



ELEVATED FACILITIES SERVICES



# TEAM ESG REPORT FOR

2023 

ANNUAL RELEASE  
SUSTAINABILITY REPORT



PREPARED BY TEAM GREEN



RELEASED FOR TEAM WEB

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TEAM GROUP IS INSPIRED BY THE GWICH'IN INDIGENOUS COMMUNITY

# THIS YEAR'S TEAM REPORT THEME IS THE ARCTIC NAT'L. WILDLIFE REFUGE

“A GRANDFATHER TEACHES HIS GRANDDAUGHTER, A YOUNG GWICH'IN MOTHER NAMED ALISHA, HOW RECIPROCITY IS EMBEDDED IN ALL ASPECTS OF LIFE. THE NORTHERN LIGHTS WARM THE CARIBOU; THE CARIBOU HELPS FEED AND SUSTAIN THE COMMUNITY; THE COMMUNITY HONORS THE CONNECTIONS. EACH ELEMENT IN NATURE IS PURPOSEFUL AND RELATED. IN TURN, THESE CONNECTIONS BRING NEW MEANING TO ALISHA AND HER WISHES FOR HER CHILDREN, AND FOR ALL LIVING BEINGS.”

“THIS FILM IS A PRIME EXAMPLE OF INDIGENOUS NARRATIVE POWER.”

— DALLAS GOLDTOOTH, ENVIRONMENTALIST



[WWW.RECIPROCITY.ORG/FILMS/DIIYEGHAN-NAII-TAII-TREEDAA](http://WWW.RECIPROCITY.ORG/FILMS/DIIYEGHAN-NAII-TAII-TREEDAA)



ANCHORAGE  
INTERNATIONAL  
FILM FESTIVAL

# RECOGNIZING THE GWICH'IN

DIIEGHAN NAI TAI TR'EEDAA (WE WILL WALK THE TRAIL OF OUR ANCESTORS)

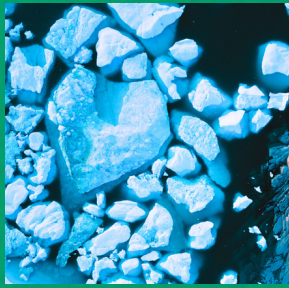




“DEAR FRIENDS, HUMANITY  
IS ON THIN ICE—  
THAT ICE IS MELTING FAST”.

UN SECRETARY GENERAL ANTÓNIO GUTERRES (MARCH IPCC, 2023)





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# CEO MESSAGE

WE ARE COMMITTED TO  
GOING BEYOND FOR THE  
GOOD OF PLANET EARTH.

I am humbled to present our first TEAM Environmental, Social and Governance (ESG) Report showcasing our remarkable journey and accomplishments throughout the year. It is with immense pride that I reflect on the dedication and resilience of our team, the unwavering support of our valued clients and supplier partners, and the positive impact we have made in the industry.

In the face of unprecedented challenges, we have remained steadfast in our commitment to operational excellence, leading through innovation, and ensuring customer satisfaction. Our focus on delivering Elevated Facility Services, coupled with our agility in adapting to market dynamics, has been instrumental in our growth and success - for 40 years.

We have made bold commitments to drive meaningful ESG initiatives, including:

**Electric Vehicle (EV) Transition:** We have taken on a significant investment by incorporating an office electric vehicle pool car, and are embarking on a plan towards a percentage of EV fleet in the near future. This move aligns with our mandate to reduce our carbon footprint and foster a sustainable future.

**Installation of Electric Chargers:** To further support our transition to electric vehicles, we have expanded our installation of electric vehicle charging stations. This not only facilitates our internal shift to advancing EVs, but also encourages others to consider this eco-friendlier option.

**Personal Commitment:** We believe its TEAM's responsibility to lead by example and act. That is why we are integrating sustainability across our business. Emphasizing my personal commitment to our 2024 ESG Goals, I have replaced my company gas pickup truck with an exciting EV pickup truck.

On behalf of the entire leadership team, I assure you that we will continue to prioritize transparency, integrity, and responsible growth in everything we do. Together, let us embrace the future with optimism and determination, knowing that our collective efforts will shape an even brighter tomorrow. Thank you for your support as we begin our transition through sustainability. I invite you to dive into the following pages of this report to discover the milestones, achievements, and unique prospects that define the TEAM organization.

