

# Quantifying ESG from a People Perspective



## The Rising Importance of ESG

The business world is undergoing rapid evolution, with increasing awareness and concern for corporate responsibility. Consumers expect companies to operate in a responsible manner, and regulatory changes promote transparency. This focus on providing long-term value for companies and society is captured in an Environmental, Social, and Governance (ESG) framework that many organizations use to measure and report on their progress.

### ESG encompasses three pillars used to measure the sustainability and ethical impact of a company:

- E:** The **environmental** criteria assess a company's commitment to preserving the natural world and mitigating environmental impact.
- S:** The **social** criteria examine how a company interacts with and impacts employees and society, including business ethics and community engagement.
- G:** The corporate **governance** criteria focus on leadership and management practices, ensuring accountability and responsible conduct.

## Disability Inclusion Puts People at the Centre of Your ESG Story

Disability inclusion is a human right. By embracing accessibility and inclusion, your organization is not only contributing to a more equitable society but is also gaining access to a more diverse pool of visitors, customers and talent, improved employee engagement and productivity, and enhanced innovation. Forward-thinking organizations recognize that improved accessibility and disability-inclusive practices offer numerous benefits.

Unfortunately, there is a lack of tangible ways to measure the ‘S’ or social pillar of ESG, and disability inclusion is often overlooked despite its significant positive impact on business and society. This absence undermines accurate reporting and hinders progress.



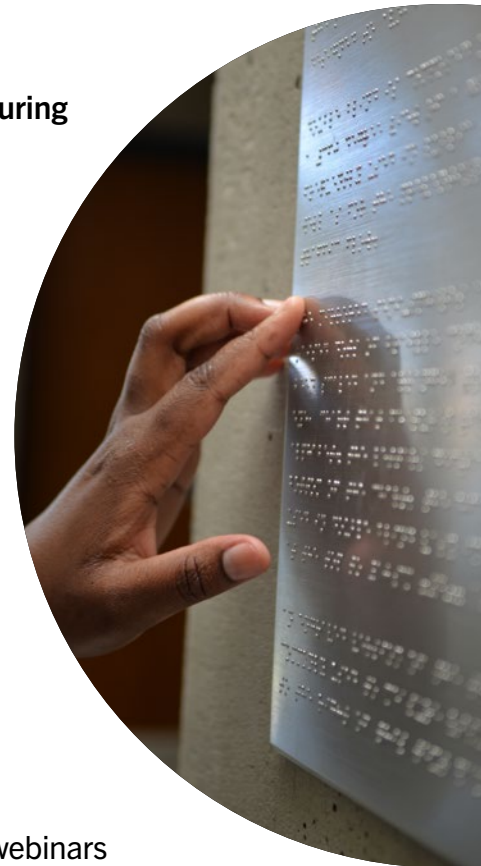
**While 90% of companies claim to prioritize diversity only 4% include disability in those initiatives.**

## Measure & Report on Your Social Impact with RHFAC

Rick Hansen Foundation Accessibility Certification™ (RHFAC) is a national rating and recognition program that measures the meaningful accessibility of a site based on the holistic user experience of people with varying disabilities. It considers mobility, vision, and hearing disabilities, recognizing organizations that prioritize accessibility through formal certification. The program also offers varying levels of accessibility and disability inclusion training through post-secondary partners across Canada. This training helps upskill staff and build a strong culture of inclusion in your workplace.

**RHFAC offers common language and methodology for consistently measuring and integrating people-centric metrics to quantify the “S” in ESG.** The program provides tangible ways to showcase your commitment and progress in your accessibility journey through measurements such as:

- The number of RHFAC accessibility ratings you conduct
- The number of RHF Accessibility Certified or Certified Gold ratings you achieve
- The upgrades to accessibility you have actioned based on your RHFAC rating results
- The number of your staff who have taken RHF accessibility and disability inclusion training
- The number of your staff who have achieved an RHFAC Professional designation
- The number of your staff who are members of the RHF Accessibility Professional Network and attend ongoing educational conferences and webinars
- The RHF team can work with you to develop content and storytelling on how your company is embracing access and inclusion



# Leading Companies are Using RHFAC in Their Sustainability Reporting

Organizations like QuadReal, Cadillac Fairview, and GWL Realty Advisors Inc. use RHFAC in their ESG and Diversity, Equity, and Inclusion reporting.

