Strong. Adaptive. Unified.

2020 ESG REPORT



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About CAPREIT

CAPREIT is Canada's largest publicly-traded provider of quality rental housing. CAPREIT currently owns or has interests in, and manages, approximately 67,500 residential apartment suites, townhomes and manufactured housing community sites well-located across Canada, in the Netherlands and Ireland.

2020 BUSINESS HIGHLIGHTS*

67,500	600+	97.

Owned or managed suites Owned and managed buildings

\$578 Million 36+ Million

Net rental square feet

3,262

sites acquired

NFFO payout ratio

NOI

Assets under management

\$2.273 New residential suites and

NFFO per Trust Unit

.5%

\$15+ Billion

Occupancy rate

siness highlights include operations in Canada and the Netherlands. Owned and managed suites

SOCIAL **INTRODUCTION ENVIRONMENTAL AWARDS** CAPREIT • 2020 ESG REPORT 4 GOVERNANCE **SCORECARD**

61%

About this Report

REPORTING SCOPE AND BOUNDARIES

This report covers CAPREIT's material environmental, social and governance ("ESG") performance metrics for the 2020 calendar year. Although CAPREIT's consolidated financial statements include its operational footprint in Europe, the 2020 ESG reporting boundaries only include CAPREIT's Canadian business operations. All currency is in Canadian dollars. Refer to the ESG Performance Scorecard on page 44 for added scope details.

REPORTING FRAMEWORKS

This report is prepared in accordance with the Global Reporting Initiative ("GRI") Standards (Core), and includes a GRI Content Index on page 55. In addition to GRI, the information and metrics disclosed in the report align with the United Nations Sustainable Development Goals ("SDGs") and the Global Real Estate Sustainability Benchmark ("GRESB") Real Estate Assessment.

EXTERNAL CHECK

ESG Global Advisors was engaged to conduct an independent third-party check of CAPREIT'S ESG performance indicators, including Sustainability Accounting Standards Board ("SASB"), GRI (core) and the SDGs. Based on its independent review, ESG Global Advisors concluded that the information and metrics presented in the ESG report align with the requirements of the sustainability reporting standards selected by CAPREIT.

In addition to effective stakeholder engagement, CAPREIT responds to ESG-related emails and inquiries on an ongoing basis. Any inquiries or comments can be directed through its Director, ESG Strategy Integration: Irena Stankovic, i.stankovic@capreit.net





SOCIAL

Staying Connected



GOVERNANCE

Governance, Risk and Compliance

2020 ESG Highlights



ENVIRONMENTAL



Over

\$15 Million

invested in energy efficiency measures including launching a centralized building automation system ("BAS")



Added

1.3M SQ FT

of BOMA BEST certified floor area



Furthered our commitment to environmental transparency by

submitting to CDP



Achieved

~2.5%

annual energy consumption reduction since 2010



SOCIAL



A diverse and inclusive workforce of

53% self-identified female employees and over55 spoken languages



Over **12,400 Hours** of internal training completed

Ranked in the



Top Quartile

of the Best Employers program for the 7th consecutive year



Launched the Compassionate Care program to support residents through the COVID-19 pandemic by conducting an average of

3,500 calls/month



GOVERNANCE



43%

of independent Trustees self-identify as female



25%

of Trustees self-identify as BIPOC

Earned



GRESB GREEN STAR

designation in inaugural 2020 submission

Delivered



ESG training

to the Board of Trustees and employees Company-wide



Message from our President and Chief Executive Officer

Reflecting on the events of the past year, I am grateful for the passion and dedication our team members across the country who continuously deliver to our residents, our communities and our investors. In the wake of the COVID-19 pandemic, we have undertaken preventative measures by prioritizing the safety and well-being of our team members, and the safety and well-being of our residents and properties. Please refer to page 8 for details on how we navigated through the challenges presented during the COVID-19 pandemic.

Our ESG initiatives continue to reinforce our service delivery model and strategy. As Canada's largest multi-family residential landlord, we continue to focus on growing and diversifying our portfolio, modernizing our assets by investing in initiatives that drive operational excellence, capitalizing on accretive development opportunities, and delivering sound governance.

