



2022

# Tenant Sustainability Guide

**RIO CAN**  
REAL VISION, SOLID GROUND.



# Introduction

At RioCan, our success is deeply connected to sustainability and the wellbeing of our tenants, who are the foundation of our business. Collaborating with our tenants on sustainability allows us to address mutual opportunities that can minimize our environmental footprint. This guide provides suggestions to improve performance in areas such as resource efficiency, water consumption, and waste management.

RioCan welcomes the opportunity to work with you to implement changes and discuss any ideas you have regarding improvements that will enhance sustainability. Contact your property manager directly or visit the Tenant Portal for any sustainability related requests or questions. We look forward to hearing from you!

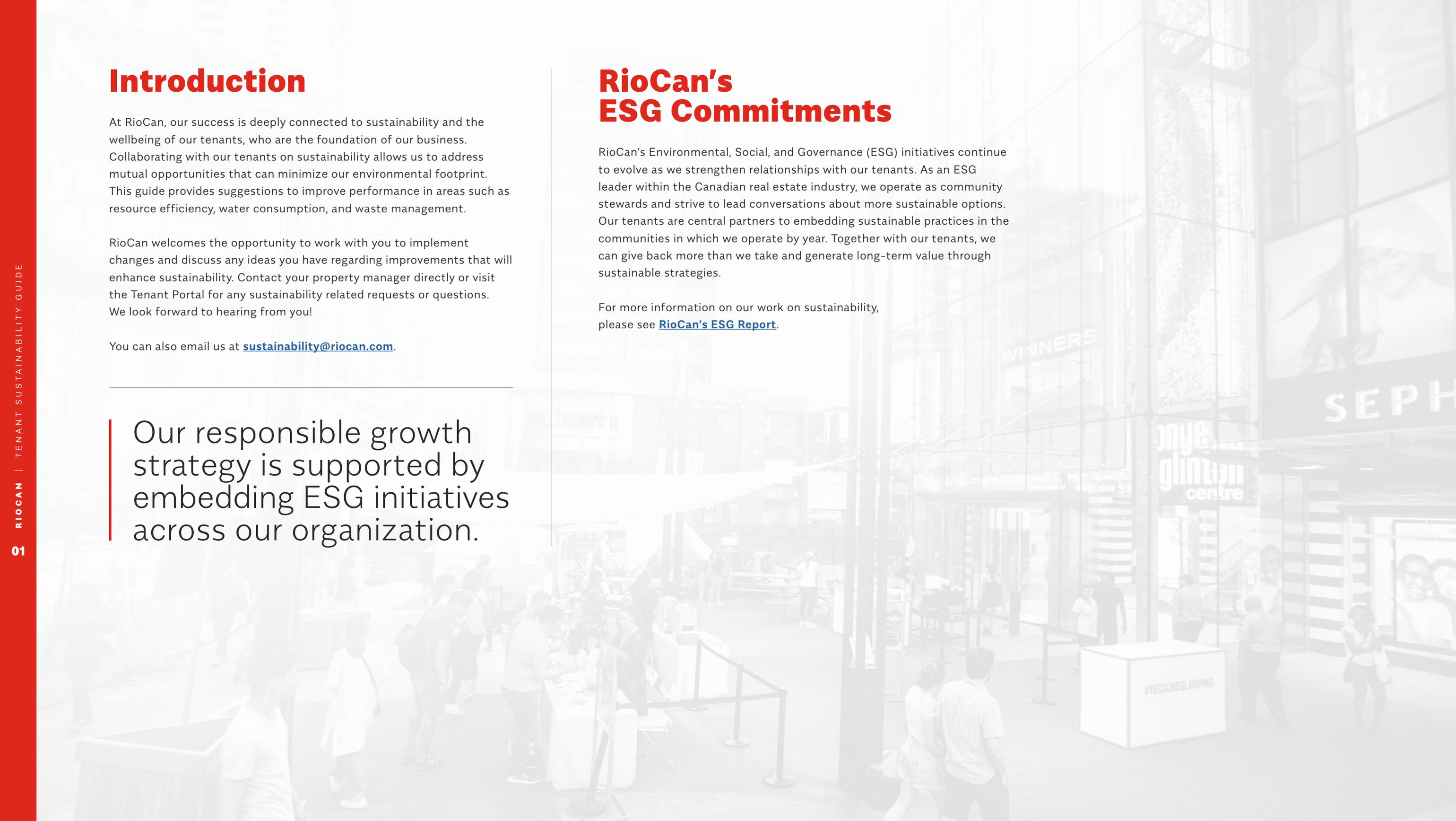
You can also email us at [sustainability@riocan.com](mailto:sustainability@riocan.com).

