

# 2019 Highlights



38%

REDUCTION IN  
**ENERGY USE**  
INTENSITY



28%

REDUCTION IN  
**WATER USE**  
INTENSITY

82%

WASTE CAPTURE RATE

48



EV CHARGING STATIONS

8

**workfit**  
BY CROWN

FITNESS CENTRES



4 BEEHIVES INTRODUCED WITH  
60 L OF HONEY PRODUCED

90

FILTERED  
WATER  
STATIONS  
INSTALLED

12,741



LIGHTS RETROFITTED  
TO LED BULBS IN 2018



8,960

CLOTHING ITEMS  
**DONATED**  
**& DIVERTED**  
FROM LANDFILLS

## GET IN TOUCH

Emily Hanna  
Partner, Investments  
(647) 729-2609  
ehanna@crp-cpmi.com

[crownrealtypartners.com](http://crownrealtypartners.com) | [@CrownCRP](https://www.instagram.com/CrownCRP)







# Creating **Healthier** Work Environments

ENVIRONMENTAL · SUSTAINABILITY · GOVERNANCE

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# Committed To A Sustainable Future

Crown is committed to corporate social responsibility and prioritizes best management practices across the portfolio to support our goals. We have achieved excellence in sustainability through a number of different awards and certifications:

## **BOMA BEST Certified** 20 Buildings

BOMA BEST is Canada's largest environmental assessment and certification program for existing buildings. Crown continually strives to achieve the highest possible BOMA BEST certification at each building.



## **Certificate of Excellence** 13 Buildings

The BOMA Certificate of Excellence is backed by a rigorous certification program that reviews building management and operations, community impact, tenant relations, energy management and conservation, environmental, regulatory and sustainability initiatives, and the training of the building personnel.



## **LEED Certified** 8 Buildings

Crown is proud to promote a whole-building approach to sustainability. By achieving LEED certification at our buildings, we recognize exceptional performance in each of the eight key performance categories.



## **Energy Star Certified** 5 Buildings

ENERGY STAR certification is a voluntary program that is a universally acclaimed label of superior energy performance and efficiency.



## **Bullfrog Powered** 6 Buildings

Bullfrog ensures the electricity or natural gas going on the grid or pipeline for Bullfrog Powered office buildings comes from clean, renewable sources, reducing the building's impact on the environment.



## **Race2Reduce CREST Awards** 4 Awards

Crown had recently been recognized as a two-time winner at the BOMA facilitated Commercial Real Estate Sustainability Trailblazers awards ceremony. Crown had received top honours within the Energy Management Leadership Category.



## **GRESB Participation**

Global Real Estate Sustainability Benchmark (GRESB) is a global standard for benchmarking sustainability performance for real asset investments. In 2018, Crown was pleased to rank 7th out of 42 participants in the non-listed office peer group across North America, a notable achievement, given the prestigious list of firms within the group. Crown's submission also earned the Green Star designation for meeting score thresholds in both Management & Policy as well as Implementation & Measurement categories.





# Efficient, High Performance Buildings

Crown regularly analyzes historic utility consumption and cost trends to ensure maximum building efficiency and identify any anomalous consumption patterns. Crown's Environmental and Sustainability Policy provides regular audits and assessments across the portfolio, including:

## Every 5 Years:

- Building Condition Assessment
- Environmental Site Assessments
- Energy and Water Audit Reports

## Every 3 Years:

- Hazardous Building Materials Assessment
- Indoor Air Quality Audit
- Waste Audit Report and Waste Reduction Work Plan

## Annually:

- Asbestos Reassessment and Management Plan update





**Crown's sustainability strategy considers human, economic and environmental factors as they relate to the four pillars of our business: our team, our tenants, our investors and our local communities.**

## Team

Crown strives to create a corporate culture that attracts, engages, advances, and retains the highest calibre professionals. At Crown we:

- Provide ongoing training programs, workshops/ seminars and continuing education
- Support employee wellness, offering programs and team building events
- Recognize outstanding service through awards to acknowledge contributions of every member of the team

## Tenants

Crown continues to explore opportunities to build and solidify strong and lasting tenant relations through communication, appreciation, and efficient care and maintenance across our portfolio. Engagement programs include:

- Tenant Satisfaction & Transportation Surveys
- 24/7 tenant support hotline, the Crown Advantage
- Crown's Tenant Communication & Retention Program
- Crown Eco Teams
- Crown Tailored Amenities
- Planned Tenant events and initiatives



## Community

Crown is involved in several initiatives that allow us to give back to our community at a local and national level. Crown has been recognized by a variety of charities and community organizations:

