



**FORCED LABOUR  
AND CHILD  
LABOUR REPORT**

**2023**

# ANNUAL REPORT

This annual report has been prepared in accordance with Canada’s *Fighting Against Forced Labour and Child Labour in Supply Chains Act*, S.C. 2023, c. 9, for the year ended December 31, 2023.



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# MESSAGE FROM OUR CEO AND OUR PRESIDENT



Forced labour and child labour are matters of concern to us. The human rights of our people, clients, suppliers, and communities are respected in our policies and the way we operate.

On behalf of the BGIS Group of Companies across Canada, we are pleased to present our Annual Report aimed at addressing the reporting criteria outlined in Canada’s *Fighting Against Forced Labour and Child Labour in Supply Chains Act*. We support a complex network of suppliers, and this is where we may be at risk of indirect exposure.

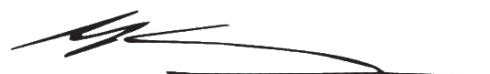
Our focus on the mitigation of forced labour and child labour in our supply chains is underpinned by a robust governance environment that challenges BGIS to continuously assess risk and improve supply chain transparency. BGIS understands that the efforts are ongoing to identify and mitigate these risks in our operations and our supply chains. We will seek to continuously improve our approach in order that we effectively and transparently manage risks. The BGIS Group of Companies have not had any instances related to forced labour or child labour and we seek to proactively mitigate such risks in our business today and into the future.

In accordance with the requirements of the Act, and in particular section 11 thereof, I attest that I have reviewed the information contained in the report for the BGIS Group of Companies listed in this report. Based on my knowledge, and having exercised reasonable diligence, I attest that the information in the report is true, accurate, and complete in all material respects for the purposes of the Act, for the 2023 reporting year.



**Gord Hicks, C.M.**  
Chief Executive Officer  
May 31, 2024

I have the authority to bind the BGIS Group of Companies



**Mike Greidanus**  
President, Canada



# ABOUT US

BGIS brings over 25 years of providing a full range of innovative consulting, management and delivery services for owners and occupiers of real estate.

With a rich engineering and technical background and a commitment to client service, BGIS protects both the tangible and intangible, not only staff and physical assets, but client reputations, brands, and core businesses.

## OUR MISSION

To deliver **innovative business solutions for clients with real estate portfolios**, continually creating value for their stakeholders, while ensuring a sustainable, safe and comfortable environment for all.

## OUR VISION

We are a **recognized leader** in the provision of Real Estate Management Services.

We are the role model for **sustainable** operating practices and portfolio strategy.

We are the **employer of choice** within our industry and a “Best Employer.”

## OUR VALUES



Unwavering  
**Integrity**



Passion for  
**Innovation**



Living  
**Sustainability**



Delivering  
**Memorable  
Customer  
Experiences**



Relentlessly  
Building **Team  
Member  
Engagement**

Our values are foundational to our culture and affect the way we deliver our services; they influence everything that we do from how we manage our clients’ facilities to how we help our customers when we provide services. Some of our recent achievements include:

- 2023 *Canada’s Best Corporate Citizens*, by Corporate Knights
- 2023 *Innovations in Supplier Diversity Award*, by the Sourcing Industry Group
- 2023 *Corporate Energy Management Award*, by the Association of Energy Engineers
- 2023 *Canada’s Clean50 Award* for our Carbon Neutral Buildings Program
- 2023 *WSIB Award for Canada’s Best Health & Safety Culture*, by Canada’s Safest Employers

# OUR STRUCTURE AND ACTIVITIES

This joint report is provided in respect of the following entities, comprised of limited partnerships and corporations, that are subject to reporting (the “**BGIS Group of Companies**”):

- BGIS Global Integrated Solutions Canada LP / BGIS Solutions Globales Intégrées Canada S.E.C.
- BGIS Energy & Facility Solutions Inc.
- BGIS O&M Solutions Inc.
- BGIS Sustainable Cleaning Solutions Ltd.
- BCP IV FM Canada LP
- FMC LP
- BIFM CA Buyer Inc.

The BGIS Group of Companies are controlled, and indirectly owned, BCP IV FM Canada LP, FMC LP, and ultimately by BIFM CA Buyer Inc. Our talented team of more than 6,900 employees across Canada is supported by a global team of over 10,500 across BGIS and its affiliates in the US, UK, Australia, and New Zealand. The BGIS Group of Companies delivers real estate services to clients in the public and private sectors, including governments, Crown corporations, financial institutions, and telecommunications and utilities providers. With the help of corporate offices in 15 Canadian cities, we manage more than 33,000 locations in Canada, totaling 343 million square feet of real estate.



