



GEF Seniors Housing Sustainability Framework Annual Report

October 2025



Land Acknowledgement

GEF Seniors Housing acknowledges that our communities are located on the traditional territories of the people of Treaty 6, which includes the Nêhiyaw (Cree), Denesuliné (Dene), Nakota Sioux (Stoney), Anishinaabe (Saulteaux), Niitsitapi (Blackfoot), Métis, and Inuit peoples. We recognize all nations, genders, and spirits who make their homes here and help us steward this land.

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Executive Summary

Although we are living and working in a time of profound change, which could significantly impact the work we do in serving our clients, we are able to draw some comfort through the ensuing uncertainty by continuing to remain focused on our Mission—as *Alberta’s largest non-profit social housing operator for seniors, we focus on providing affordable, well-maintained, and secure buildings, where our clients can live with dignity and thrive in their communities with the support of friendly and caring employees and volunteers.*

Through the reporting period—September 2024 to the end of August 2025—for the annual report, we received almost 2,200 applications for housing. In order to help meet the growing need for safe, affordable housing, we were fortunate to have been able to add two properties—Tegler Manor and Tegler Terrace—with a total of 184 one and two-bedroom units to our housing inventory. These acquisitions bring the number of communities within GEF Seniors Housing to 43 located across Edmonton, and the total number of subsidized and affordable rental housing units for seniors to 3,964.

As our buildings age, inflationary pressures persist and our revenue remains relatively unchanged, with our largest source of revenue continuing to come from the rent paid by our clients, we remain committed to effectively managing our resources, identifying and implementing operational efficiencies, and utilizing our housing units to their full occupancy. The 2025 Annual Report of our Sustainability Framework reflects our unwavering commitment to positively impact the lives of our clients, employees, and community in a responsible and sustainable way.

In this third year of reporting on our Sustainability Framework, we have tracked our progress on 46 Key Performance Indicators (KPIs) to the end of August 2025, and we have identified a number of areas where we have made progress. Notably, we have:

- Maintained high occupancy rates, while achieving a 90% overall expressed satisfaction rating from our clients.
- Improved wages, benefits, and diversity among our employees.
- Enhanced the dining experience for Lodge residents.
- Improved energy efficiency through modernization of essential building systems, while improving safety, comfort, and quality of life for clients.
- Decreased Greenhouse Gas (GHG) emissions.
- Continued to work towards ISO 50001 Energy Management System certification across all 43 buildings.
- Reduced paper utilization.
- Maintained and enhanced greenspaces for the use and enjoyment of clients and visitors.
- Raised funds for client Quality of Life initiatives.
- Increased the number of volunteers and volunteer hours through enhanced recruitment, retention, and recognition efforts.
- Strengthened partnerships with community organizations supporting seniors.
- Expanded eLearning training offerings for our employees.
- Increased the number of environmentally friendly cleaning products used throughout our communities.

The 2025 Annual Report reflects our commitment to addressing the social, environmental, and economic needs, opportunities, and challenges we face as a non-profit social housing organization. Our organizational status in no way limits our creativity and approach towards making a positive difference while striving to create vibrant, affordable, and sustainable communities for seniors.

We are once again proud to share this work with our many stakeholders and the community at large and hope that our journey inspires other not-for-profit organizations to create sustainability goals that prioritize the well-being and satisfaction of their clients and employees and the long-term impact on the community.

Dale Forbes

Chief Executive Officer

Our Sustainability Principles | Three Pillars

GEF Seniors Housing is recognized and respected as a valued social housing provider serving low-to-moderate income seniors in Edmonton. Through our focus on the three pillars of Social, Environmental, and Economic sustainability, we are committed to positively contributing to our clients' quality of life. We will continue to meet the evolving needs of Edmonton's aging population, with a commitment to environmental stewardship that leverages opportunities to enhance both the natural environment and the lives of our community members.

Social/Cultural/Political

 **Employee Quality of Work Life**

 **Client Quality of Life**

 **Sense of Belonging & Accessibility**

 **Transparency, Agency & Engagement**

 **Equity, Diversity & Inclusion**

Social Cultural Political

We will nurture a sense of belonging, learning, and engagement, supporting clients and employees from various backgrounds to recognize and celebrate our diversity across the organization. Our goals will be clearly ingrained in our internal governance system, with a transparent and accessible method of input so clients and employees have a voice.


We will contribute to a meaningful quality of life for both clients and employees, by promoting homes and workplaces that enhance social engagement, social support, and community safety so that individuals and their communities can flourish.


Environmental

We will sustain and enhance the healthy functioning of natural systems, understanding the link between the natural environment, health, and well-being, and we will serve the needs of our current community without depleting the resources needed by future generations.


Environmental

 **Energy, Carbon & Climate Resilience**

 **Transportation**

 **Materials & Waste**

 **Delight & Enjoyment**

 **Water & Ecology**

Economic

 **Funding Sustainability & Wellbeing**

 **Maintenance**

 **Investment in Community**

 **Technology & Connectivity**

Economic

We will leverage sustainable operations to expand our offerings that support affordable, accessible, and high-quality client services, and provide long-term resilience to our operation's model.

Employee Quality of Work Life

We recognize that employees who experience a healthy, supportive workplace are better positioned to positively impact the lives of our clients. This section outlines how we measure and strengthen employee quality of life through key performance indicators and initiatives, such as enhanced benefits, workload support, and recognition programs.

| Sustainability Principle | Key Performance Indicators (KPIs) | 2024 | 2025 |
|--------------------------|--|------------------------------------|------|
| Employee Quality of Life | % of employees who feel GEF actively supports their well-being | Not available; 75% (2021 baseline) | 78% |

Employee Engagement and Culture

In 2024, GEF launched an Employee Engagement Survey to measure cultural indicators, achieving a **61% response rate**, which was lower than the response rate in 2021. This may be due to the inclusion of all employees (full-time, part-time, and casual employees). Despite a lower participation, overall **employee engagement rose 19%**, with most portfolios showing positive trends. Survey responses confirm that communicating GEF’s 2024–2028 Strategic Plan and the updated Vision, Mission, and Values had strengthened confidence about the organization’s direction and future.

Employee Engagement Survey results also showed **78% of employees feel GEF actively supports their well-being**, a 3% increase from 2021. The 3% increase in this metric since 2021 reflects the positive impact of our continued efforts to support employee well-being through enhanced benefits, fair and competitive wages, targeted staffing strategies, a commitment to equity, diversity, and inclusion, and clear communication of GEF’s strategic direction.

Tracking Progress

To ensure consistent tracking and meaningful trend analysis, **GEF has adopted a biennial cadence** for the Employee Engagement Survey, with the **next survey scheduled for 2026**. This approach will allow us to monitor

progress over time, respond to evolving employee needs, and ensure that employee feedback continues to inform strategic planning and organizational development.

Comprehensive Benefits Review

GEF reviews its benefits annually, ensuring offerings, such as extended health, dental, health spending accounts, paramedical services, and out-of-country coverage, meet diverse employee needs and exceed industry standards. One area that had been identified for improvement was short-term disability management. To address this, **GEF partnered with Homewood Health to enhance case**



Lodge resident and employee dance at Rosslyn Place Lodge.

Strategies and Actions | Social, Cultural, and Political

management and support timely successful returns to work, while reinforcing GEF's commitment to employee well-being.

This year during Staff Appreciation Week, **GEF introduced Guusto, an online employee recognition platform, to enhance appreciation efforts.** The platform allows employees to choose a gift card of their preference and supports both monetary recognition and non-monetary recognition through shout-outs and acknowledgments.

Staffing and Workload Support

To address workload challenges during unplanned absences and to meet client needs, **7.5 new Full Time Equivalent (FTE) positions** were added across Maintenance, Activity and Wellness, Housekeeping, and Administrative Support. These new positions were strategically distributed throughout the

organization to help alleviate pressure on existing teams and enhance service quality. Partnerships with experienced temporary staffing agencies and the increased recruitment of casual employees contributed to ensuring responsiveness and flexibility in allowing us to respond effectively to staffing needs as they arise, while maintaining our service quality.

Highlights

- Overall employee engagement **increased 19%.**
- **7.5 new FTE positions** were added across GEF to address challenges during unplanned absences and to meet evolving client needs.