In this report, we share the progress CAPREIT made in the following key areas:

ESG Strategy Integration

- Undertaking a materiality assessment to identify and prioritize the most material ESG factors.
- Demonstrated commitment to environmental transparency by disclosing through CDP in 2020.
- Awarded a GRESB Green Star designation in our inaugural 2020 GRESB submission.

Operational Efficiency and Resilience

Building operational efficiency and resilience by making educated business decisions on conservation measures that reduce risk and deliver efficient opportunities.

Social Performance

Continue to foster a culture of equality, diversity and inclusion by delivering best-in-class programs for our employees and residents.

Governance

Initiating our Policy Management Program to help mitigate risk and maintain a culture of compliance, ensuring that CAPREIT remains a trusted and ethical partner to our stakeholders.

As President & CEO, I commit to drive and support the integration of our ESG strategy by:

- Overseeing the ongoing roll-out of CAPREIT's five-year strategic plan.
- Ensuring organizational culture remains strong with a focus on stakeholder engagement.
- Working alongside our Board to increase governance knowledge by attending expert-led training.
- Maintaining a positive and ethical culture that attracts, retains and motivates top-quality employees at all levels.

Refer to page 28 of our 2020 Management Information Circular for details



Navigating through the COVID-19 Pandemic

In response to the global pandemic, we did the following to support our residents and employees, and help control the spread of COVID-19:



Supporting our Residents

Introduced Compassionate Care Program

Program details on page 32.

Completed Resident Portal Roll-out

Program details on page 32.

Remote Leasing Program

Program details on page 32.



Connecting and Engaging our People

Introduced Mindful Leader Program

Program details on page 31.

Launched Work-from-Home Equipment Program

Provided our employees with an equipment allowance to support their work-from-home environment.

Maintained Ongoing Virtual Dialogue

Provided employees with provincespecific COVID-19 Safety Plans and related information, news and resources via our intranet, The Lobby.



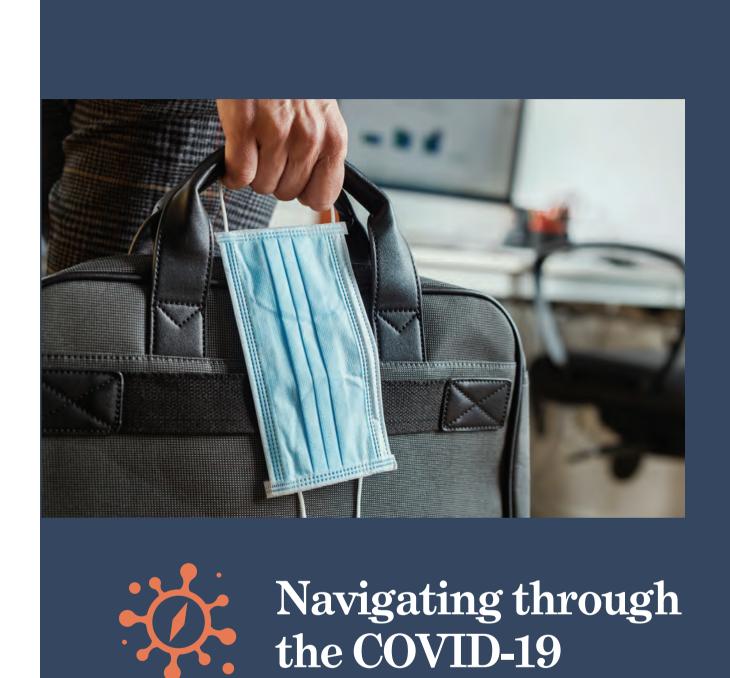
Back to Basics

Created Crisis Management Team

Closely monitored the COVID-19 pandemic and related developments and provided further direction on appropriate next steps.

Enact Business Continuity Plan

Deployed the department heads to help identify remote capabilities and consider alternate process arrangements as needed.



Pandemic

MESSAGE FROM THE BOARD

As CAPREIT's Board of Trustees, we seek to deliver a multidimensional approach to good governance and sustainable leadership that drives positive change and creates value for our stakeholders.

As one of Canada's largest landlords with over 22 years of operational excellence, we have the skills gained from navigating challenging times in the past, and we have leveraged this experience to manage the challenges presented by the COVID-19 pandemic.

We want to acknowledge the management team and employees who strive every day to make CAPREIT the best place to work, live and invest. Their dedication, passion and commitment are what set CAPREIT apart in the marketplace.

