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RESPONSIBILITY IS OUR PROMISE PERFORM
INTEGRITY IS OUR FOUNDATION COLLABOR
BEING A RESPONSIBLE COMPANY INNOVATION IS OUR MINDSET RE
RESPONSIBILITY IS OUR PROMISE INTEGRITY

October 2020

WE ARE COMMITTED TO LIVING OUR VALUES

In order to live our values, which support our vision and purpose, we must continuously evaluate how we are doing so that we can keep improving. As we near our fifth anniversary, we have taken the opportunity to formalize what it means to be a Responsible Company. We do this as an extension of our early commitments and our value of responsibility. The foundation of being a Responsible Company is for an organization to serve its key stakeholders and its specific commitments to them—some aspirational. QuadReal has identified five stakeholders.

Being curious, diligent in our research and always learning is a hallmark of QuadReal's approach to all we do. In the process of more formally adopting what it means to be a Responsible Company, we are likely to need to course correct and reassess. We also continue to gather input and involvement from all of our employees on our dedicated journey to being a fully Responsible Company.

OUR VISION

is to be a leading global real estate partner, recognized for making meaningful contributions to our communities while delivering strong investment returns and prudent growth. Now and for generations to come.

INTEGRITY | IS OUR FOUNDATION

We demand integrity as we strive for **excellence** and value openness, transparency and the diverse views which make us stronger.

COLLABORATION | IS OUR STRENGTH

We believe in collaboration to work efficiently and effectively as we deliver service **excellence** to customers, stakeholders and each other.

PERFORMANCE | IS OUR FOCUS

We measure every aspect of our performance in the thoughtful pursuit of **excellence** and value.

INNOVATION | IS OUR MINDSET

We champion innovation as we discover **excellence** with creativity and forward thinking.

RESPONSIBILITY | IS OUR PROMISE

We lead with a fundamental responsibility to our clients and communities to build **excellence** now and for generations to come.

OUR PURPOSE

is to create living and working environments that enhance the lives of the people and communities we serve.

QUADREAL'S STAKEHOLDERS

EMPLOYEES

Our work environment is inclusive, respectful, collaborative and fair. Our leaders model these behaviours. Our employees are empowered to challenge the status quo and effect change.

We actively seek to increase and foster the diversity of our workforce through our recruiting, onboarding and talent management practices.

TENANTS, RESIDENTS AND PARTNERS

We treat our tenants, residents and partners fairly. We communicate openly and respectfully. We operate in a manner that contributes to public health, the environment and society.

We collaborate to find practical ways to support our customers health and wellbeing, respecting their privacy and putting them first in order to create supportive and memorable experiences.

CLIENTS

We act ethically and with integrity. We adhere to the highest legal and regulatory standards. We are focused on innovation and performance to provide strong returns for our clients, sharing information openly and honestly.

Our leaders are accountable and model ethical behaviour. We regularly review and re-commit to our Employee Code of Ethics and Professional Conduct.

COMMUNITIES

We are involved members of the communities where we live, work and invest. We work to advance the quality of life in those communities through our actions, including charitable giving and local engagement.

We conduct business in a way that is respectful of everyone, including individuals and groups who have been traditionally marginalized. Our suppliers have similar standards and are required to adhere to the Responsible Contractor Code of Conduct and Ethics.

ENVIRONMENT

We work to have a positive net impact on the environment, setting measurable targets and seeking innovative solutions to reduce energy consumption, pollution and waste.

We take action by investing in practical, cost-effective solutions to reduce energy consumption and commit to continuously improving operational processes in order to reduce our environmental footprint.

"I'm proud to be a part of QuadReal, part of a team that truly lives its values in service to our stakeholders, our communities and the environment. We have an extraordinarily dedicated global team and an unparalleled work ethic, everyone striving to deliver strong and sustainable returns to BCI, RBC GAM and their clients."

Dennis Lopez
Chief Executive Officer

ACCOUNTABLE FOR OUR PROGRESS

QuadReal's Management Board has a detailed set of action items and projects it will lead and advance to bring specific foundation to and measurement around priorities on the road to becoming a fully Responsible Company. We call this our roadmap. There are checkpoints within each of the existing or new projects and programs. Milestones have also been agreed to update ourselves and our stakeholders in a more holistic way. We will be open and transparent in these updates and take into special consideration the feedback we receive from those within the company and our key stakeholder groups.

NEXT
MILESTONES

JANUARY 2021
INTERNAL UPDATES
AND PLANNING

SUMMER 2021
INTERNAL AND
EXTERNAL UPDATES