Strategies and Actions | Social, Cultural, and Political

Client Quality of Life

This section explains how we aim to strengthen client quality of life through key performance indicators and actions, including housing demand and occupancy trends, food service enhancements, fitness and wellness investments, and the creation of social spaces that encourage engagement and connection.

| Sustainability Principle | Key Performance Indicators (KPIs) | 2024 | 2025 |
|--------------------------|--|-----------------------------|-----------------------------|
| Client Quality of Life | Average occupancy rates (rentable units) | 96% Lodge 98% Apartment | 96% Lodge 97% Apartment |
| | % of food offerings that meet Lodge residents' dietary needs | 79% | 82% |
| | % of food offerings that meet Lodge residents' expectations for taste and appeal | 88% | 91% |
| | % of buildings with fitness facilities | 100% Lodge 74% Apartment | 100% Lodge 74% Apartment |
| | % of properties with dedicated social gathering space | 100% Lodge 89% Apartment | 100% Lodge 89% Apartment |

Annual Client Experience Survey Results

For the past six years, GEF has conducted annual Client Experience Surveys, inviting feedback from nearly 4,000 clients and the families and friends of Lodge residents. These surveys provide a meaningful opportunity for clients to share their experiences related to key service areas and interactions with employees. This feedback is essential to help guide improvements to our programs and

service delivery, ensuring we are meeting clients' needs. This year, we achieved a **90% overall satisfaction rating** for the second consecutive year.

Housing Demand and Occupancy

GEF continues to experience strong demand for housing across all programs, with **average occupancy rates holding steady at 96% for Lodges and 98% for Apartments**.

Through the reporting period, GEF received **2,192 new housing applications** and processed **114 internal transfer requests**. This reflects an increase in applications from the last reporting period. To help manage this growing demand and ensure interviews and placements are completed in a timely manner, an additional Housing Placement Coordinator was hired, strengthening the Housing team's ability to provide efficient and responsive service to applicants.

To the end of August, the waitlist includes **1,306 applicants**, underscoring the pressing need for affordable and accessible housing solutions for seniors in Edmonton.



Ansgar Villa tenants at their Summer BBQ.

Changes to Transfer Policy

Due to low vacancy rates and lengthy waitlists, individuals already housed with GEF often remain on waitlists for extended periods when wanting to move within or between properties. To address this, the transfer process was revised so that transfers are approved for clients experiencing mobility or health-related concerns or when significant repairs are required in their unit due to accidental loss and damage incidents, such as flooding or asbestos remediation.

Food Service Enhancements

Lodges have adopted a **cafeteria style dining approach**, giving Lodge residents the opportunity to see their meal options before ordering and select portions that suit their personal preferences. This model provides clients with greater flexibility and control over their dining experience, whether it is choosing lighter meals, sampling new dishes, or customizing sides to match dietary needs.

The ability to make informed choices has been a likely factor in improved satisfaction with Food Services, as reflected in the Annual Client Experience Survey where **expressed satisfaction increased to 91%, up from 88% in 2024.**

Fitness Equipment

GEF invested nearly **\$20,000 in the purchase of fitness equipment** for Apartments and an additional **\$5,000 in portable exercise equipment** for seven communities without designated fitness spaces. These efforts

provide clients with opportunities to exercise in their own units and promote wellness where space is limited.

Creating Social Spaces

Several underutilized spaces were redesigned to foster socialization and programming over the reporting period, including:

- Dance floors at Pleasantview Place and Virginia Park Lodge were converted into social and activity spaces.
- The previously underutilized Private Dining Room at Sakaw Terrace was repurposed for table games.
- Some of our Lodges, such as McQueen Place Lodge, have basement spaces that are not frequently used by Lodge residents. To stimulate engagement in this space, activity and wellness programming was purposely scheduled in this space to make clients aware and more comfortable using it. For example, a portion of this space was decorated and arranged during the NHL season to encourage watch-parties, which was frequented by Edmonton Oilers fans.

Highlights

- **2,192** new applications received and **1,306** applicants currently on the waitlist.
- **\$25,000** invested in fitness equipment.
- **Cafeteria-style dining** introduced in all Lodges to provide clients with greater choice and flexibility.

Strategies and Actions | Social, Cultural, and Political

Equity, Diversity, and Inclusion

This section outlines how we measure progress towards equity, diversity, and inclusion through key performance indicators and actions that strengthen representation in leadership and non-management roles, promote diversity, and utilize inclusive practices. It also highlights efforts to provide multi-faith spaces and cultural programming.

| Sustainability Principle | Key Performance Indicators (KPIs) | 2024 | 2025 |
|----------------------------------|--|----------------------------|----------------------------|
| Equity, Diversity, and Inclusion | % of leadership roles held by women, 2SLGBTQIA+, and/or non-binary individuals | 59% | 65% |
| | % of non-management roles held by women, 2SLGBTQIA+, and/or non-binary individuals | 83% | 82% |
| | % of roles held by individuals self-reported as Aboriginal or a visible minority | 3% | 7% |
| | % of properties with multi-faith space for spiritual and religious activities | 73% Lodge 60% Apartment | 73% Lodge 60% Apartment |

Leadership Representation

Over the past year, GEF's Leadership team experienced changes due to resignations, retirements, restructuring, and the acquisition of new buildings. These shifts contributed to a **6% increase** in representation of women, 2SLGBTQIA+, and non-binary individuals. The ten Chef positions significantly influence overall leadership demographics. Nationally, 74.1% of Chefs are men ([Statistics Canada, 2021](#)). At GEF, this proportion is even higher, with 80% identifying as men and 20% as women. When Chef roles are excluded, **women hold 74% of leadership positions**, marking a 4% increase from the 2020 baseline.

Non-Management Roles

Representation in non-management roles held by women, 2SLGBTQIA+, and non-binary individuals decreased slightly from 83% to 82%. This 1% change is not considered significant, particularly in light of the addition of the 7.5 new Full Time Equivalent (FTE) positions distributed across the organization, which may have influenced the overall demographic.

HRIS Dayforce Self-Identification Feature

In 2025, 7% of employees self-identified as Aboriginal or a visible minority, up from 3% in



Celebrating Diwali – Festival of Lights – at Ottewell Place Lodge.

Strategies and Actions | Social, Cultural, and Political

2024. This growth reflects the impact of GEF's new HRIS Dayforce self-identification feature launched in 2024, with participation rising to 19%, a 12% increase from the previous year.

Workplace Inclusion

GEF remains committed to fostering an inclusive workplace culture. Leadership continues to play a visible and active role in championing diversity as a core organizational value. Inclusive hiring practices, such as gender-neutral language in job postings and blind recruitment processes through the HRIS Dayforce, are consistently applied to ensure equitable access to opportunities.

Multi-Faith Spaces and Cultural Support

Although few GEF buildings have purpose built and dedicated multi-faith spaces, GEF actively partners with volunteer groups to deliver religious and cultural programming and utilizes shared social spaces when needed. Clients are also encouraged to organize their own spiritual

or cultural activities when they feel comfortable. An example of this was at Kiwanis Place, where clients coordinated a National Indigenous Peoples Day event to celebrate their culture and spiritual traditions. GEF employees supported the planning process and arranged a live stream video to share the celebration with the broader community.

Highlights

- Women hold **74%** of leadership positions within GEF.
- Chef roles remain male-dominated at **80%** men, compared to the national average of 74.1%.
- On June 21, 2025, Kiwanis Place clients planned and hosted a **National Indigenous Peoples Day ceremony**.

Strategies and Actions | Social, Cultural, and Political

Sense of Belonging and Accessibility

This section explains how we measure progress through key performance indicators and actions that improve physical accessibility in our communities and strengthen workplace inclusion. It also highlights efforts to clarify accessibility standards and work to foster team connections.

| Sustainability Principle | Key Performance Indicators (KPIs) | 2024 | 2025 |
|--------------------------------------|--|--|---|
| Sense of Belonging and Accessibility | % of units that are mobility-accessible or barrier-free | 9.0% Lodge 4.8% SSC Apt. 11.4% Affordable Apt. | 12.0% Lodge 6.4% SSC Apt. 11.4% Affordable Apt. |
| | % of employees who experience a sense of belonging at work | Not available; 81% (2021 baseline) | 74% (2024 survey result) |

Clarifying Accessibility Language

GEF faced challenges in establishing consistent definitions for terms, such as “accessible” and “barrier-free,” as various terms, like mobility-accessible and handicapped units, are often used interchangeably. Last year, we compared terminology used by other housing providers and Alberta Government websites to guide our approach.