To our Unitholders, residents and communities, the Board of Trustees wishes to thank you for your trust and ongoing support as we collectively manage through these difficult times. Our hearts go out to all those who have been impacted by COVID-19 and we look forward to better days ahead.

Our Integrated Strategy

Building a pathway to resilient and adaptive performance

Our multi-year ESG road map is embedded in Elevation 2023, our five-year growth strategy. We have committed to our employees to be the best place to work. We aspire to be the best place to live for our residents who choose CAPREIT as their home. And we seek to drive strong returns for our Unitholders.

Those are our commitments to our stakeholders as we deliver best-in-class performance.



Employee Engagement & Recognition



Resident Satisfaction



Data Protection & Privacy



Human Rights

Labour Standards

Diversity, Inclusion

& Belonging

& Well-being

Professional

Development

Occupational

Health & Safety

Health



Air & Water Pollution



Biodiversity & Land Use



Energy Efficiency



Water Conservation



Waste Management



Community Partnerships



Internal Audit



Board Composition



Bribery & Corruption



Whistleblower Policy



Business Ethics



Tax Transparency

Environmental Measures Social Measures Governance Measures

CAPREIT • 2020 ESG REPORT 10 **INTRODUCTION ENVIRONMENTAL** SOCIAL **GOVERNANCE AWARDS SCORECARD**



CAPREIT's Multi-Year ESG Strategy

With the support of our Board of Trustees, CAPREIT empowers all levels of the organization to be accountable in the delivery of resilient and adaptive multi-year ESG performance.

Here is how we will deliver best-in-class performance:

Integrate Oversight

Develop and monitor ESG cross-functional policies, objectives and performance.

Refer to page 34 for details on our governance.

Advance Competency

Empower our people to be advocates and enablers of ESG transparency and performance through training and active committee engagement.

Refer to pages 28 and 37 for details on how we are socializing ESG.

Engage Stakeholders

Conduct ongoing engagement with our key stakeholders through frequent reporting and consultations on multiple platforms.

Refer to page 12 for details on our materiality assessment.

Deliver Transparency

Establish necessary frameworks, platforms and practices to building investment-grade ESG data.

Refer to pages 34 and 44 for details on our governance and ESG Performance Scorecard.

Set Targets

Identify and monitor the progress of our SDG-aligned goals.

Refer to page 13 for details on our SDG goal alignment.

Report & Disclose

Build standardized, transparent, and comprehensive ESG disclosure.

Refer to pages 44 and 55 for details on our ESG Performance Scorecard and GRI Index.

Stakeholder Engagement

Clearly defining our priorities is essential for informing our strategic ESG integration and planning process.

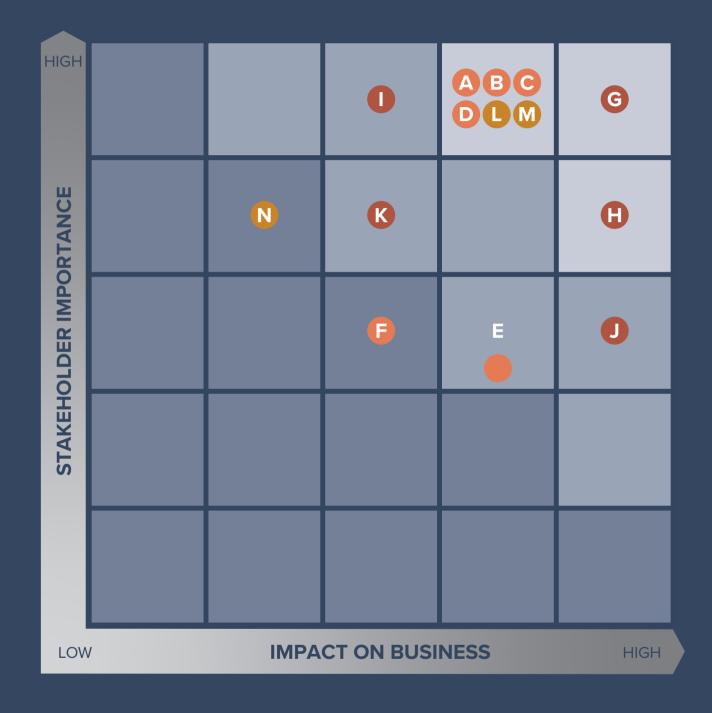
To identify and assess the issues that are most important to our stakeholders, and to ensure that our strategy aligns with these priorities, we undertook a materiality assessment in late 2020. The assessment was informed by comprehensive feedback from our stakeholder base, including our executive and senior management team, resident survey responses, employee engagement programs, and dialogue with our vendor partners and investors.