With gratitude,

**Clint Griffin**

CEO & Proud Champion of TEAM Green



FORWARD STATEMENT



# TEAM 5 SDG'S

IN 2016 THE UNITED NATIONS ESTABLISHED 17 SUSTAINABLE DEVELOPMENT GOALS (SDGS) FOR THE WORLD AS A BLUEPRINT. THE AIM; PEACE AND PROSPERITY FOR THE PLANET AND EVERYONE.

Sustainability at TEAM Group means bringing together valued employees, customers, suppliers, and sometimes even our families and neighbouring communities, with urgent call to action. In keeping with our mandate, every department of TEAM and Robinson is working to support our 5 SDG Goals within our joint Sustainability Committee, and their commitment.

TEAM Group emphasizes the following 5 UN SDG's: 5, 8, 9, 12, and 13.

Gender Equality [#5]: Achieve gender equality and empower all women and girls, and all peoplekind.

**WE ARE COMMITTED TO FOSTERING DIVERSITY AND INCLUSIVITY WITHIN OUR ORGANIZATION AT ALL LEVELS OF TEAM AND ROBINSON.**

Decent Work & Economic Growth [#8]: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. This includes creating job and career opportunities for youth, involving education and training.

**WE ARE DEDICATED TO CREATING, MAINTAINING AND ELEVATING SAFE AND FAIR EMPLOYMENT OPPORTUNITIES, AND CONTRIBUTING TO DYNAMIC, LONG-TERM WORK WITH HEALTHY ECONOMIC DEVELOPMENT.**

Industry, Innovation & Infrastructure [#9]: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.

**A LOT HAS CHANGED IN THE INDUSTRY SINCE TEAM GROUP BEGAN IN 1982. THE REASON THAT WE REMAIN A LEADER IS OUR ABILITY TO CONSTANTLY CHANGE AND IMPROVE. CONTINUOUS IMPROVEMENT IS AT THE HEART TO DELIVER WORLD CLASS INDUSTRIAL CLEANING AND FACILITY MANAGEMENT SERVICES.**

Responsible Consumption & Production [#12]: Ensure sustainable consumption and production patterns. We are always think how we might cut waste, recycle, reduce material use, in addition to electronic or 'e-waste', and various other waste streams.

**WE BELIEVE IN RESPONSIBLY MANAGING, AND MITIGATING ENVIRONMENTAL IMPACTS TO IMPROVE QUALITY OF LIFE ON EARTH.**

Climate Action [#13]: Take urgent action to combat climate change, and its impacts.

**WE BELIEVE IN ADDRESSING INDUSTRY AND ENVIRONMENTAL CHALLENGES, MEETING HIGH-BAR TARGETS SET OUT BY OUR PARTNERS AND CUSTOMERS TO LIMIT THE EFFECTS OF CLIMATE CHANGE TOWARDS NET ZERO EMISSIONS.**



5 GENDER  
EQUALITY



8 DECENT WORK AND  
ECONOMIC GROWTH



9 INDUSTRY, INNOVATION  
AND INFRASTRUCTURE



12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



13 CLIMATE  
ACTION



09

# ACTION

WITH THESE 5 UN SDGS ACTING AS OUR NORTH STARS, WE ARE MAKING AN IMPACT.

TEAM SDG #5 IN FOCUS: TRAINING, SAFETY, AND DIVERSITY METRICS ARE TRACKED. NEW TARGETS ARE SET AS ACHIEVABLE GOALS, ENHANCING OUR TEAM CORPORATE CULTURE, INTEGRITY, AND LONG-TERM CUSTOMER VALUE.

**TEAM VALUES AND PROMOTES A DIVERSE TEAM.**

TEAM SDG #8 IN FOCUS: HUMAN RIGHTS, LABOR, AND ETHICS. **TEAM GROUP CARES ABOUT ALL EMPLOYEES. WE TREAT EVERYONE WITH RESPECT, AND DIGNITY. TRAINING AND POLICIES ARE IN PLACE TO TO MAINTAIN OUR GLOBAL STATUS AS A EXCELLENT EMPLOYER.**

TEAM SDG #9 IN FOCUS: PROMOTING INCLUSIVE AND SUSTAINABLE GROWTH, OPPORTUNITIES, AND TECHNOLOGIES UPGRADES VIA INNOVATION.