While universal definitions were difficult to find, we determined that all GEF buildings are “Accessible,” featuring ramps, wider or double entry doors with auto-opening options, and elevators. However, not all units meet the criteria for “Accessible” or “Barrier-Free.”

To address inconsistencies, we refined our internal definitions this year, replacing “may” with “must” to ensure clarity and accuracy when labeling units.

- **Accessible Unit:** The unit **must** have a walk-in shower or other features that make navigation easier. It does **not** include all features of a fully barrier-free unit.
- **Barrier-Free Unit:** The unit can be navigated by a senior using a wheelchair or powerchair and includes wider doorways, roll-in shower, all lower cabinets, open sink (no cupboard underneath), and an accessible kitchen (where applicable).

Increasing Accessibility

Over the reporting period, Lodges recorded a 3% increase in units classified as accessible or barrier-free. This progress was achieved through targeted work, including tub-to-shower conversions, removal of under-sink cupboards, and installation of plank flooring in place of carpet. Within the Seniors Self-Contained (SSC) program, funding from the Alberta Social Housing Corporation (ASHC) supported 39 tub-to-shower conversions across 12 Apartment Buildings over the reporting period.



Bathtub to roll-in shower conversion.

Fostering Belonging

In 2024, we refined an Employee Engagement survey question to “*I experience a sense of belonging within the team.*” This adjustment allows for a more focused understanding of how employees connect with their immediate work environment. The 2024 survey results reflected a 7% decline in positive responses compared to 2021, which signaled a need to strengthen engagement and inclusion.

Moving forward, we are exploring strategies to foster stronger team connections, such as enhancing team-building efforts, encouraging inclusive leadership practices, and creating

more opportunities for meaningful collaboration. These actions will help reinforce a culture where every employee feels valued and included.

Highlights

- 2024 Employee Engagement survey results reflected a **7% decline** in team-level belonging since 2021. The next survey will be conducted in 2026.
- GEF established clear internal definitions for “**Accessible**” and “**Barrier-Free**” units.

Strategies and Actions | Social, Cultural, and Political

Transparency, Agency, and Engagement

This section outlines our approach to tracking progress in transparency, agency, and engagement through key performance indicators and actions that strengthen communication, foster two-way dialogue, and build a values-based culture. It includes Employee Engagement Survey results, Town Hall participation, client feedback processes, and strategies to embed GEF's Vision, Mission, and Values into everyday practices.

| Sustainability Principle | Key Performance Indicators (KPIs) | 2024 | 2025 |
|--------------------------------------|---|--|-----------------------------------|
| Transparency, Agency, and Engagement | # of annual opportunities for formal feedback through scheduled Tenant Meetings and Resident/Family Meetings in each Apartment/Lodge respectively | 10 per Lodge 4 per Apartment | 124 in Lodges 138 in Apartment |
| | % of employees that find a sense of accomplishment from their work | Not available; 81% (2021 baseline) | 85% (2024 survey result) |
| | % of employees that feel GEF's Mission provides them meaningful direction | Not available; 78% (2021 baseline) | 78% (2024 survey result) |
| | % of employees that report feeling engaged by the organization | Not tracked in 2021 | 75% (2024 survey result) |
| | % of employees participating in the semi-annual staff Town Halls | 48% | 47% |

Employee Engagement

Employee Engagement Survey results from 2024 showed that **85% of employees reported finding a sense of accomplishment in their work**, up from 81% in 2021. This improvement highlights the success of efforts to communicate

GEF's 2024–2028 Strategic Plan and reinforces how individual roles contribute to organizational goals. Similarly, **78% of employees indicated that GEF's Mission provides meaningful direction to them**, demonstrating consistency and clarity despite internal and external changes experienced by the organization.



Employee Town Hall at Meadowlark Place Lodge.

Staff Town Hall Participation

Staff Town Halls, introduced in 2022, continue to serve as a cornerstone for two-way communication between the Leadership team and employees. In 2025, **participation remained steady at 47%**, slightly down from 48% in 2024. To address feedback about discomfort in large group settings and attendance challenges, the Leadership team introduced a process for employees to submit questions and topics in advance. These questions are addressed during sessions and

Strategies and Actions | Social, Cultural, and Political

included in post-event summaries shared organization-wide, reinforcing our commitment to creating spaces for open dialogue. By creating a more inclusive and responsive format, we aim to increase participation and ensure Town Halls continue to reflect the voices and interests of our teams and reinforce GEF's commitment to creating safe and accessible spaces for dialogue.

Values-Based Culture

Three new GEF-specific questions were introduced to the 2024 Employee Engagement survey to measure alignment with organizational Values. Results were encouraging:

- 86% of employees could clearly explain GEF's Vision, Mission, and Values.
- 72% believed GEF delivers an employee experience that aligns with our Vision, Mission, and Values and Quality of Life Philosophy.
- 78% found these guiding principles provide meaningful direction.

These results show that employees feel strongly connected to GEF's values and recognize their relevance in daily work. To build on this momentum, GEF is increasing leadership visibility, embedding values into performance conversations, and integrating our Vision, Mission, and Values and Quality of Life Philosophy into updated policies, procedures, training, and development initiatives. These steps will strengthen our values-based culture and ensure employees feel supported and guided in their roles.

Client Feedback

GEF provides structured opportunities for client input through scheduled meetings, including a minimum of ten Resident Meetings in Lodges and at least four Tenant Meetings in Apartments annually. These are formal opportunities to provide updates, gather input,

and ensure client voices inform decisions about programs, services, and community improvements. Additional meetings may be scheduled as needed to respond to emerging issues or community-specific concerns.

The change in metric for # of annual opportunities for formal feedback through scheduled Tenant Meetings and Resident/Family Meetings in each Apartment/Lodge respectively reflects the actual meetings scheduled across all communities during the reporting period rather than the minimum requirement previously reported.

Now in its sixth year, the Annual Client Experience Surveys serve as a key tool for gathering meaningful feedback from clients across GEF communities. This year we enhanced this process by introducing community-specific survey results, ensuring that each community receives community-specific findings in addition to organizational-level data. This approach strengthens transparency and demonstrates how client feedback directly informs improvements within individual communities.

Highlights

- In 2024, **85%** of employees reported a sense of accomplishment in their work.
- In 2024, **86%** of employees could clearly explain GEF's Vision, Mission, and Values.
- Staff Town Hall participation has remained steady at **47%**.

Strategies and Actions | Environmental

Energy, Carbon, and Climate Resilience

We recognize the physical environments we manage not only provide homes for our clients, but they also present an opportunity to reduce environmental impact and build resilience against climate change. This section outlines how we advance sustainability goals through energy efficiency, carbon reduction, and emergency preparedness. These efforts reduce emissions and operating costs, while freeing resources to reinvest in quality-of-life improvements for our communities.

| Sustainability Principle | Key Performance Indicators (KPIs) | 2024 | 2025 |
|--|---|-------|------|
| Energy, Carbon, and Climate Resilience | Annual energy use intensity/energy consumption (ekWh/m2) | 356 | 362 |
| | Annual renewable energy generation | 0% | 0% |
| | Annual average greenhouse gas emissions intensity (kgCO2e/m2) | 114.1 | 50.1 |
| | Emergency Preparedness Plan (HSW Program Audit Score) | 92% | 89% |
| | Climate change adaptation strategy | No | No |

ISO 50001 Certification and Energy Leadership

This year, our focus on energy efficiency, climate resilience, and operational excellence produced tangible results. As of August 2025, **GEF became one of the first social housing providers in Canada to achieve ISO 50001:2018 Energy Management System certification across 14 buildings**, with the remaining properties scheduled for certification by mid-November. This milestone demonstrates our commitment to data-driven energy management, continuous

improvement, and environmental stewardship.

By embedding ISO 50001 into asset management processes, we now track and optimize energy use across all communities through standardized metrics, audits, and measurable performance targets. These efforts have contributed to further reductions in energy use intensity and greenhouse gas emissions compared to 2024, positioning GEF as a leader in sustainable housing operations across Canada.