We look forward to increasing our strategic impact through clearly defined ESG priorities starting in 2021. In the meantime, we remain committed to engaging with our stakeholders through multiple platforms, including but not limited to:

- Annual General Meetings
- Resident Satisfaction Survey
- Annual and Quarterly Reporting
- Annual Performance Reviews

- Investor Tours and Meetings
- The Lobby (Intranet)
- Community Giving
- Employee Engagement Survey
- Resident Portal

Materiality Assessment



Environment

- Energy Management
- B Climate-related Risk: GHG Emissions
- Green Building
- Climate-related Risk: Physical
- Building Condition
- Water and Waste Management

Socia

- G Tenant Satisfaction
- Talent Attraction and Retention
- Employee/Contractor Health and Safety
- Tenant Safety
- **K** Affordable Housing

Governance

- Cyber Security
- Evolving Governance Standards
- Supply Chain/ Procurement

Alignment with United Nations Sustainable Development Goals

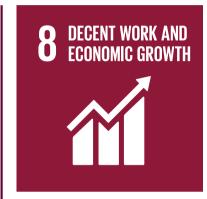
Our ESG commitments have been formalized through our ESG policy, and our performance is measured against the SDGs. A summary of the SDGs, our aligned goals and progress to date are listed below:



Report annually on the percentage of demographic representation and dollars invested towards benefits, health and wellness.

IN PROGRESS

Refer to "Employee Health & Wellness Benefits" on page 31 and our ESG Scorecard on page 44.



Report annually on the percentage of employee engagement and satisfaction survey results, and number of in-house training hours. Achieve zero work-related fatal accidents among employees.

MET

Refer to "Employee Engagement" on page 27, "Employee Development" on page 28, "Environmental health, safety and risk management" on page 41 and our ESG Scorecard on page 44.



Report annually on representation and remuneration for inclusion, diversity and equity per demographic and percentage of training covered per demographic.

IN PROGRESS

Refer to "Diversity, Equality and Inclusivity" on page 25, "Employee Development" on page 28 and our ESG Scorecard on page 44.



Leverage Resident Portal, and internal and external communication platforms to build environmental and social awareness among employees, residents, communities and vendor partners.

IN PROGRESS

Refer to "Stakeholder Engagement" on page 12, "CAPREIT's Sustainable Office Challenge" on page 26, "The Resident and Community Experience" on page 32 and our ESG Scorecard on page 44.



Report annually on CAPREIT's operational footprint performance, and actively implement and manage innovative approaches that will support conservation efficiency across the portfolio.

MET

Refer to "Environmental: Operational Efficiency and Resilience" on page 14, and our ESG Scorecard on page 44.



Include resilient and adaptive climate factors and disclosure into our due diligence process on new acquisitions development, standing investments, and in the Annual Information Form ("AIF") and Management Discussion and Analysis ("MD&A").

IN PROGRESS

Refer to "Environmental: Operational Efficiency and Resilience" on page 14, the Annual Report on page 61 and our ESG Scorecard on page 44.



Conduct environmental risk management on all new acquisitions, and keeping the regulated assessments current every three to five years for standing investments.

IN PROGRESS

Refer to "Environmental: Operational Efficiency and Resilience" on page 14 and our ESG Scorecard on page 44.



Environmental: Operational Efficiency and Resilience

Message from our CFO and EVP, Operations

Acquisitions

Standing Investments

Quantifying our Environmental Performance

Building Certifications

Supply Chain Management





Message from our Chief Financial Officer and Executive Vice President of Operations

We continuously strive to advance our operational footprint performance and resilience through the application of efficient conservation measures. Our environmental stewardship efforts identify projects that mitigate environmental impacts, enhance property resilience, build healthy communities and deliver return on investment through reduction in operating costs.