**TEAM BELIEVES IN CONTINUOUS IMPROVMENT AT OUR OFFICES, AT CLIENT SITES, AND WITH OUR CUSTOMERS AND PARTNERS LOCALLY AND GLOBALLY.**

TEAM SDG #12 IN FOCUS: SUSTAINABLE PROCUREMENT. ESTABLISHING A NEW PROCUREMENT POLICY, IN ADDITION, EVERY SITE IS ROLLING OUT ONE RESPONSIBLE CONSUMPTION INITIATIVE OR INITIATIVES.

**TEAM BELIEVES THAT TOGETHER WE SHOULD ALL COMMIT TO REDUCING THE IMPACTS OF OUR BUSINESS ON THE EARTH, ENSURING ONGOING RESPONSIBLE STEWARDSHIP.**

TEAM SDG #13 IN FOCUS: ENVIRONMENTAL SUSTAINABILITY STEWARDSHIP IN BUSINESS. TRACKING IMPACT ACROSS GHG EMISSIONS, WATER, WASTE, AND ENERGY CONSUMPTIONS.

**TEAM BELIEVES IN JOINT RESPONSIBILITY WITH CLIENTS.**

*\* Reference TEAM Appendix for further details on UN SDGs alignment \**



# TEAMWORK

TEAM GROUP IS PROUD OF THE ENERGETIC AND TRANSPARENT PROGRESS OF OUR NEW SUSTAINABILITY COMMITTEE. WE ARE MOVING TOWARDS MORE SUSTAINABLE OPERATIONS WITH EXCITING CHANGES THAT WE HAVE MADE OVER THE LAST TWELVE MONTHS TOGETHER.

Our team knew it was important to understand our baseline scores across the UN's 2030 SDGs. We embarked on a thorough materiality assessment. We took a deep dive at our competitors, customers, and the industry. We are moving towards stricter and more robust tracking, policies, procedures, training, and certifications throughout our journey together.

## **BASELINE MATERIALITY ASSESSMENT**

TEAM GROUP IDENTIFIED THE GAPS IN OUR SUSTAINABILITY POLICIES AND DATA COLLECTION. WE FOUND THAT HUMAN RIGHTS, ETHICS, INFORMATION SECURITY, DIVERSITY & INCLUSION, GHG EMISSIONS, ENVIRONMENTAL POLICIES, AND REDUCTION OF IMPACT PROVED MOST WORTHY TO IMPROVE.

## **PURSUIT OF ISO 14001, RECOGNITION FROM ECOVADIS, AND PARTICIPATION IN ISN SUPPLIER SUSTAINABILITY PROGRAMS**

TEAM GROUP IS IN THE PROCESS OF RECEIVING CERTIFICATION FOR ISO 14001 FOR OUR MARKHAM, ONTARIO, CANADA LOCATION. WE STRIVE TO BE A LEADER IN ENVIRONMENTAL MANAGEMENT. ISO, ECOVADIS AND ISN ARE MILESTONES IN OUR JOURNEY.

## **TRAINING EMPLOYEES: A TAILORED SUSTAINABILITY 101 COURSE**

WE ARE THRILLED AND EXCITED TOWARDS OUR PROGRESS ON EDUCATING OUR EMPLOYEES ON ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG). WHILE TRAINING ON THE BASICS OF SUSTAINABILITY, WE WERE ALSO ABLE TO SUGGEST TANGIBLE WAYS TO REDUCE OUR IMPACT BOTH PROFESSIONALLY AND IN OUR PERSONAL LIVES, WITH RESOURCES DISCUSSED.

## **WE BEGAN TRACKING OUR IMPACT ON THE ENVIRONMENT**

WE KICKED OFF DATA GATHERING FOR A BASELINE YEAR FROM OUR ENERGY, NATURAL GAS, WATER, WASTE, AND TRAVEL BILLS. IT WAS THE FIRST TIME WE LOOKED AT OUR IMPACT WITH THIS LENS. WE THEN SET TARGETS BASED ON OUR CURRENT NUMBERS, AND STARTED INITIATIVES TO REDUCE HARM AND BIODIVERSITY LOSS.