Correction to 2024 KPI – Annual energy use intensity/energy consumption

We corrected the value of the 2024 KPI using a modified square foot value for the total number of buildings. The change from 2024 to 2025 remains consistent with a 1% deviation year over year in total consumption showing the buildings resiliency to climate changes from summer to winter. We will continue to monitor the total energy consumption year over year throughout the reporting period.

Modernization and Digital Monitoring

GEF advanced several initiatives to improve building performance and sustainability.



Boiler replacement at Kiwanis Place.

Strategies and Actions | Environmental

Modernization of boilers, make-up air units, and lighting systems enhanced safety, comfort, and efficiency across our communities. We also expanded digital monitoring systems through additional sub-metering locations, enabling more accurate tracking of power data and deeper analysis of overall building performance.

Energy and Carbon Performance

Energy performance remains a cornerstone of GEF's sustainability strategy. Through modernization, operational improvements, and the implementation of ISO 50001, we maintained strong organization-wide efficiency, while significantly reducing carbon emissions. In 2025, energy use intensity remained stable at 361.8 ekWh/m², demonstrating consistent building performance despite variable weather conditions. **Greenhouse gas emissions intensity declined by 56%**, driven by reduced natural gas consumption and the efficiency of upgraded mechanical systems. Total electricity consumption reached 21,553,527 kWh, while natural gas use totaled 252,882 GJ – equivalent to approximately 91.8 million kWh across 253,743 m² of building area.

Emergency Preparedness

GEF maintains comprehensive Emergency Preparedness Plans designed to protect clients, employees, and visitors across all buildings. These plans include clear procedures, updated contact lists, and regular training exercises to ensure readiness. They are reviewed regularly and evaluated externally every three years through the Partnerships in Injury Reduction (PIR) audit process.

In 2024, GEF achieved an **89% score on the emergency response component** of its

internal audit, a slight decrease from 2023 due to inconsistent implementation across sites. To address this, our Health and Safety team conducted on-site visits and documentation reviews in 2025. Since the 2020 audit identified emergency response training and fire drill compliance as areas for improvement, GEF has made considerable progress. **Fire drill compliance increased from 34% in 2020 to 88% in 2025**, while emergency preparedness training rose from 4.9% to 80.8% over the same period.

Alberta Emergency Response Code System

In 2025, GEF updated its Emergency Response Plans to align with the Alberta Emergency Response Code System. These updates simplify procedures and improve clarity for clients, employees, and visitors. Alignment with this standardized system also enables GEF to leverage available resources and materials through partnerships, further enhancing preparedness and consistency across all sites.

Highlights

- Fire drill compliance rose from **34% in 2020 to 88% in 2025**.
- Greenhouse gas emissions intensity **declined by 56%** through the reporting period.
- GEF updated its Emergency Response Plans to align with the **Alberta Emergency Response Code System**.

Strategies and Actions | Environmental

Transportation

This section outlines how we track and reduce emissions through key performance indicators and actions, such as fleet management technology, route optimization, and future electrification planning. It also highlights efforts to provide sustainable transportation options for employees and clients.

| Sustainability Principle | Key Performance Indicators (KPIs) | 2024 | 2025 |
|--------------------------|---|---------------------------|---------------------------|
| Transportation | # of electric vehicle charging stations | 0 | 0 |
| | Annual fleet vehicle emissions (Tonnes CO ₂ e) | 125 | 115 |
| | % of properties with bicycle parking spaces | 10% Lodge 3% Apartment | 10% Lodge 3% Apartment |

Vehicle Impact on Carbon Footprint

Transportation represents a small but important component of GEF’s overall carbon footprint. In 2025, **GEF’s fleet of 16 vehicles travelled a combined 300,000 kilometres**, consuming approximately **49,600 litres of fuel**. This resulted in total annual emissions of approximately 115 tonnes of CO₂e, or an average fleet intensity of 0.45 kg CO₂e/m².



A Facilities Management truck from our vehicle fleet.

Improvements Through Technology

In April 2025, GEF implemented the **Samsara Fleet Management System**, which provides real-time tracking of vehicle location, idling time, and driving behaviour. The introduction of this system has led to improved operational discipline and measurable reductions in unnecessary fuel consumption.

Future Emission Reduction Strategies

GEF will continue to leverage data from Samsara to identify opportunities for further emission reductions through route optimization, maintenance scheduling, and idling management. Looking ahead to 2026, the Facilities Management team will **complete a fleet electrification feasibility study** to assess the potential for hybrid or electric vehicle adoption and on-site charging infrastructure.

Employee Transportation Options

GEF continues to offer a corporate discount for employees to purchase bus passes, providing alternatives to single-occupancy vehicles. Additionally, bicycle parking spaces are available for clients, employees, and visitors across our communities.

Highlights

- **16** fleet vehicles traveled **300,000 km**, consuming **49,600 liters** of fuel.
- **Samsara Fleet Management System** was introduced to track fleet location, idling time, and driver behaviour.
- A **fleet electrification feasibility study** is planned for 2026.

Strategies and Actions | Environmental

Materials and Waste

Materials and waste management is critical for reducing GEF’s environmental impact while improving our operational efficiency. This section outlines how we measure progress through key performance indicators and actions that support waste diversion, appliance recycling, and paper reduction.

| Sustainability Principle | Key Performance Indicators (KPIs) | 2024 | 2025 |
|--------------------------|--|---------------------------------|---------------------------------|
| Materials and Waste | Operating waste diversion rate | Not available until 2025 | Waste 4,956 Recycle 2,296 |
| | Annual pages printed at GEF facilities | 1,393,433 | 1,294,471 |
| | Waste streams collected | Household Trash and Recyclables | Household Trash and Recyclables |

Waste Management and Appliance Recycling

GEF’s waste management practices remain consistent with the previous year, with one notable adjustment: the inclusion of two additional buildings with a total of 184 housing units. Waste collection at these sites will occur twice weekly, while recycling will be collected once weekly. While we have not yet been able to report a waste diversion rate, we have provided data on the number of waste and recycle pick-ups across GEF communities. Establishing a diversion rate will be a focus for the next reporting period.

GEF ensures the responsible recycling of decommissioned appliances by partnering with approved vendors, effectively diverting them from landfills. So far in 2025, a total of 161 appliances has been successfully recycled.

Paper Reduction Through Digital Platforms

We are making progress in reducing paper usage and improving operational efficiency by transitioning key processes to digital platforms. These initiatives not only streamline workflows but also deliver measurable environmental and cost saving benefits.

One such initiative is the transition to digital documentation through **SiteDocs**, which has reduced paper usage across the organization.

- During the initial August 2025 rollout, 2,183 forms were submitted electronically.
- Usage has grown substantially, with an average of 1,037 forms completed daily.

This shift streamlines processes, reduces printed materials, and supports environmental goals. By eliminating thousands of paper forms, we are achieving cost savings in printing and storage, while improving accessibility and recordkeeping. Continued growth is expected as more manual forms and checklists move to SiteDocs.

The implementation of **Dayforce** also marked a major milestone in reducing reliance on paper-based Human Resources (HR) processes. Previously, performance reviews, status changes, and T4 distribution relied heavily on printed documentation, creating inefficiencies in data management and accessibility.

Since launching Dayforce, GEF has transitioned to a fully digital platform, eliminating thousands of printed pages annually and improving workflow efficiency. Key impacts include:

- 8,000+ pages eliminated annually across HR processes.
- 2,000 pages saved through digital performance management documentation.

Strategies and Actions | Environmental

- 2,500 pages eliminated by providing online access to T4s.
- 3,500+ pages saved through digital storage of employment records.

Client Communication Preferences

According to the Annual Client Experience Surveys, 85% of Lodge residents and 80% of Apartment tenants prefer receiving information through printed materials. While print communication will remain an important part of how we engage with clients, we are committed to reducing our reliance on paper as part of our sustainability efforts. This includes exploring alternative methods, such as digital communication, where feasible.

Correction to 2024 KPI – Annual pages printed at GEF facilities

Upon review, it was identified that the reported data for the 2024 report did not include one

quarter's worth of information, resulting in an inaccurate total. This discrepancy has since been addressed, and the figures have been updated to accurately reflect the actual number of pages printed during the previous year.