We collect environmental data for our properties through our integrated environmental management system, in collaboration with our technical management team, property managers and third-party environmental engineers. When efficiency measures are identified to help with resource conservation and enhance resilience, we calculate financial metrics including return on investment, payback period and net present value over the course of the life of the invested measure. Further, we annually assess dedicated budget categories to account for environmentally-efficient equipment and opportunities.

By increasing the energy, water and waste efficiency measures at our properties, we not only reduce long-term operating costs but are able to deliver on our commitment to be the best place to live, work and invest by retaining and attracting the best residents and better managing risk and opportunities for our Unitholders.

As CFO and EVP of Operations, we commit to drive and support the operational resilience of our portfolio's footprint by:

- Developing a strategy to review, test, and enhance our internal finance controls.
- Improving standardization across the operations group.
- Executing a risk management plan.
- Developing our ESG platform and work towards GRESB reporting.

Refer to page 28 of our 2020 Management Information Circular for details.

Acquisitions

Our diversified portfolio is positioned to mitigate short-term shocks and navigate changing market trends. As we continue to grow our portfolio, we remain committed to well-informed decision-making by assessing every investment based on its specific opportunities and risk factors, including a range of sustainability risks.

We incorporate ESG considerations as a standard part of our acquisition due diligence process, to ensure potential acquisitions are competitively positioned within their submarket and provide strong, long-term investment performance.



OVER 2,600 RESIDENTIAL SUITES ACQUIRED IN 2020*

Conducted ESG-related due diligence for 100% of our new acquisitions, including energy and water efficiency, contaminated land, building safety and socio-economic risks.



THE HALIFAX PORTFOLIO

Through our 2020 purchase of 1,503 suites in Halifax, Nova Scotia, CAPREIT has become one of the city's premier providers of quality rental accommodation. The acquisition represents the largest single-city multi-residential sale in the history of Atlantic Canada. This historic investment includes three BOMA BEST Gold-level certified properties and four BOMA BEST Silver-level certified properties; certifications that CAPREIT is proud to be maintaining going forward.

*Excludes MHCs

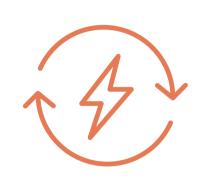




Standing Investments

Building on our decade-strong practice of implementing conservation measures in our existing buildings, we partner with industry experts to design, evaluate and execute projects using both proven and leadingedge technologies.

Since 2010 we have been implementing the following conservation measures at our properties, which we continue to roll out across our portfolio where efficiency opportunities are presented:



Invested an average of \$15M in annual energy efficiency measures over the last three years, resulting in an excess 24K eMWh in total energy savings over the period.

2010

Invested \$3.3M in energy-saving initiatives, ranging from high-efficiency central boiler retrofits, BAS with remote monitoring and performance analytics to variable frequency drives on pump and fan motors, and in-suite



radiator heat reflectors.

2013

In-Suite Submetering

Initiated in 2013, submetered buildings achieved a 21% reduction in usage intensity*, substantially greater than the savings achieved at non-submetered buildings (1.5%) against our 2010 baseline.

* Normalized to 2020 weather and occupancy



Lighting Retrofit and Resident Comfort

Launched LED lighting retrofits, lighting controls and in-suite smart thermostats; a total capital investment of \$8.5 million, to help reduce resource consumption and enhance resident comfort.

2017

Installed energy-efficient windows in ~3,000 suites in the last three years.



Standing Investments

Combined Heat & Power ("CHP")

Implemented our first CHP plant with a generation capacity of 260 kW. Building on the success of that project, we added three additional CHP plants, bringing our total to 715 kW of behind-the-meter power generating capacity, and creating over 5,100 MWh of electricity annually. It also provided heat and hot water for use by the buildings' residents. The modular design of each system not only provided flexibility in sizing each plant but created resiliency and additional emergency power capacity in case of a power outage.

Deep Retrofits

Invested \$3.5M in three key projects: replacement of gas fired domestic hot water boiler with electric heat pump, installation of high efficiency boilers for domestic hot water ("DHW") and new chillers installation with heat recovery system. The three projects have a combined anticipated annual utility savings of \$240K, and an annual greenhouse gas ("GHG") reduction of 1,060 tons, which is equivalent to the removal of 300 cars from the road.