## Cadillac Fairview 2022 Responsibility Report:

**CF** Introduction Our People Our Planet Our Communities Our Partners Looking Forward **Awards, Recognition & Certifications** 2022 Responsibility Report 55

### Certifications

#### WiredScore Certification

Property	Level 2021	City
Deloitte Tower	Platinum	Montréal
TDC - 95 Wellington	Platinum	Toronto
TDC - 222 Bay Tower	Platinum	Toronto
TDC - North Tower	Platinum	Toronto
TDC - South Tower	Platinum	Toronto
TDC - TD Bank Tower	Platinum	Toronto
TDC - West Tower	Platinum	Toronto
TDC - TD Bank Tower	Platinum	Toronto

#### WELL Health-Safety Rating

Property	City
16 York	Toronto
RBC Centre	Toronto
Simcoe Place	Toronto
TDC - 95 Wellington	Toronto
TDC - 222 Bay Tower	Toronto
TDC - North Tower	Toronto
TDC - South Tower	Toronto
TDC - TD Bank Tower	Toronto
TDC - West Tower	Toronto
250 Yonge Street	Toronto
CF Tower (20 Queen Street W)	Toronto
1 Dundas	Toronto
Yonge Corporate Centre 4100	Toronto
Yonge Corporate Centre 4110	Toronto
Yonge Corporate Centre 4120	Toronto

#### Rick Hansen Foundation Accessibility Certification™

Property	City
TDC - 95 Wellington	Toronto
TDC - 222 Bay Tower	Toronto
TDC - North Tower	Toronto
TDC - South Tower	Toronto
TDC - TD Bank Tower	Toronto
TDC - West Tower	Toronto
Maple Leaf Square	Toronto
Yonge Corporate Centre 4100	Toronto
Yonge Corporate Centre 4110	Toronto
Yonge Corporate Centre 4120	Toronto

#### WELL Certification

Property	Level 2021	City
TDC - 222 Bay Tower	Core + Shell Gold	Toronto

#### Fitwel Certification

Property	Level 2021	City
HSBC Building	1 Star	Vancouver

## QuadReal 2021 ESG Annual Report:



Photo Source: QuadReal Hotel Exchange, Mississauga, Canada

### Putting Accessibility at the Forefront

Three years ago, the QuadReal team began an important journey with the Rick Hansen Foundation (RHF). Founded by the legendary Canadian athlete and advocate Rick Hansen, the foundation works to remove barriers and liberate the potential of people with disabilities. Initially, QuadReal reached out to RHF and received important feedback on a company-wide accessibility training program, which was then under development. The foundation's input was instrumental in crafting a program focused on creating a warm and inclusive environment for all QuadReal employees, tenants, residents, and guests, irrespective of abilities. In 2020, all QuadReal employees took part in this training.

QuadReal's relationship with the RHF has since expanded to include building accessibility audits under the Rick Hansen Foundation Accessibility Certification™, a national rating system that measures and certifies the level of meaningful access to buildings and sites. It promotes universal design principles in several key areas: vehicular access; exterior approach and entrance; interior circulation; interior services and environment; sanitary facilities; wayfinding and signage; emergency systems; additional use of space; residential units; and trails and pathways.

**Raising the standard**

During a 12-month period spanning 2020 and 2021, QuadReal conducted 21 accessibility audits across Canada using the RHF's universal design framework. Auditors provided clear guidance on both short-term and long-term opportunities to enhance accessibility at QuadReal managed properties. QuadReal's local teams have been engaged in the process and embraced the auditors' findings.

In Canada, almost 50 per cent of adults have, or have experienced, a permanent or temporary physical disability or live with someone who has. Based on the accessibility audit results and knowledge gained through engagement with the RHF, QuadReal is moving forward with a pragmatic approach to reducing barriers at its properties.

BCI | INFLUENCE | 2021 ESG ANNUAL REPORT | SUPPLEMENTARY 12



“Because RHFAC provides both informative and actionable recommendations that move beyond basic code compliance minimums, **not only do our teams come to understand how well they are doing currently, but are also given a roadmap so that accessibility can continue to be improved over time.** We are not just building ramps, but bridges to unlock the potential of our fellow Canadians to pave the way to a brighter, more equitable future.”

– **Elizabeth Schreurs, Vice-President Property Management,**  
GWL Realty Advisors Inc. (GWLRA)



*Photo Credit: Paul Steeves*

## **Together, We can Build an Inclusive and Accessible Canada**

Contact us today to learn more about how RHFAC can help advance your commitment to accessibility and disability inclusion and celebrate your progress:

[access@rickhansen.com](mailto:access@rickhansen.com) • 1-800-213-2131 ext. 1576