## CANADA

<b>6,950+</b> TEAM MEMBERS	<b>33,000+</b> FACILITIES MANAGED	<b>\$2.5B+</b> MANAGED SPEND	<b>7,300+</b> SUPPLY CHAIN PARTNERS
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## GLOBALLY

<b>10,500+</b> TEAM MEMBERS	<b>50,800+</b> FACILITIES MANAGED	<b>\$4.3B+</b> MANAGED SPEND	<b>643M+</b> SQ FT MANAGED
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# OUR SUPPLY CHAIN

Forced labour and child labour are matters of concern to BGIS. The human rights of our team members, clients, suppliers, and communities are respected in our policies and the way we operate. We support a complex network of suppliers, and this is where we may be at risk of indirect exposure. The highest potential for risk of forced labour and child labour in our operations is within our supply chains, which are predominantly labour based.

The services provided by the BGIS Group of Companies use labour sourced in Canada. The sale of goods in our activities is ancillary to our services, and includes the sale of equipment, construction materials, and maintenance, repair and operating supplies that are provided almost exclusively by Canadian suppliers that source their goods from origins throughout North America and abroad. The relevant categories are set out below.



## CATEGORY CHARACTERISTICS

### Facilities Management Services

Facilities management services include the provision of operations and maintenance services to clients' buildings, such as cleaning, security, grounds maintenance, fire and life safety systems, and maintenance of heating, ventilating and air conditioning equipment and systems.

### Projects & Construction

Projects and construction activities include demolition, construction, and renovation works, as well as building systems installations and upgrades and professional project management.

### Industrial Consumables & Equipment

This category includes industrial consumables and tools of trade, uniforms, personal protective equipment and safety equipment, furniture, and equipment rentals.

### Lease Administration & Corporate Services

This area of our operations includes administering leases with landlords and utilities service providers, as well as key corporate items such as IT software and equipment, telephony, stationery, and corporate services such as finance and legal.

## Innovation in the Janitorial Industry

In 2023, BGIS Sustainable Cleaning Solutions Ltd. continued its focus on a ‘self-perform’ model for janitorial services for clients across Canada - disrupting the industry with the introduction of a more robust compensation offering for janitorial team members. BGIS provides pay ranges that are higher than industry standard and offers benefits and paid vacation for full-time team members. We are also working on translating our standard documents in multiple languages to be more inclusive with our approach.

All full-time team members receive benefits, coaching, career development opportunities, and are eligible for recognition, team member rewards, training, and access to all internal BGIS career opportunities and health and wellness programs.



## Recognition and Inspiring Excellence

We strive to create an environment where team members feel valued and appreciated for their contributions and are highly engaged. Through the Inspiring Excellence Program, we recognize and appreciate team members for their efforts, commitment to our core values, and contributions towards our growth and success. Ultimately, we want to build a culture of recognition where saying “thanks” becomes second nature.

## Compensation & Benefits

BGIS advocates for pay ranges that are higher than industry standards and offers other benefits, including:

- TELUS Health - 24/7 access to total health and wellbeing services and tools; and
- BGIS’s Team Member First – exclusive discounts on staples, such as fuel, cellphone plans, and clothing.

## Hands on Supervision

BGIS provides supervision with janitorial staff at a 1:30 ratio, including close supervision, availability of guidance and leadership, one-on-one performance reviews, and timely performance management.

## Custodial Specific Training

All employees will receive training and/or education to maintain knowledge of proper procedures for safety, tools, techniques, and pertinent environmental standards.

## Client Support Group

BGIS also provides a Customer Success Manager designated to each Client Account to support Supervisors and Managers with team member performance and the handling of issues and escalations.



# OUR ACTIONS

<p>The BGIS Group of Companies has taken steps to prevent, reduce, assess, and manage the risk of forced labour and child labour in its business and supply chains, including the following:</p>	
<ul style="list-style-type: none"> <li>• Conducting internal assessment of risks of forced labour and child labour</li> <li>• Developing and implementing due diligence policies and processes for identifying, addressing and prohibiting the use of forced labour and child labour</li> <li>• Requiring suppliers to have in place policies and procedures for identifying and prohibiting the use of forced labour and child labour</li> </ul>	<ul style="list-style-type: none"> <li>• Monitoring suppliers</li> <li>• Embedding responsible business conduct into policies</li> <li>• Developing and implementing grievance mechanisms</li> <li>• Implementing training and awareness materials on forced labour and child labour</li> <li>• Prohibiting subcontractors from subcontracting without BGIS’s consent</li> </ul>
<p>Code of Business Conduct and Ethics</p>	<p>The Code of Business Conduct serves as a guide for team members’ conduct as members of the BGIS Group of Companies. Preserving our corporate culture is vital to the organization and following this Code helps us do that. All staff receive training and certify their commitment to the Code of Conduct on a recurring basis.</p>
<p>Supplier Code of Conduct</p>	<p>Our Supplier Code of Conduct establishes a minimum set of requirements for suppliers. These principles speak to the commitments we make to our clients, and our drive to deliver innovative business solutions and relationships built on partnerships, trust, integrity and personal responsibility. These principles establish the ethics and standards required for engaging in business with the BGIS Group of Companies.</p> <p>Suppliers are expected to uphold the human rights of workers and treat them with dignity and respect. The Supplier Code of Conduct solidifies our expectations and sets the tone that our entire our supply chains must, among other things,</p> <ul style="list-style-type: none"> <li>• prohibit the use of forced labour,</li> <li>• prohibit child labour,</li> <li>• set work hours to comply with local law and legislated employment standards, and</li> <li>• comply with applicable wage laws, including those relating to minimum wages, overtime hours, and legally mandated benefits.</li> </ul> <p>Suppliers to the BGIS Group of Companies are expected to regularly investigate their labour practices to satisfy itself that there is no modern slavery, including forced labour or child labour, used anywhere in its business and its supply chains.</p>