2018

2019

2020

2021

Project Enlighten

Replaced over 210,000 in-suite light fixtures across 103 Ontario sites, providing 11,456 MWh in electricity savings.

Building Automation System ("BAS")

Following our pilot project in 2019, CAPREIT launched a central platform for our building automation systems ("BAS"). Amid a national portfolio, CAPREIT saw an opportunity to revolutionize our BAS capabilities to incorporate analytics to drive efficiencies and maintain resident comfort. Harnessing IoT-based technologies, it provides a platform to monitor, measure, analyze and automate our sites to enable the next level of comfort and energy conservation for our residents. The platform is scheduled to roll out across 100% of applicable sites by 2022.

Anticipating 6% in annual energy savings across our portfolio!

Electric Vehicle Charging ("EVC") Stations

Starting in 2021, the EVC program will support the electric vehicle charging infrastructure deployment for 52 charging stations at 26 CAPREIT buildings across Canada. This represents a first step in creating a cross-country EVC network support for our residents.



"We are extremely proud of the interdepartmental teamwork that has gone into developing Habitat from concept to reality. Combining the fundamentals of resident comfort and energy optimization, with the latest in loT-platform technology, Habitat is redefining how CAPREIT interacts with our building systems."

Tom Bukacek,

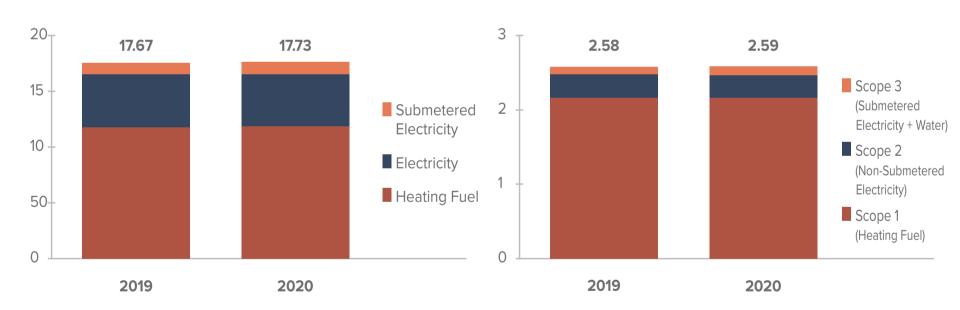
Senior Manager,
Sustainability & Conservation

Quantifying our **Environmental Performance**

Our multi-year environmental performance disclosure is detailed in our ESG Performance Scorecard on page 44.

