which Avison
Young aims to reach
net zero for all
workplaces globally

10

trends for a zero carbon
world identified in our
thought leadership
report of 2021

3M

tonnes of annual CO₂e
emissions eliminated
through our Avon Lake
project



Our journey to net zero

Avison Young is working to bring our global occupied office portfolio to net zero carbon emissions by 2040, with a 50% reduction by 2030. To that end, we're concentrating our presence in energy efficient buildings, including those that have been retrofitted or refurbished with a focus on sustainability. These steps are part of a broader decarbonization effort that extends across our operations, reshaping policies and practices in areas ranging from procurement to business travel.

Global support

To demonstrate accountability and signal support for standards and protocols that are guiding decarbonization efforts around the world, Avison Young has:

- Signed the World Green Building Council's Net Zero Carbon Buildings Commitment in U.K.
- Aligned our greenhouse gas (GHG) reporting with the GHG Protocol, a widely used reporting standard
- Joined the UN's Race to Zero campaign through the Business Ambition for 1.5°C coalition
- Prepared to align our net zero commitment with the Science-Based Targets initiative for certification (targeting 2022).

Guided by these frameworks, we aim to steadily expand our disclosures. We're now in the process of identifying and measuring our most significant Scope 3 emissions. This refers to activities such as business travel and assets that we don't control but are connected to our supply chain, with a view to better understand and ultimately reduce our emissions.

Spotlight on Avison Young U.K.

While Avison Young globally is targeting net zero carbon in operation by 2040, in some locations we expect to reach net zero sooner. In 2020, our U.K. business committed to achieving net zero by or before 2030. Having signed the World Green Building Council's Net Zero Carbon Buildings Commitment, in 2021 our U.K. team have:

- Launched a carbon literacy training program for employees
- Reinforced corporate real estate sustainability standards for refurbishment and fit-out
- Updated business travel policies to reduce travel and encourage sustainable modes of transport
- Created a new financial tool to help employees acquire electric vehicles
- Adopted renewable energy tariffs
- Upgraded our sustainability data platform to centralize data collection and reporting
- Installed automatic meter reading across our offices to optimize our energy use.





Ten Trends for a Zero Carbon World



In advance of the COP26 summit in Glasgow, Avison Young released a major report on the relationship between climate action and key topics in the built environment sector.

Complementing the sustainability expertise we provide to clients, our thought leadership work seeks to help businesses and governments understand and navigate the implications of the climate crisis and a lower-carbon economy for real estate development, retrofit, investment and occupation.

Ten Trends for a Zero Carbon World features insights from Avison Young real estate experts across multiple disciplines. These experienced subject matter specialists discuss trends ranging from the future of mobility and the power of retrofits to green finance and the role of cities in tackling the climate crisis. Together they help to frame the issues organizations are grappling with as they seek the most promising pathways to zero carbon in their respective areas of work.

“Given that buildings are responsible for 38% of all emissions and 35% of global energy consumption, it is inevitable that a substantial focus falls on real estate.”

Ten Trends for a Zero Carbon World



[VIEW REPORT](#)



Our 2021 carbon footprint

As we progress toward our goal of generating net zero carbon by 2040, we're working to understand and steadily reduce the emissions from our operations. We're also striving to set an example in our industry, voluntarily disclosing our impact according to leading guidelines, ahead of regulations. Aligning our operational practices and reporting approaches globally is a major priority for the year ahead, and we aim to significantly advance our environmental reporting in 2022.

Hybrid work: operational effects

Many Avison Young employees continued to work from home or use hybrid approaches as the pandemic persisted through much of 2021. Occupancy of our offices varied by location, and COVID-related operational adjustments such as increased fresh air and ventilation rates affected several offices' performance. In a few cases, landlords were obligated to maintain lighting, heating and cooling as stipulated in tenant lease agreements — so consumption remained static regardless of occupancy.

Data collection and quality

Although 2021 saw yet another increase in the response rate to our call for operational information, data quality continues to be uneven given the diversity of our lease structures, office sizes and locations. Like most companies, Avison Young occupies leased space in multi-tenanted buildings. Gathering comprehensive data from some building owners remains difficult, particularly in markets where data sharing protocols and practices are less mature. For offices where we have incomplete data, we've assumed the regional average consumption for similar building types, relying on recognized industry benchmarks.