Our responsible growth strategy is supported by embedding ESG initiatives across our organization.

# RioCan's ESG Commitments

RioCan's Environmental, Social, and Governance (ESG) initiatives continue to evolve as we strengthen relationships with our tenants. As an ESG leader within the Canadian real estate industry, we operate as community stewards and strive to lead conversations about more sustainable options. Our tenants are central partners to embedding sustainable practices in the communities in which we operate by year. Together with our tenants, we can give back more than we take and generate long-term value through sustainable strategies.

For more information on our work on sustainability, please see [RioCan's ESG Report](#).



# Sustainability and Resource Efficiency

The global real estate industry is a major consumer of energy and water and a producer of waste. Resource management is therefore an important area of focus. Reducing use means a smaller environmental footprint and operational cost savings for our business, our tenants' businesses, and the industry overall.



## Lighting

### Tips

- Install occupancy sensors in all non-regularly occupied spaces such as break rooms, storage rooms, and bathrooms.
- Conduct periodic trainings to share ways to conserve energy, such as switching off lights and appliances when not in use.
- Install LED (light emitting diode) lighting and Energy Star labeled products, where possible.
- Schedule cleaning and maintenance activities during daytime hours, to minimize use of non-essential lighting at night.

### Benefits

- Conserve energy and reduce your electricity bill.
- For example, LED lights can help reduce the overall maintenance cost as they have a long lifespan and avoid the need to frequently switch light bulbs.



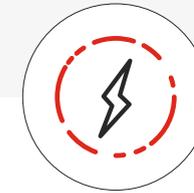
## Heating, Ventilation, and Air Conditioning (HVAC)

### Tips

- Monitor supplemental air conditioning units and refrigerators for leaks.
- Conduct regular HVAC equipment maintenance.
- Adopt temperature reset practices during unoccupied periods.
- Clean and replace air filters as recommended by the manufacturer. Use air filters with the highest Minimum Efficiency Reporting Value (MERV) rating that the mechanical system allows.
- Ensure that heating/cooling losses are not occurring by checking door gaps and seals on windows and doors.

### Benefits

- Higher MERV ratings indicate that the filter will be more effective at trapping small particles, maintaining good air quality.



## Power Usage

### Tips

- Turn off devices when not in use. Enable easy turn off by using a power strip.
- Utilize the power saving mode feature on computers, point of sale systems, printers, copiers, and other devices.
- Set devices to sleep or standby mode after 30-60 minutes of inactivity.
- Minimize the use of personal space heaters.

### Benefits

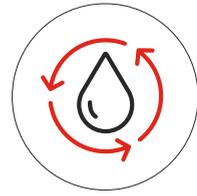
- Reduction of unnecessary power usage without fully powering off devices.

### Did you know?

- **Energy Star-qualified computers use 30-60% less energy than non-qualified models.<sup>1</sup>**
- **LED light bulbs can last up to 100,000 hours and on average do not need to be changed for 20 years.<sup>2</sup>**

<sup>1</sup> N. R. Canada, "Standby Power Brochure," 2014. [Online]. Available: <https://www.nrcan.gc.ca/sites/nrcan/files/energy/pdf/energystar/Standby-Power-brochure-eng.pdf>. [Accessed 9 May 2022].

<sup>2</sup> I. E. Supply, "What is the life span of an LED bulb or light fixture?," 2002. [Online]. Available: <https://www.inlineelectric.com/lifespan>. [Accessed 13 May 2022].



## Water Consumption

### Tips

- Fix leaks as soon as possible. Common locations include pipes, drains, appliances, and roofs.
- Install low-flow water fixtures, such as aerator attachments.
- Install high-efficiency dual-flush toilets (HET) and urinals or water-saving devices in present toilets.
- Dispose of chemicals, paints, and other agents using appropriate avenues.