Highlights

- **8,000+** printed pages saved across HR processes through the implementation of Dayforce.
- **1,037** forms completed daily through SiteDocs, resulting in a reduction in printed paper.
- **85%** of Lodge residents and **80%** of Apartment tenants prefer receiving information through print material.

Strategies and Actions | Environmental

Water and Ecology

This section outlines how we measure progress to conserve water and through key performance indicators and actions that promote sustainable gardening, reduce water consumption, and engage volunteers in supporting our efforts.

| Sustainability Principle | Key Performance Indicators (KPIs) | 2024 | 2025 |
|--------------------------|--|------------------------------|------------------------------|
| Water and Ecology | % of properties with pollinators, native, or drought-tolerant species in landscape | Previously was not tracked | 100% Lodge 100% Apartment |
| | Annual potable water consumption intensity (m3/m2) | 1.23 Lodge 1.30 Apartment | 1.18 Lodge 1.26 Apartment |

Plant Biodiversity

The 2025 spring and summer season provided the opportunity to further investigate and collect data regarding pollinators, native, or drought-tolerant species. Upon further review, this indicator describes a wide variety of possible plants and trees, which we have at least one of at each of our communities.

Sustainable Gardening

To advance sustainability, GEF continued purchasing perennial plants to reduce reliance on annual plants, while transplanting



Volunteer who donated perennials to Bethany Senior Citizens Home.

perennials between communities to share resources. Volunteers contributed plants from their own gardens to McQueen Place Lodge, Queen Alexandra Lodge, and Bethany Senior Citizens Home. In addition, we engaged volunteers with expertise in perennials and best planting practices to assist site teams in selecting and ordering more sustainable plants.

Water Conservation Success

Water-use intensity decreased 4% across all GEF communities. This improvement reflects GEF's ongoing focus on conservation and client engagement. Targeted water-awareness campaigns encouraged clients to turn off taps when not in use and promptly report leaks, while enhanced preventive-maintenance programs enabled employees to detect and repair plumbing issues earlier. Together, these initiatives have strengthened operational efficiency, reduced waste, and supported the long-term sustainability of our water resources.

Highlights

- GEF communities achieved an overall **4%** reduction in water-use intensity.
- Knowledgeable volunteers assisted in selecting and ordering sustainable plants.

Strategies and Actions | Environmental

Delight and Enjoyment

Delight and enjoyment within GEF communities play a vital role in supporting clients’ comfort, health, and overall quality of life. This section outlines our approach that integrates the technical aspects of building performance, such as air quality and thermal comfort, with the functional qualities of shared spaces, ensuring that clients feel both physically comfortable and engaged with their environment.

| Sustainability Principle | Key Performance Indicators (KPIs) | 2024 | 2025 |
|--------------------------|--|-------------------------------|--------------------------------|
| Delight and Enjoyment | % of properties with on-site garden or greenhouse | 90% Lodge 100% Apartment | 90% Lodge 100% Apartment |
| | % of properties with on-site greenspace | 80% Lodge 86% Apartment | 80% Lodge 86% Apartment |
| | Average PM2.5 levels in common areas and facilities (µg/m3) | Previously was not tracked | 5.8 Lodge 5.8 Apartment |
| | Average total volatile organic compound (TVOC) concentration level (mg/m3) | 0.007 Lodge 0.02 Apartment | 0.006 Lodge 0.018 Apartment |
| | Average CO2 levels in common areas and facilities (ppm) | 405 Lodge 380 Apartment | 410 Lodge 385 Apartment |

Indoor Comfort and Air Quality

Thermal comfort remained a priority throughout the year. Preventive maintenance schedules were optimized through our Building Management Systems (BMS) and ISO 50001:2018 Energy Management System’s energy-monitoring tools, ensuring consistent temperature and humidity control during both summer heat and winter cold periods.

In 2025, GEF expanded its Indoor Air Quality (IAQ) monitoring program to include all Lodge buildings and select Apartment common areas.

Using new digital air-quality meters, Site Maintenance teams began recording PM_{2.5}, total volatile organic compounds (TVOCs), and CO₂ levels during inspections. This data now informs ventilation and filtration adjustments, ensuring clients experience clean and comfortable air throughout the year.

Readings remain well within recommended guidelines, with average PM_{2.5} **levels at 5.8 µg/m³, far below the World Health Organization (WHO) guideline of 15 µg/m³**. TVOC concentrations improved slightly compared to 2024, averaging 0.006 mg/m³ in Lodges and 0.018 mg/m³ in Apartments. In addition, CO₂ levels remained stable at 410 ppm in Lodges and 385 ppm in Apartments, consistent with ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) comfort ranges.



Volunteering for Planting Days at McQueen Place Lodge.

Strategies and Actions | Environmental

Planting Days

The Third Annual Planting Days was our biggest event yet, bringing together 18 corporate and volunteer groups to support 28 GEF communities. This spring, GEF proudly welcomed all returning partners from previous years along with seven new groups, marking an increase from last year's participation. Together, these efforts enhanced outdoor spaces at 18 Apartments and ten Lodges across our communities.

Revitalizing and Maintaining Outdoor Spaces

GEF invests in maintaining outdoor spaces to ensure they are welcoming and appealing for clients. This year, employees were encouraged to work with our grounds maintenance contractors to ensure that the services outlined in their contracts, such as weeding, were being completed.

This summer, the grounds at Strathcona Place Apartments received a major transformation – new sod was laid, outdated sheds were

removed, and the water feature was cleaned and repainted. Apartment tenants and employees added a creative touch by painting an underwater design on the base of the water feature, fostering a sense of ownership and community pride.

While enhancements like these are significant, feedback from the 2025 Client Experience Survey highlighted that outdoor spaces across GEF communities are not always consistently maintained. GEF is exploring strategies to improve upkeep and ensure these spaces remain inviting year-round.

Outdoor Events

The Life Enrichment team coordinates outdoor events at all GEF Communities during warmer months, making full use of these spaces. All Apartment communities hosted Summer BBQs with live music, while each Lodge community held a Family and Friends Summer Fair, one of the most loved annual events that brings vibrancy and joy to clients and their loved ones.



Tenant artist showing off painted pond water feature.

Highlights

- Indoor air quality levels average PM_{2.5} levels at **5.8 µg/m³**, far below the WHO guideline of **15 µg/m³**.
- The Third Annual Planting Days was our largest yet welcoming **18 corporate/ volunteer groups supporting 28 communities**.
- Grounds revitalization sparks tenant-led art and community pride at Strathcona Place.

Funding Sustainability and Well-being

Funding sustainability initiatives are essential for ensuring resources are available to support programs that enhance the quality of life for clients. This section outlines how we measure progress through key performance indicators and initiatives that strengthen financial stewardship, including the Resident Quality of Life (RQL) Reserve Fund, donor engagement strategies, and site-level fundraising plans. It also highlights improvements in donor tracking, major contributions, and the introduction of a transparent process for allocating Quality of Life Funds.

| Sustainability Principle | Key Performance Indicators (KPIs) | 2024 | 2025 |
|------------------------------------|---|-----------|-----------|
| Funding Sustainability Initiatives | Quality of Life funds raised by GEF through donations and fundraising | \$122,517 | \$145,212 |

Fund Overview

GEF has a RQL Reserve Fund, which is a compilation of five funds: Building for Life Fund, Quality of Life Fund, Bequeath Fund, Site Fundraising, and Casino Fund. Revenue received from donations, fundraising activities, and interest generated from its principle, all which contribute to the support of this fund. At the end of 2024, the RQL Reserve Fund balance was \$5.3 million. During the reporting period, **\$145,212** was added to the RQL Reserve Fund.

Improving Donor Tracking

In 2025, GEF made strides in identifying over 100 active donors, most of who are captured through online donations. However, we discovered that we were not accurately tracking donations made at the site level. A new donor intake form was created and has resulted in at least three significant donations.

Major Contributions

The bi-annual casino held in July 2025 is projected to contribute at least \$75,000 to the fund. In addition, a significant gift of \$20,000 was received in 2025 from the Brian and Bette Woodhead Fund through the Edmonton Community Foundation. Another key driver of growth has been the continued success of the Giving Tuesday campaign, which increased from \$10,000 in 2022 to \$20,000 in 2024.