# SPIRIT OF TEAM

OUR EMPLOYEES MAKE US PROUD AND THEY ARE MAKING A BIG DIFFERENCE. HEAR A FEW OF OUR UNITED STORIES OF ACTION, PASSION, AND TEAMWORK. SUSTAINABILITY IS A WORK IN PROGRESS. THE REPORT IS A WAY FOR TEAM TO TRACK ITS IMPACT, AND IMPROVEMENTS OVER TIME, TOWARDS OUR VISION.



## WATER CONSERVATION & EFFICIENCY EFFORTS

ONE OF OUR TEAM IN CANADA, ROBINSON SOLUTIONS, WAS RECOGNIZED FOR THEIR EFFORTS WITH A STEAM TRAP SURVEY AND REPLACEMENT INITIATIVE, SAVING GENERAL MOTORS (GM) COSTS WITH 1.5 MILLIONS OF GALLONS PER MONTH. THIS CALCULATES TOWARDS 18 MILLION GALLONS FOR ONE YEAR.



## TEAM SUSTAINABILITY COMMITTEE

SEVENTEEN MEMBERS OF OUR EMPLOYEE, MID-LEVEL MANAGEMENT AND SENIOR TEAM HAVE JOINED OUR SUSTAINABILITY COMMITTEE. TEAM GREEN'S CHARTER IS TO MAKE OUR ORGANIZATION MORE SUSTAINABLE WHILE FEEDING OUR MEMBERS' PERSONAL PASSIONS, FOR THE ENVIRONMENT.



## TEAM TREES & COMMUNITY BUILDING ACTION

TEAM GROUP FOCUSES ON POSITIVE SOCIAL IMPACT WITH OUR INVOLVEMENT IN CYSTIC FIBROSIS YORK REGION AND LIBERTY FOR YOUTH IN HAMILTON. AS WELL, WE ARE ALSO A NEW DONOR TO #TEAMTREES.



## ESG & TRAINING WITH SCORECARDS

WE NOW SCORE OUR SITES ON OUR SUSTAINABILITY. EMPLOYEE SUSTAINABILITY TRAINING: 90% OF OUR STAFF WILL TAKE A 101 COURSE BEFORE THE END OF 2024. FURTHER, WE LAUNCHED A SUSTAINABILITY SECTION ON BOSS (TEAM'S KNOWLEDGE BASE TOOL). WE CELEBRATE ECO / SOCIAL WINS TEAM WIDE.

## ENVIRONMENTAL

ISSUE	BASELINE	TARGETS	12
Water Management & Conservation	2021 Markham: 2198.7 M3. 2022 Markham: 3489M3. 2021 Taylor: 58 Units. (Taylor Water Units). 2022 Taylor: 70.5 Units. (Taylor Water Units).	Reduce water usage at Markham and Taylor sites by 5% by the end of 2025 from 2022 baseline.	
Waste Management & Reduction	2021 Markham: 24.18 MTs. 2022 Markham: 23.74 MTs. 2021 Taylor: 21.6 MTs. 2022 Taylor: 38.4 MTs. Promote recycling in office locations, and at sites, and the use of recycled materials, while reducing consumption of materials.	Achieve a 5% reduction in total waste to landfill generation at Markham and Taylor sites by the end of 2025 from 2022 baseline. We will minimize waste generation by promoting recycling, reusing materials, and reducing single-use plastics. Implement a reduction, reuse and, recycle site signage at sites (waste reduction hierarchy).	
Energy Consumption & Efficiency	2021 Markham: 240243 KwH. 2022 Markham: 296814 KwH. 2021 Taylor: 1836.7 KwH. 2022 Taylor: 2134 KwH.	Reduce energy consumption in Markham and Taylor offices by 5% by the end of 2025 from 2022 baseline.	
Land Protection	No baseline for Land Protection in 2021 or 2022. Planted 1,000 trees Fall 2023 through Team Trees Foundation (#TeamTrees)	Collaborate with local environmental organizations to help plant 10,000 trees by 2026.	
Greenhouse Gas (GHG) Emissions	Scope 1 Carbon Footprint from Mobile Fleet Combustion: 2021: 787.67 (Markham and Taylor). 2022: 774.35 (Markham and Taylor). Metric tons CO2-eq GHG emissions Scope 1.  Scope 2 Purchased Electricity: 2021: 4.94 (Taylor and Markham). 2022: 6.05 (Taylor and Markham). Metric tons CO2-eq GHG emissions Scope 2.	Reduce carbon footprint by 5% by the end of 2025 from 2022 baseline for Scope 1 and 2. Begin tracking Scope 3 by 2025.	
Encouraging all employees to learn (training) about environmental sustainability through a course	Dispersion of Sustainability Course 101 to all TEAM and Robinson employees.	Goal: 90% of employees watch video before Aug 31 2024. Goal: 50% of hourly staff to watch video before Aug 31 2024.	
Reducing: Waste or Water or Energy Consumption	1 new initiative started at each site to reduce waste by Aug 31 2024.	Added to scorecard TEAM Group's a Mid-Level Managers (MLM) Scorecard. 1 new initiative started at each site to reduce waste by Aug 31 2024. Examples: reducing Hose Socks wasted by flipping to Tube instead Flip to plastic cover, wash in-house, less plastic waste as using everything in hand care bottle before recycling, and turning out lights.	