### Benefits

- Lowered water usage can result in energy cost savings as less energy is used for heating and pumping of water.
- Community benefits include less frequency of water shortages and reduction in water contamination.

### Did you know?

- **Aerators reduce water usage by up to 25%.<sup>3</sup>**
- **A tap dripping ten times per minute can result in water losses of 3 L per day, or 90 L per month and 1080 L per year. Fix leaks as soon as they are detected!<sup>4</sup>**



## Waste Management

### Tips

- Select packaging that maximizes space utilization.
- Replace styrofoam and plastic products with biodegradable food containers, utensils, straws, and reusable bags.
- Process food and organic waste into end-products such as soil for composting.
- Use non-toxic cleaning products and reduce paper towel use.
- Purchase paper products that are FSC (Forest Stewardship Council) and SFI (Sustainable Forestry Initiative) certified.
- Purchase Canadian made furniture products when feasible. Select furniture that consist of natural fibers and materials and that have ecolabels such as FSC.

### Benefits

- Reduced transportation costs, more efficient practices, recovery of valuable materials, and reduced waste sent to landfills.

### Did you know?

- **The FSC operates, manufactures, and distributes in over 70 countries worldwide and is the gold standard for certification of forest products.<sup>5</sup>**

3 G. o. N. Brunswick, "Water Conservation," [Online]. Available: [https://www2.gnb.ca/content/gnb/en/departments/elg/environment/content/water/content/water\\_conservation.html](https://www2.gnb.ca/content/gnb/en/departments/elg/environment/content/water/content/water_conservation.html). [Accessed 10 May 2022].

4 P. Duffey, "How Much Does a Dripping Faucet Waste on Your Water Bill?," 24 June 2021. [Online]. Available: <https://southendplumbingllc.com/how-much-does-a-dripping-faucet-cost-on-your-water-bill/>. [Accessed 30 May 2022].

5 Forest Stewardship Council, "FSC Fact Sheet," Forest Stewardship Council-US, Washington DC.

# Health, Safety and Wellness

## Tips

- Practice active living – integrating physical activity into daily life, for example taking the stairs instead of elevator, as well as walking and biking to work. These are cost-effective ways to incorporate physical activity into your routine while reducing your carbon footprint.
- Keep a reusable water bottle to stay hydrated.
- When possible, use natural lighting. Apart from the benefit of cost efficiency, exposure to sunlight allows our bodies to produce vitamin D, encourages healthy sleep cycles, and improves mental well-being.
- Make use of sustainable transportation options. These include public transit, carpooling, electric vehicles, cycling and walking.

## Did you know?

- **Taking the stairs burns 5-10 calories per minute – more than jogging.<sup>6</sup>**



# Respiratory Infection Prevention and Control

## Tips

- Staff should stay home when ill or not feeling well.
- During periods of high respiratory virus circulation, it is recommended to wear a well-fitting, high-quality mask and avoid the “Three Cs” – Confined spaces with poor ventilation, Crowded places with many people nearby, Close-contact settings where people have close-range conversations.<sup>7</sup>
- Wash hands regularly with soap and warm water for 20-30 seconds. If soap and water are not available, use a hand sanitizer containing approximately 60% alcohol.<sup>8</sup>
- Speak to an HVAC specialist to understand how best to improve ventilation and air filtration in your space.
- Open windows and doors regularly to introduce fresh air into your space.
- Schedule routine maintenance on mechanical systems and change air filters when recommended.

## Benefits

- Cleaner work environment.
- Reduced chance of falling ill.



# Emergency Management

## Tips

- Develop and implement a Business Continuity Management (BCM) system to safeguard critical business functions against the impacts of organizational threats.<sup>9</sup>
- Establish an Emergency Management Planning Committee and appoint a team lead.
- Proactively collaborate with government agencies to build partnerships and cultivate robust emergency management training and exercise endeavors.
- Ensure employees have access to first aid and CPR training.

## Benefits

- More efficient and effective responses to moments of crisis.
- Compliance with regulations, maximization of insurance coverage, and protection of business reputation.