Donor Management System Upgrade

Work is currently underway to decommission an outdated donor management system and establish a new one with **CanadaHelps**. The new system is integrated with an online donation form that automates several manual processes and improves donor recognition and stewardship by eliminating manual tracking and automating tax receipt distribution.

Accessing the Quality of Life Fund

The Quality of Life Fund (QoL) supports initiatives that advance client well-being and service improvement initiatives and has been the main focus of fund development opportunities since the introduction of GEF's Quality of Life Philosophy in



Strathcona Place seniors offering their thanks during Giving Tuesday.

Strategies and Actions | Economic

2020. Over the years, the fund has grown without a clear plan for how and on what terms and conditions the funds can be used.

In 2025, GEF introduced a process to ensure QoL Funds are allocated strategically and transparently to support high-impact, sustainable initiatives that enhance the well-being of clients living in GEF communities. The types of projects that can be funded include initiatives aimed at social connection and engagement, technology and AI integration, health and wellness innovations, building environment and accessibility improvements, and research and knowledge translation. To preserve a QoL Fund base that can generate a reasonable investment return along with support from annual donations, a maximum allocation per project per year has been established. Proposals for funding open on June 1 of each year, project applicants are notified by September 30 each year, and project implementation should commence no later than January 1 of the following year.

Enhancing Fundraising Efforts

As a non-profit, registered charitable organization, we understand there is potential

to leverage our charitable status and the well-earned reputation developed since 1959 by supporting the housing needs of often vulnerable, low-income seniors to be able to increase our annual donations.

Highlights

- The Resident Quality of Life (RQL) Reserve Fund reached **\$5.3 million** by the end of 2024, with \$145,212 added during the reporting period.
- In 2025, GEF implemented a transparent and strategic process for allocating Quality of Life (QoL) Funds to high-impact, sustainable projects.
- A transition is underway to the **CanadaHelps** donor management system, in order to automate processes and improve donor recognition and stewardship.

Strategies and Actions | Economic

Investment in Community

Investment in community strengthens social connections, fosters intergenerational engagement, and helps prevent the duplication of services. This section outlines how we measure progress through performance indicators and initiatives that expand partnerships, increase volunteer involvement, and create meaningful opportunities for students and employees to contribute.

| Sustainability Principle | Key Performance Indicators (KPIs) | 2024 | 2025 |
|--------------------------|---|-------|-------|
| Investment in Community | # of partnerships with community and school organizations | 23 | 43 |
| | # of volunteer hours | 3,180 | 6,604 |
| | # of practicum student placements | 18 | 36 |
| | # of partnerships with community support agencies | 67 | 66 |

Partnerships

A key priority this reporting period was assessing current partnerships to ensure they are mutually beneficial and impactful. Working with the Life Enrichment team, we identified ways to leverage partnerships more effectively and developed program plans that support intentional collaboration rather than simply responding to opportunities as they arise.

Partnerships in Action

GEF maintains partnerships with organizations, such as the Edmonton Public Library, which expanded its services to include the “*Together We Grow*” program at two Lodges. This initiative invites families with young children to participate in library programming alongside Lodge residents, fostering resource sharing and mutual benefits. Our collaboration with the Sage Community Animation team also strengthened client engagement through attendance at Tenant Meetings and Summer BBQs and the organization of Wellness Fairs at two GEF communities during Seniors’ Week, which brought together over 40 community partners. In addition, GEF also supported Sage’s “*Seniors in the Square*” event, a free public event held during Seniors’ Week. This partnership aligns with our goals by promoting

the use of existing community resources and minimizing the duplication of services.

GEF remains an active member of the Edmonton Chamber of Voluntary Organizations (ECVO), participating in networking and brainstorming sessions to share resources, promote volunteer opportunities, and exchange ideas. This collaboration strengthens Edmonton’s volunteer network and ensures individuals are matched with meaningful opportunities across the Edmonton.

School and Daycare Connections

GEF has organized visits with **20 local schools and five daycares**, bringing students from kindergarten through grade 12 into Lodges and select Apartments. Activities include socializing, crafts, gardening, performances, games, and seasonal celebrations. These intergenerational experiences reduce isolation for seniors, while also offering students mentorship opportunities and a sense of community.

We are committed to expanding and improving these programs, recognizing their role in building stronger and more connected communities. A standout intergenerational initiative was the “***Bridging Generations***”

Strategies and Actions | Economic

project with **Harry Ainlay High School**, supported by **United Way's Make Your Mark** program. This project captured seniors' life stories through photography and meaningful connections. What began as scheduled visits evolved into ongoing engagement, with students becoming regular volunteers and seniors attending the students' graduation ceremony. The project culminated in a public showcase at Southgate Mall and City Hall and earned recognition at United Way's Red Tie Gala. This project is a strong example of how one initiative can effectively support and enhance another. Specifically, how intergenerational programming can feed into the volunteer program.



"Bridging Generations" project's public showcase at Southgate Mall.

Employee Volunteer Program

In February of 2025, GEF launched an Employee Volunteer Program that offers all full-time and part-time employees **7.5 hours of paid time off annually to volunteer with any non-profit or registered charity of their choice**. By encouraging employees to contribute their time and skills to causes they care about, we promote civic engagement and foster stronger connections between our organization and the broader community. This not only supports local non-profits and charities, but it also helps raise awareness of

GEF, potentially inspiring new volunteers, employees, or donors.

Steady Increase in Volunteer Hours

Volunteer hours have grown significantly during the reporting period, **increasing by 133%**. These figures reflect only volunteers who completed the full application, screening, and onboarding process and do not include one-time group activities, such as Decorating Days, Stocking Stuffer Campaigns, or Planting Days.

GEF's volunteer program supports a wide range of initiatives, including programming, events, gardening, trishaw rides, and companionship. A key strength is its tailored approach, aligning opportunities with individual interests to create meaningful and fulfilling experiences.

Volunteers have played a key role in expanding evening and weekend programming, leading to increased use of activity spaces and innovative additions, such as virtual reality (VR) experiences.

Improved Volunteer Onboarding

GEF introduced **group meet-and-greets** as a more efficient way to welcome new volunteers, inform them about GEF, and promote opportunities across multiple communities and events. This approach reduces the need for lengthy one-on-one pre-screening sessions and gives volunteers greater ownership in signing up for events that match their interests. It also creates an opportunity for volunteers to meet and connect with other volunteers, fostering a sense of community from the start. These changes make onboarding more efficient and engaging, while empowering volunteers to take initiative in their involvement.

Volunteer Impact Across GEF

Improved onboarding, usage of the **Better Impact Volunteer Management** system and

Strategies and Actions | Economic

more intentional volunteer engagement has enabled GEF to deploy volunteers more effectively across multiple sites and events, strengthening organizational capacity. For example, **Winter Festivals welcomed 58 volunteers, while Summer Fairs engaged 95 volunteers.** This support helped overcome historical challenges we have faced in staffing large events. This success demonstrates the growing strength of GEF's volunteer program and its ability to support initiatives across the organization.

Building Internal Capacity

To support sustainability and growth, GEF is beginning to leverage experienced volunteers to assist with onboarding and training new volunteers. This approach builds leadership and ownership within the volunteer base, ensuring program growth without overextending employee resources.

Students

Over the reporting period, GEF hosted a total of **22 full-time practicum students** from six different educational institutions across several departments, including Administrative Support, Finance, Life Enrichment, Community Support, and Human Resources. In addition, 11 third-year Community Nursing students from MacEwan University completed 30 to 40 practicum hours each, gaining exposure working with older adults in our Lodge program. We also participated in two Work Integrated Learning placements through MacEwan University, supporting four student groups.

GEF also hired two summer students through the Canada Summer Jobs program to support the annual Client Experience Surveys. This is the sixth consecutive year of utilizing this program to engage students to support the surveys. These temporary summer positions play a valuable role in promoting the surveys, assisting clients with surveys completion, and compilation of data.

By working alongside employees, students support and assist with projects, contribute new ideas, and help review and enhance existing processes, while gaining experience. Through their practicum placements, one student was successfully hired as a full-time Activity and Wellness Coordinator, while several others chose to continue their involvement with GEF as volunteers. By welcoming students into our communities, we are not only supporting their education but also educating the broader community about GEF's Vision and Mission.