## OUR ACTIONS

	<p>At any time, BGIS may request supporting documentation and information from our suppliers, demonstrating that they have monitored, assessed, and addressed risks identified relating to forced labour and child labour and have performed appropriate due diligence to prevent forced labour and child labour.</p> <p>Suppliers must notify BGIS immediately following any instances of forced labour or child labour in their businesses or supply chains, and the actions undertaken by the supplier to remedy any issues.</p>
Strategic Sourcing and Procurement Policy	<p>BGIS continues to follow its Strategic Sourcing and Procurement Policy and the clearly expressed expectations that Suppliers review their labour practices to ensure there is no forced labour or child labour anywhere in their businesses and supply chains, and that they adopt and promote labour practices that treat all employees fairly and with dignity and respect, ensuring they are in accordance with the laws in respect of child labour, working environments, health and safety, among others.</p>
Sustainable and Ethical Procurement Policy	<p>BGIS is committed to continuously refine and improve our approach in order to manage effectively and transparently any risks of forced labour and child labour. This document is the foundation for us to identify where risks may exist in our operations and supply chain and proactively mitigate risks.</p>
Supplier Qualification Systems	<p>BGIS is assisted by a third-party supplier qualification management system that helps BGIS collect, track, verify, and maintain supplier qualification documents, in respect of insurance, workers' compensation, health and safety, and understanding BGIS's expectations of adherence to the Supplier Code of Conduct which makes specific reference to the prohibition of forced labour and child labour.</p>
Supplier Monitoring	<p>BGIS uses proprietary technology to monitor and validate service delivery by the approved suppliers and approved personnel to minimize risks of the use forced labour and child labour in our business and supply chains.</p>
Employment Verification	<p>BGIS requires each applicant for employment to provide their date of birth and social insurance number, which BGIS verifies using a third-party service provide as part of background check processes.</p>
Employee Training	<p>All BGIS employees have available to them a BGIS on-line learning platform hosted by a third-party that includes optional training resources such as webinars and articles on Supply Chain Transparency, Vendor Risk Management, BGIS's Strategic Sourcing and Procurement Policies, and Human Right Strategies.</p>

# OUR RISKS

The BGIS Group of Companies carries on business in Canada and is primarily based on services. The sale of goods is ancillary to our services business and includes the sale of equipment, construction materials, and maintenance, repair and operating supplies that are ancillary to the services we provide.

The BGIS Group of Companies has identified risks associated with forced labour and child labour in the following aspects of its activities and supply chains:

- Tier one (direct) suppliers;
- Tier two suppliers;
- Tier three suppliers;
- suppliers further down the supply chain than tier three;
- the use of outsourced, contracted or subcontracted labour;
- the use of migrant labour; and
- the use of child labour.

In addition, BGIS Sustainable Cleaning Solutions Ltd. has identified risks of forced labour and child labour in its business in the janitorial and landscaping industries.

The BGIS Group of Companies has not identified any forced labour or child labour in our activities or supply chains. Similarly, we have not identified any loss of income to vulnerable families resulting from any measures taken to eliminate the use of forced labour or child labour. Accordingly, no remedial steps have been necessary or taken in respect of instances of forced labour or child labour or any resulting loss of income to vulnerable families resulting from any such measures.







## EFFECTIVENESS OF ACTIONS

**The application of our framework addressing risks of forced labour and child labour is underpinned by a robust governance environment that challenges BGIS to continuously assess risk and improve supply chain transparency.**

The BGIS Group of Companies completes an annual supply chain report to identify the top risks in our supply chains. These efforts result in a program of extensive supplier engagements that seek to improve the capability of our supply partners in order to demonstrate they understand and are taking actions to mitigate vulnerability to forced labour and child labour- not only in their direct service provision to BGIS, but also within their own supply chains.

Improving the capability of our supply partners is a key objective of the BGIS approach to sustainable procurement. While self-assessment can produce variability of response, the ongoing supplier engagement, through clarification and refinement, is both important in raising awareness of vulnerability to forced labour and child labour and reinforces BGIS's commitments to providing the highest levels of quality and transparency to our clients.