Data measurement and reporting

To improve our 2021 disclosure, we worked with Ecovert to review and verify our utility data and calculate the associated emissions. Ecovert are a third party sustainability consulting firm. Informed by this data analysis, our ESG team and dedicated Global Citizenship employee resource group are working to further enhance our data management systems and processes and better integrate these across our global operations.

As we progress toward our goal of net zero carbon by 2040, we're working to understand and steadily reduce the emissions from our operations.

Enhanced measurement practices

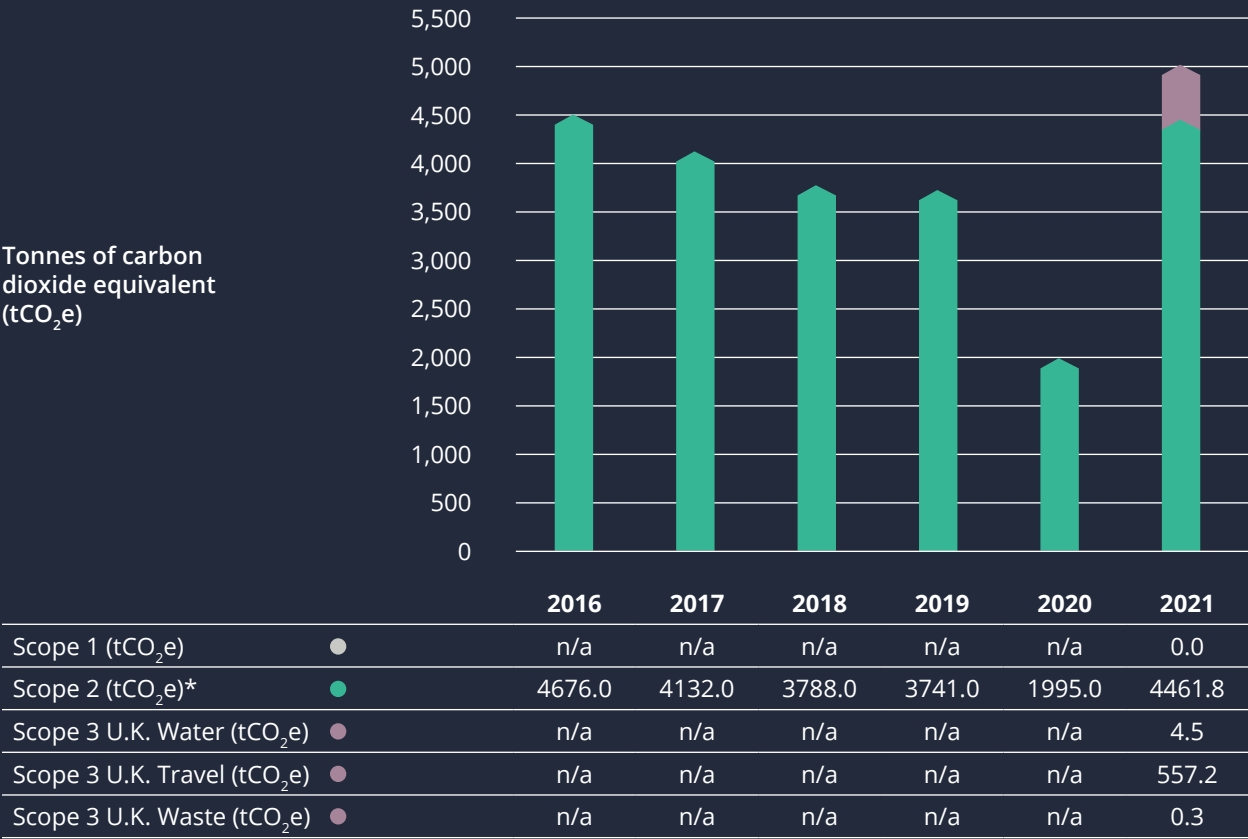
In 2021, we continued to explore complementary datasets and processes for tracking our Scope 3 emissions, with a view to better understanding these emissions through 2022 and beyond.

For our own operations, Scope 3 includes emissions related to business travel, materials in our office fit-outs, transitioning to paperless business cards for all of our employees, understanding our waste intensity and integrating green clauses into our leases.

Externally, we continue to work closely with our procurement teams to align our purchasing power with our ESG policies. Among other efforts, we will prioritize sourcing from upstream suppliers, in turn reducing emissions generated by purchased goods and services to support our journey towards net zero carbon.