Highlights

- Volunteer hours increased by **133%** over the reporting period.
- GEF has launched an Employee Volunteer Program offering eligible employees **7.5 hours** of paid time off to volunteer in the community.
- **58** volunteers supported Winter Festivals and **95** supported Summer Fairs.
- GEF hosted **22** full-time practicum students.

Strategies and Actions | Economic

Maintenance

Maintenance ensures our buildings remain safe, efficient, and environmentally responsible. This section outlines how we measure progress through key performance indicators, projects, and actions that integrate sustainability into asset management. It highlights projects that improve infrastructure and enhance energy performance, as well as efforts to increase the use of green-certified cleaning products across all communities.

| Sustainability Principle | Key Performance Indicators (KPIs) | 2024 | 2025 |
|--------------------------|--|------|------|
| Maintenance | # of maintenance and capital projects completed annually | 142 | 156 |
| | % of green cleaning products | 63% | 67% |

Advancing Sustainability through Projects

GEF remains committed to the responsible stewardship of our buildings through proactive life cycle asset replacement and renewal planning. Each year, targeted capital investments are guided by our Sustainability Framework, ensuring that projects not only address aging infrastructure but also improve environmental performance, client comfort, and operational resilience.

Notable projects completed in 2025:

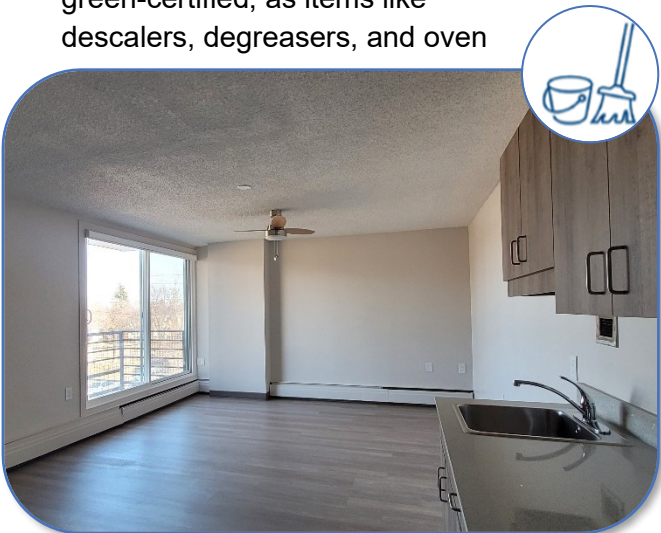
- McQueen Place Lodge: Window replacements
- Rosslyn Place Lodge: LED lighting upgrades
- Buchanan Manor: Roof replacement
- Tegler Terrace: Laundry room and unit upgrades

Collectively, these projects illustrate GEF's approach to sustainable asset management, where every replacement is viewed as an opportunity to integrate efficiency, durability, and climate resilience. By embedding sustainability principles into each capital decision, GEF continues to ensure that buildings remain safe, comfortable, and environmentally responsible.

Green Cleaning Products

GEF has streamlined cleaning product procurement by sourcing from a single vendor. This approach improves employee training consistency, ensures familiarity with products across multiple sites, and supports health and safety standards.

Most cleaning products are dispensed through chemical dilution centers, which control quantities and maintain standardized usage across all communities. Currently, 67% of all cleaning products used in GEF buildings are certified as green, including 71% of housekeeping products, 63% of laundry products, and 100% of garbage bags and paper towels. Kitchen products remain at 36% green-certified, as items like descalers, degreasers, and oven



Finished unit renewal within Central Manor.

Strategies and Actions | Economic

cleaners are not yet available in green-certified options.

GEF continues to work closely with vendors to expand environmentally friendly options and optimize chemical dilution systems to minimize excess use.

Highlights

- **67%** of GEF’s cleaning products are certified as green.

Technology and Connectivity

A focus on technology and connectivity supports innovation, learning, and engagement across our communities. This section outlines how we measure progress through key performance indicators and actions that enhance technology-based programming and strengthen employee development. It highlights efforts to improve Wi-Fi coverage in buildings' common areas, expand virtual reality (VR) experiences, deliver technology support through partnerships, and increase eLearning participation.

| Sustainability Principle | Key Performance Indicators (KPIs) | 2024 | 2025 |
|-----------------------------|---|-----------|------------------------------|
| Technology and Connectivity | # of eLearning training courses completed | 23,011 | 28,737 |
| | % of Lodge activity programs that are technology-based | 2% | 4% |
| | % of properties with free Wi-Fi access for residents in common spaces | 89% Lodge | 100% Lodge 100% Apartment |
| | % of properties with free Wi-Fi access for residents in units | 0% Lodge | 0% Lodge 0% Apartment |

Wi-Fi Access in Common Areas

Currently, GEF has 104 access points installed across all communities, providing connectivity in select buildings' common areas. With the addition of Tegler Manor and Tegler Terrace this year, coverage has expanded further. Overall, **89% of GEF common areas offer free Wi-Fi**, and an average of 2,218 devices connect weekly, including those from clients, employees, and visitors. We are targeting 2026 for full Wi-Fi coverage in all common areas across all GEF Communities.

Correction to 2024 KPI – % of properties with free Wi-Fi access for residents in common spaces

The difference in this metric is not the result of additional work completed this year, but rather a clarified interpretation of the KPI itself. The KPI tracks the percentage of communities with free Wi-Fi access, which currently stands at 100%. However, it does not account for the extent or consistency of coverage within buildings' common areas.

In-Unit Wi-Fi Access

As in previous years, clients do not have access to free Wi-Fi within their units, in part, due to the age and construction of GEF buildings. Connectivity is only available in common areas, while units located near access points may experience limited signal.



Virtual reality (VR) activity within Ottewell Place Lodge.

GEF currently does not provide in-unit Wi-Fi and, therefore, can not track this metric. Clients who wish to have Wi-Fi in their units make their own arrangements with an internet service provider.

Expanding Technology-Based Programming

This year, GEF introduced more technology-driven experiences within Lodge programs. In December 2024, **four additional VR systems were purchased**, ensuring ten of our 11 Lodges now have their own system, an improvement from previously sharing six devices across 11 Lodges. The Life Enrichment team continues to create unique opportunities for clients to engage with VR programming.

VR Engagement at Community Events

At the Friends and Family Winter Festivals, VR was a standout attraction for clients and their guests, especially younger visitors. This exposure sparked increased interest among clients who had not previously participated in scheduled VR programming.

Technology Support Through Partnerships

GEF partners with the Edmonton Public Library (EPL) and the Technology Assistance for Seniors Society, as well as GEF volunteers, to deliver technology support programs. These sessions have been well-received by clients eager to learn more about devices, such as tablets and smartphones.

Commitment to Learning and Development

In 2025, GEF employees completed a total of **28,737 eLearning courses, averaging 49 courses per employee**. This marks an increase compared to 2024, when employees completed 23,011 courses, with an average of 43 courses per employee.

This upward trend reflects GEF's ongoing commitment to learning and development. The successful implementation of LinkedIn Learning for all leadership, professional, and administrative support employees has played a key role in driving participation and fostering a strong culture of continuous growth and improvement across the organization.

Highlights

- Employees completed **28,737** eLearning courses in 2025, averaging **49** per employee.
- GEF added **four** VR systems, ensuring ten of 11 lodges have dedicated devices.
- **89%** of GEF buildings' common areas have Wi-Fi access.

Conclusion

In 2025 GEF Seniors Housing saw measurable progress as we continue advancing our Sustainability Framework. Key achievements include ISO 50001:2018 Energy Management System certification across 14 buildings, a 56% reduction in greenhouse gas emissions intensity, and measurable improvements in energy efficiency. With enhanced employee well-being and client-focused improvements, such as cafeteria-style dining, fitness investments, and revitalized social spaces, we made improvements for those who live and work with us. We raised \$145,000 for Quality-of-Life initiatives, introduced a transparent funding process, and doubled volunteer engagement. Technology adoption expanded with four new virtual reality (VR) systems, 89% Wi-Fi coverage in our buildings' common areas, and 28,737 eLearning courses completed by employees. By implementing SiteDocs and Dayforce, we eliminated thousands of printed pages, streamlined workflows, and reduced our environmental impact.