## SOCIAL/HUMAN RIGHTS

13

ISSUE	BASELINE	TARGETS
Health & Safety	8 Hours / Employee / Year per DSS+ Training Tool.	All employees have a minimum of 10 hours a year of training by Aug 31, 2024.
Employee Working Conditions & Benefits	Living wage is not tracked. 100% of employees have a contract in 2023.	We are committed to ensuring 100% of our employees at Aug 31, 2024 have a fair wage, and have an employee contract.
Career Management	Unknown, this is currently not tracked.	100% of the total salaried workforce across all locations who received regular performance and career development reviews.
Diversity & Inclusion	As of 2023, we are tracking 30% in Canada, and 33% in the United States.	We are committed to ensuring that 40% of our employees at Aug 31 2024 are female.
Human Trafficking, Forced Labor, & Child Labor	We have zero incidents of these in 2023.	We are committed to ensuring no (o) human trafficking, forced labor and child labour occurs at TEAM or Robinson.
Discrimination & Prejudice	Not rolled out yet.	100% TEAM trained Aug 31 2024.
Escalation - Whistleblower (Ethics) Policy	TEAM policy is in place.	TEAM Group has set a target of providing 100% of employees access to a whistleblower line by Dec 31, 2023.
Modern Slavery	As of 2023, these stats are unknown/not yet tracked.	We are committed to ensuring no modern slavery occurs at TEAM Group Aug 31 2024.

## ETHICS

ISSUE	BASELINE	TARGETS
Fair Business Practices (Anti-Competitiveness)	We didn't track this ahead of 2023 for TEAM Group.	Goal for 2024 is 0% incidences of bid rigging, price fixing, and territory allocation.
Corruption & Bribery	We didn't track this ahead of 2023 for TEAM Group.	We will perform due diligence on business partners and third parties, conduct regular anti-bribery training for employees, and assess our compliance through independent audits.
Conflict of Interest	We didn't track this ahead of 2023 for TEAM Group.	Regular training and communication will be conducted to ensure employees are aware of their responsibilities in identifying and reporting conflicts of interest.
Bribery and Fraud	We didn't track this ahead of 2023 for TEAM Group.	Anti-bribery training for employees, and assess our compliance through independent audits.



# THANK YOU

TEAM's ESG Report made real connections across employees, mid-level managers, senior management, and outside experts, allowing TEAM Group to do a thorough review of its strengths and opportunities to drive sustainability deeper into our team culture and goals. At TEAM, our long-term success depends on having sustainable policies and procedures in all aspects of our business moving forward. We're proud of the #SustainabilityStories from our TEAM sites. Employees implemented environmentally friendly practices. We're excited to share examples of community building, environmental protection, and our achievements in 2024 and beyond in our next Sustainability Report in 2025.