6 E. Timms, “5 Good Reasons to Take the Stairs And Added Health Benefits,” UVA Health, 8 Jan 2020. [Online]. Available: <https://blog.uvahealth.com/2020/01/08/good-reasons-take-stairs/>. [Accessed 13 May 2022]

7 World Health Organization, “Advice for the public: Coronavirus disease (COVID-19),” 2022. [Online]. Available: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>. [Accessed 11 April 2022].

8 Government of Canada, “Flu (influenza): Prevention and risks,” 20 October 2021. [Online]. Available: <https://www.canada.ca/en/public-health/services/diseases/flu-influenza/prevention-risks.html>. [Accessed 11 April 2022].

9 DRI International Inc., “What is Business Continuity Management?” 2022. [Online]. Available: <https://drii.org/what-is-business-continuity-management>. [Accessed 11 April 2022].

## Indoor Environmental Quality (IEQ)

The typical Canadian spends 90% of their time indoors, so it is vital for all tenants to take steps to maximize their IEQ. These are some ways you can provide a healthy atmosphere within your premises:

- Clean air ducts regularly to ensure that clean air is circulating.
- Complete a scan of the building to ensure that air vents are not being obstructed by objects.
- Clean carpets, rugs, and curtains regularly as they can trap dust.
- Grow indoor plants to naturally purify air.

For more information on maintaining good IEQ, please refer to the [BOMA BEST® Sustainable Buildings 3.0 Application Guide](#).



## Green Cleaning and Procurement

### Tips

- Where possible purchase products that are biodegradable, non-toxic, and free of volatile organic compound (VOC) emissions.
- Look out for products labeled as “low-hazard” or “safer” by an ISO 14024-compliant Ecolabel or by a government-recognized third-party certification body.<sup>10</sup>
- Choose products that contain the highest amount of recycled content and use minimal or recyclable packaging.
- Prioritize products such as EcoLogo, Green Seal, GreenGuard, which are certified by third parties for low chemical emissions and help reduce air pollution indoors.
- In terms of hazardous waste, ensure that containers and materials are clearly labeled and waste is tracked carefully so that expired products are disposed of safely. Have a contingency plan in place in the case of emergencies.

### Benefits

- Being proactive with IEQ and green cleaning will provide a safer, cleaner, and more comfortable workspace.

### Did you know?

- **Many green cleaning products contain fewer allergens such as synthetic fragrances, ammonia, bleach, and dyes.<sup>11</sup>**

<sup>10</sup> T. Certified, “ISO 14024: rules for a third party certification,” 2022. [Online]. Available: <https://tcocertified.com/iso-14024/>. [Accessed 11 April 2022].

<sup>11</sup> T Haraldson, “Eco-Friendly Cleaning Products vs. Regular Cleaning Products,” [Online]. Available: <https://puracy.com/blogs/lifestyle/reasons-to-use-natural-cleaning-products/>. [Accessed 1 June 2022].



## Working Collaboratively With Our Tenants

RioCan is committed to collaborating with you, our tenants, to continuously evolve our sustainability practices. As such, we commit to working together to produce tangible results by:

- Providing guidelines and training to property teams
- Maintaining building certifications
- Obtaining your feedback to continually improve the accessibility, safety, cleanliness, and overall sustainability of our portfolio and quickly address any areas of concern
- Keeping you in the know about environmental initiatives in place at each property

# Other Helpful Resources

1. **Sustainable Business Toolkit:**  
<https://www.sustainablebusinesstoolkit.com/reduce-business-energy-use/>
2. **Home Water Works:**  
<https://www.home-water-works.org/water-conservation-tips/work>
3. **Sustainable Business Toolkit:**  
<https://www.sustainablebusinesstoolkit.com/water-saving-tips-and-devices/>
4. **WWF's Together @ Work:**  
<https://www.worldwildlife.org/pages/employee-engagement>
5. **Sustainable Business Toolkit:**  
<https://www.sustainablebusinesstoolkit.com/cost-effective-waste-management-and-recycling-services/>
6. **US EPA's Indoor Air Quality Guide:**  
<https://www.epa.gov/indoor-air-quality-iaq/office-building-occupants-guide-indoor-air-quality>



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