These successes, coupled with high expressed satisfaction ratings from clients and families, underscore the dedication of our teams. Yet, we recognize that significant work remains to achieve the objectives outlined in our Sustainability Framework. As we look ahead, our focus will remain on advancing priorities, fostering innovation, and responding to the needs of GEF Communities. Sustainability is a continuous journey, and this report reinforces our commitment to deliver meaningful progress year after year.

Appendix A: Sustainability Reporting Framework

Social, Cultural, Political Sustainability | KPIs

| Framework Pillars | Sustainability Principle | Key Performance Indicators (KPIs) | Metric | Baseline 2020 | | 2024 | | 2025 | |
|-----------------------------|------------------------------------|--|--------|---------------|-----------|-------------------|------------------------------|-------|------------------------------|
| | | | | Lodge | Apartment | Lodge | Apartment | Lodge | Apartment |
| Social, Cultural, Political | Social Domain | | | | | | | | |
| | Employee Quality of Life | % of employees who feel GEF actively supports their well-being | % | 75% | | Not available yet | | 78% | |
| | Client Quality of Life | Average occupancy rates (rentable units) | % | 90% | 95% | 96% | 98% | 96% | 97% |
| | | % of food offerings that meet Lodge residents' dietary needs | % | 75% | - | 79% | - | 82% | - |
| | | % of food offerings that meet Lodge residents' expectations for taste and appeal | % | 64% | - | 88% | - | 91% | - |
| | | % of buildings with fitness facilities | % | 100% | 73% | 100% | 74% | 100% | 74% |
| | | % of properties with dedicated social gathering space | % | 100% | 89% | 100% | 89% | 100% | 89% |
| | Cultural Domain | | | | | | | | |
| | Equity, Diversity, & Inclusion | % of leadership roles held by women, 2SLGBTQIA+, and/or non-binary individuals | % | 70% | | 59% | | 65% | |
| | | % of non-management roles held by women, 2SLGBTQIA+, and/or non-binary individuals | % | 78% | | 83% | | 82% | |
| | | % of roles held by individuals self-reported as Aboriginal or a visible minority | % | Not tracked | | 3% | | 7% | |
| | | % of properties with multi-faith space for spiritual and religious activities | % | 73% | 60% | 73% | 60% | 73% | 60% |
| | Sense of Belonging & Accessibility | % of units that are mobility-accessible or barrier-free | % | Not tracked | | 9.0% | 4.8% SSC 11.4% Affordable | 12% | 6.4% SSC 11.4% Affordable |
| | | % of employees who experience a sense of belonging at work | % | 81% | | Not available yet | | 74% | |

Appendix A: Sustainability Reporting Framework

| Framework Pillars | Sustainability Principle | Key Performance Indicators (KPIs) | Metric | Baseline 2020 | | 2024 | | 2025 | |
|-----------------------------|------------------------------------|---|--------|---------------|-----------|-------------------|-----------|-------|-----------|
| | | | | Lodge | Apartment | Lodge | Apartment | Lodge | Apartment |
| Social, Cultural, Political | Political Domain | | | | | | | | |
| | Transparency, Agency, & Engagement | # of annual opportunities for formal feedback through scheduled Tenant Meetings and Resident/Family Meetings in each Apartment/Lodge respectively | # | 10 | 4 | 10 | 4 | 124 | 138 |
| | | % of employees that find a sense of accomplishment from their work | % | 81% | | Not available yet | | 85% | |
| | | % of employees that feel GEF's Mission provides them meaningful direction | % | 78% | | Not available yet | | 78% | |
| | | % of employees that report feeling engaged by the organization | % | Not tracked | | Not available yet | | 75% | |
| | | % of employees participating in the semi-annual staff Town Halls | % | Not tracked | | 48% | | 47% | |

Appendix A: Sustainability Reporting Framework

Environmental Sustainability | KPIs

| Framework Pillars | Sustainability Principle | Key Performance Indicators (KPIs) | Metric | Baseline 2020 | | 2024 | | 2025 | |
|------------------------------|--------------------------------------|--|-------------|---------------------------------|-----------|---------------------------------|-----------|---------------------------------|-----------|
| | | | | Lodge | Apartment | Lodge | Apartment | Lodge | Apartment |
| Environmental Sustainability | Environmental Domain | | | | | | | | |
| | Energy, Carbon, & Climate Resilience | Annual energy use intensity/energy consumption | ekWh/m2 | 417 | | 356 | | 362 | |
| | | Annual renewable energy generation | % | Not tracked | | 0% | | 0% | |
| | | Annual average greenhouse gas emissions intensity | kgCO2e/m2 | 132 | | 114.1 | | 50.1 | |
| | | Emergency preparedness plan (HSW Program Audit Score) | % | Not tracked | | 92% | | 89% | |
| | | Climate change adaptation strategy | y / n | No | | No | | No | |
| | Transportation | # of electric vehicle charging stations | # | 0 | | 0 | | 0 | |
| | | Annual fleet vehicle emissions | Tonnes CO2e | 125 | | 125 | | 115 | |
| | | % of properties with bicycle parking spaces | % | 10% | 3% | 10% | 3% | 10% | 3% |
| | Materials & Waste | Operating waste diversion rate | % | 40% | | Not available yet | | Waste 4,956 Recycle 2,296 | |
| | | Annual pages printed at GEF facilities | # | 1,073,000 | | 1,393,433 | | 1,294,471 | |
| | | Waste streams collected | Types | Household Trash and Recyclables | | Household Trash and Recyclables | | Household Trash and Recyclables | |
| | Water & Ecology | % of properties with pollinators, native, or drought-tolerant species in landscape | % | 82% | 40% | Not tracked | | 100% | 100% |
| | | Annual potable water consumption intensity | m3/m2 | 1.23 | 1.30 | 1.23 | 1.30 | 1.18 | 1.26 |
| | Delight & Enjoyment | % of properties with on-site garden or greenhouse | % | 90% | 45% | 90% | 100% | 90% | 100% |
| | | % of properties with on-site greenspace | % | 80% | 86% | 80% | 86% | 80% | 86% |
| | | Average PM2.5 levels in common areas and facilities | µg/m³ | Not tracked | | Not Tracked | | 5.8 | 5.8 |
| | | Average total volatile organic compound (TVOC) concentration level | mg/m3 | Not tracked | | 0.007 | 0.02 | 0.006 | 0.018 |
| | | Average CO2 levels in common areas and facilities | ppm | Not tracked | | 405 | 380 | 410 | 385 |

Appendix A: Sustainability Reporting Framework

Economic Sustainability | KPIs

| Framework Pillars | Sustainability Principle | Key Performance Indicators (KPIs) | Metric | Baseline 2020 | | 2024 | | 2025 | |
|-------------------------|------------------------------------|---|--------|---------------|-----------|-----------|-----------|-----------|-----------|
| | | | | Lodge | Apartment | Lodge | Apartment | Lodge | Apartment |
| Economic Sustainability | Economic Domain | | | | | | | | |
| | Funding Sustainability Initiatives | Quality of Life funds raised by GEF through donations and fundraising | \$ | \$121,000 | | \$122,517 | | \$145,212 | |
| | Investment in Community | # of partnerships with community and school organizations | # | 6 | | 23 | | 43 | |
| | | # of volunteer hours | # | 350 | | 3,180 | | 6,604 | |
| | | # of practicum student placements | # | Not tracked | | 18 | | 36 | |
| | | # of partnerships with community support agencies | # | 31 | | 67 | | 66 | |
| | Maintenance | # of maintenance and capital projects completed annually | # | 136 | | 142 | | 156 | |
| | | % of green cleaning products | % | Not tracked | | 63% | | 67% | |
| | Technology & Connectivity | # of eLearning training courses completed | # | Not tracked | | 23,011 | | 28,737 | |
| | | % of Lodge activity programs that are technology-based | % | Not tracked | | 2% | - | 4% | - |
| | | % of properties with free Wi-Fi access for residents in common spaces | % | 50% | - | 89% | - | 100% | 100% |
| | | % of properties with free Wi-Fi access for residents in units | % | Not tracked | | 0% | - | 0% | 0% |