## TEAM GROUP PRIORITY ESG FOCUSES

- \* TRAINING OUR TEAM ON SUSTAINABILITY
- \* REDUCING WATER, WASTE, & ENERGY ON AND OFF-SITE
- \* TRACKING & REDUCING OUR GHG EMISSIONS
- \* HEALTH & SAFETY WORKPLACE ZERO IN OPERATIONS
- \* TEAM GROUP HUMAN RIGHTS & ETHICS
- \* RESPONSIBLE SUSTAINABLE PROCUREMENT
- \* TEAM GREEN-ORIENTED CHARITABLE INITIATIVES

## THANK YOU TEAM MEMBERS ACROSS MULTIPLE DEPARTMENTS

TEAM FINANCE DEPARTMENT  
 HUMAN RESOURCES DEPARTMENT  
 TEAM OPERATIONS (NORTH AMERICA DIVISION)  
 QUALITY, HEALTH & SAFETY DEPARTMENT  
 MARKETING & COMMUNICATIONS DEPARTMENT  
 INFORMATION TECHNOLOGY DEPARTMENT  
 TEAM PROJECTS DIVISION (INDUSTRIAL & FIELD SERVICES)

*"Thank you for your continued support and commitment to TEAM Green".*

**CLINT GRIFFIN, TEAM GROUP CEO**



## TEAM REPORT APPENDIX

TEAM supports the 2030 Agenda alignment to the UN SDG'S towards zero emissions:		15
5	<b>Gender Equality:</b> Track percentages of women employed, and in management positions. We have Diversity & Inclusion policy, and have undertaken to train staff on harassment and inclusion. Our goal is to increase these percentages and improve impact and representation over the coming year	See statistics on Human Rights.
8	<b>Decent Work &amp; Economic Growth:</b> TEAM Group has a Human Rights policy, and an Ethics policy. We aim to eliminate forced labor, child labor, human trafficking, and bribery and corruption. Our goal is to ensure employee safety is central and that all are paid a fair and living wage.	See statistics on Human Rights.
9	<b>Industry, Innovation, &amp; Infrastructure:</b> TEAM Group is changing the way we look at our practices with clients, and how we operate at our locations. For example, we are adopting new technologies, such as adding EV charging stations at our Markham office.	See Sustainability Report.
12	<b>Responsible Consumption &amp; Production:</b> Site-specific sustainability initiatives rolling out in 2023 and 2024. Menu of impactful ways to reduce waste, water, and energy consumption. Mid-Level Managers provide scores.	See statistics on GHG and the Environment.
13	<b>Climate Action:</b> New environmental policy, TEAM Green Sustainability Committee / Task Force kicked-off, donation to #TeamTrees, and a new Travel policy including carbon offsets.	See Sustainability Report.
<b>TEAM has begun to review the Sustainability Accounting Standards Board (SASB) to report on financial accounting and sustainability disclosure. We have identified the SASB reporting protocols, and will be following the Real Estate Services standard which is most applicable to our business. Our intent is to include our responses to them in future Sustainability Reports.</b>		
<b>IF-RS-000.A</b>	Number of property / FM clients categorized by tenants and real estate owners (number).	Not reporting on this yet.
<b>IF-RS-000.B</b>	Floor area under management with owner operational control (square feet).	Not applicable to TEAM.
<b>IF-RS-000.C</b>	Number of buildings under management with owner operational control (number).	Not applicable to TEAM.
<b>IF-RS-000.D</b>	Number of leases transacted, categorized by tenants and real estate owners (number).	Not applicable to TEAM.
<b>IF-RS-000.E</b>	Number of appraisals provided (number).	Not applicable to TEAM.
<b>IF-RS-410A.1</b>	Revenue from energy / sustainability services (reporting the currency).	Not applicable to TEAM.
<b>IF-RS-410A.2</b>	Floor area and number of buildings under management provided with energy and sustainability services (square feet, number).	Not applicable to TEAM.
<b>IF-RS-410A.3</b>	Floor area and number of buildings under management that obtained an energy rating.	Not reporting on this yet.
<b>IF-RS-510A.1</b>	Brokerage revenue from dual agency transactions (reporting currency).	Not applicable to TEAM.
<b>IF-RS-510A.2</b>	Revenue from transactions associated with appraisal services (reporting currency).	Not applicable to TEAM.
<b>IF-RS-510A.3</b>	Total monetary losses as a result of legal proceedings associated with professional integrity.	Not reporting on this yet.