Please note that data sets presented in this report reflect the information available at the time of publication, inclusive of actual figures where possible. In cases where actual figures are unavailable, we have made reasonable estimations or assumptions, using regional and globally recognized standards where available.

Avison Young total GHG emissions



*Global electricity and purchased heat

Avison Young electricity and water intensity

	2016	2017	2018	2019	2020	2021
Electricity Intensity (kWh/m2)	134.1	138.8	145.3	139.2	94.2	140.6
Water Intensity (L/m2)	819.4	833.4	894.2	641.8	473.4	534.7



We're concentrating our presence in energy efficient buildings, including those that have been retrofitted or refurbished with a focus on sustainability; and looking at our operations globally, reshaping policies and practices from procurement to business travel.



Case study | Ohio, U.S.



A transformation in Avon Lake

Avison Young, Charah Solutions and Gensler are working with City leaders in Avon Lake, Ohio to decommission a coal-fired power plant and deliver a transformative future development featuring adaptive reuse of the facility's historic turbine hall and plant buildings.

The project

The master plan for the 55-acre site is designed to revitalize the lakefront, connect the city to Lake Erie and catalyze growth for the next generation.

The process

Led by Richard Hanson and Dick Shields, the Avison Young team worked with the community to explore the possibilities for the redevelopment, and to develop a new master plan that made the most of the site's historic buildings and natural waterfront setting. Ultimately, the comprehensive redevelopment strategy was so compelling that stakeholders decided to close the coal power plant in 2021, four years earlier than originally planned.



Key outcomes



3 million tons of CO₂e annually

The plant's closure will significantly reduce greenhouse gas emissions in the area as it will put an end to the release of 3 million tons of CO₂e annually.



Improved health

The plant's closure will improve respiratory health in the region by reducing particulate matter in the air. It will also end the release of mercury, lead, sulfur dioxide, nitrogen oxides and other heavy metals.



Impact on water

The closure will eliminate the facility's daily demand for 365 million gallons of water for cooling. This will help to protect local aquatic habitats and related ecosystems as well as a local fishery.

The new development will attract investment and employment, create new public infrastructure to spur ongoing economic development, add new parks and community space, and grow the region's tax base — all while making a powerful case for green building and development principles in the region.



Case study | California, U.S.

LEEDing the top 10

In 2021, two properties owned by Beacon Capital and managed by Avison Young made the Top 10 LEED certifications in the U.S. LEED (Leadership in Energy and Environmental Design) provides a framework for healthy, efficient, low-carbon and cost-saving green buildings and is the most widely used green building certification in the world.

The projects

These properties demonstrate the unique combination of our property management expertise with our capabilities in ESG and sustainability certifications and feature innovative examples of ESG strategies coming to life:

- Rooftop organic gardens
- Green space to catch water runoff and generate opportunities to harvest and reuse rainwater
- Shading on the rooftop which reduces cooling requirements for the building saving money and reducing emissions
- 'Juice Bars' also known as electric vehicle charging stations
- STEM Battery systems which leverage AI to switch between power sources
- MACH energy to reduce energy use and expense, increase ENERGY STAR scores, reduce tenant costs and improve net operating income.
- Urban bee keeping – creating awareness and inspiring conversations about sustainability while supporting critical bee research and producing local urban honey.

These projects represent a combination of our property management expertise with our capabilities in ESG and sustainability certifications.

Enhancing sustainability performance

As well as managing field-leading sustainability projects like these assets, we also help clients enhance the sustainability performance of a wide range of assets. Among other practices, we calculate the carbon emissions of buildings we manage; use tools like the Carbon Risk Real Estate Monitor (CRREM) to identify stranded assets; flag “carbon hotpots” that offer the greatest opportunities for improvement; and work with occupiers to ensure they have the tools and knowledge they need to operate buildings efficiently.



Lake Merritt Plaza, Oakland CA

Among other innovations, this LEED O+M v4 Gold certified project uses STEM Battery Systems leveraging artificial intelligence to automatically switch between battery power and grid power. Battery storage lets building operators discharge power to the grid when it's most valuable and gives tenants piece of mind with onsite backup power availability.



44 Montgomery Street, San Francisco, CA

A LEED EB 2009 Gold certified project, this building is also home to Avison Young's San Francisco offices. In addition to exceptional sustainability in its own systems, it supports green mobility for occupants with electric vehicle charging, bike maintenance and storage, and great walkability and transit access.



Putting
people
and planet
first

For more information about our ESG strategy and services, please visit us online at avisonyoung.com or contact:

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