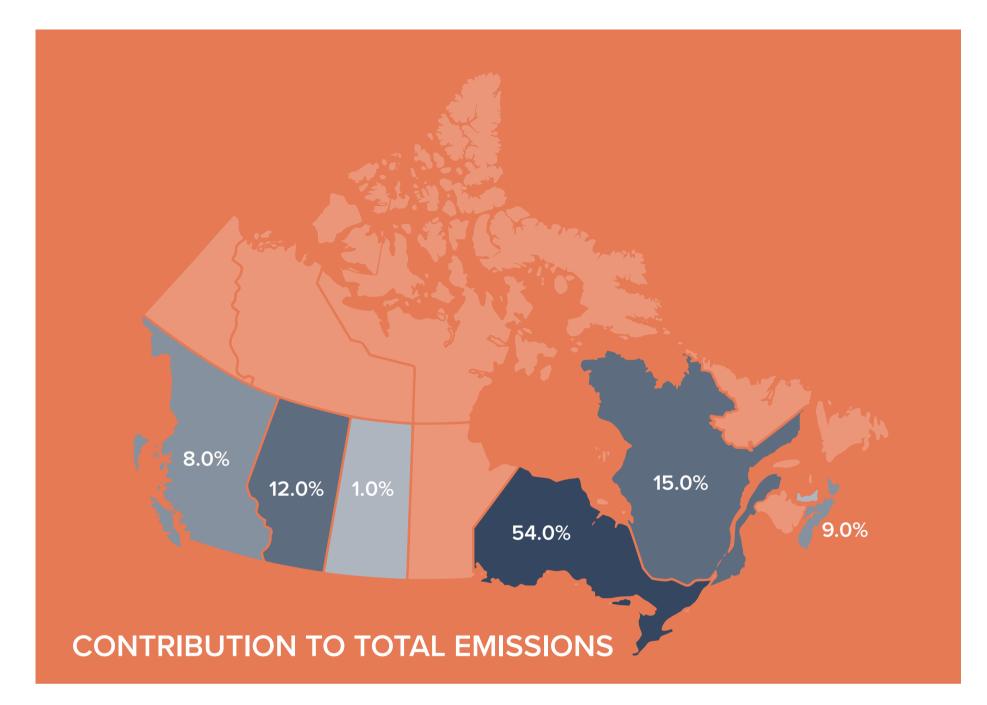
ENERGY AND GHG EMISSIONS

Our normalized¹ "like-for-like"² energy use intensity and GHG emissions for 2020 are presented below, along with adjusted base years (2010–2019) as per the GHG Protocol³. The slight increase of 0.3% in energy intensity in 2020 was caused by an uptick in tenant in-suite electricity usage due to higher in-home activity during the COVID-19 pandemic.

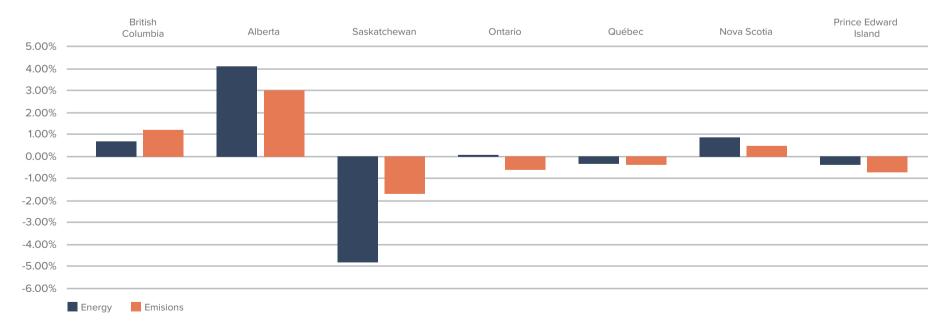


Normalized Energy Use Intensity (eMWh)

Normalized GHG Emissions Intensity (tCO₂e/suite)



Energy & Emissions Year-over-Year % change (2020 vs 2019)



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² Only properties owned for the duration of the comparison period are included.

³ The GHG Protocol – A Corporate Accounting and Reporting Standard (World Resources Institute, 2004)

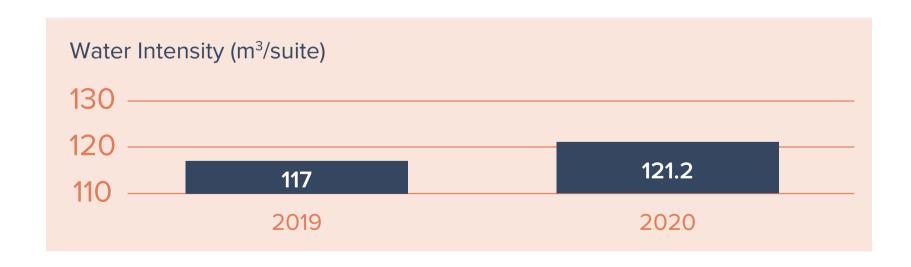
Quantifying our Environmental Performance

WATER AND WASTE PREPAREDNESS

CAPREIT invested in both water conservation and waste diversion measures for over a decade. Even though the impact of COVID-19 on our buildings has resulted in a surge on water consumption and waste production, the following preparedness tactics helped mitigate the consumption increases and reduced maintenance needs:

WATER CONSERVATION

We continuously re-install and maintain best-in-class water fixtures inside our suites. Keeping current with in-suite installations and service maintenance of water fixtures reassures CAPREIT staff and residents that we continue to do our part in effectively managing water usage and minimizing in-suite work during the COVID-19 pandemic. We achieved 13% reduction in water consumption over ten years.



WASTE DIVERSION

We are finding collaborative solutions to work with our site staff, private waste haulers and tenants to reduce site waste generation and divert waste from landfills through recycling and other creative reuses. In collaboration with diversion programs supported by our private waste haulers, we have seen incremental increases in our recycling since 2018, even as our residential unit count increased.



Notes:

1) 2018 waste data represents 36% of CAPREIT's residential units 2) 2019 waste data represents 39% of CAPREIT's residential units

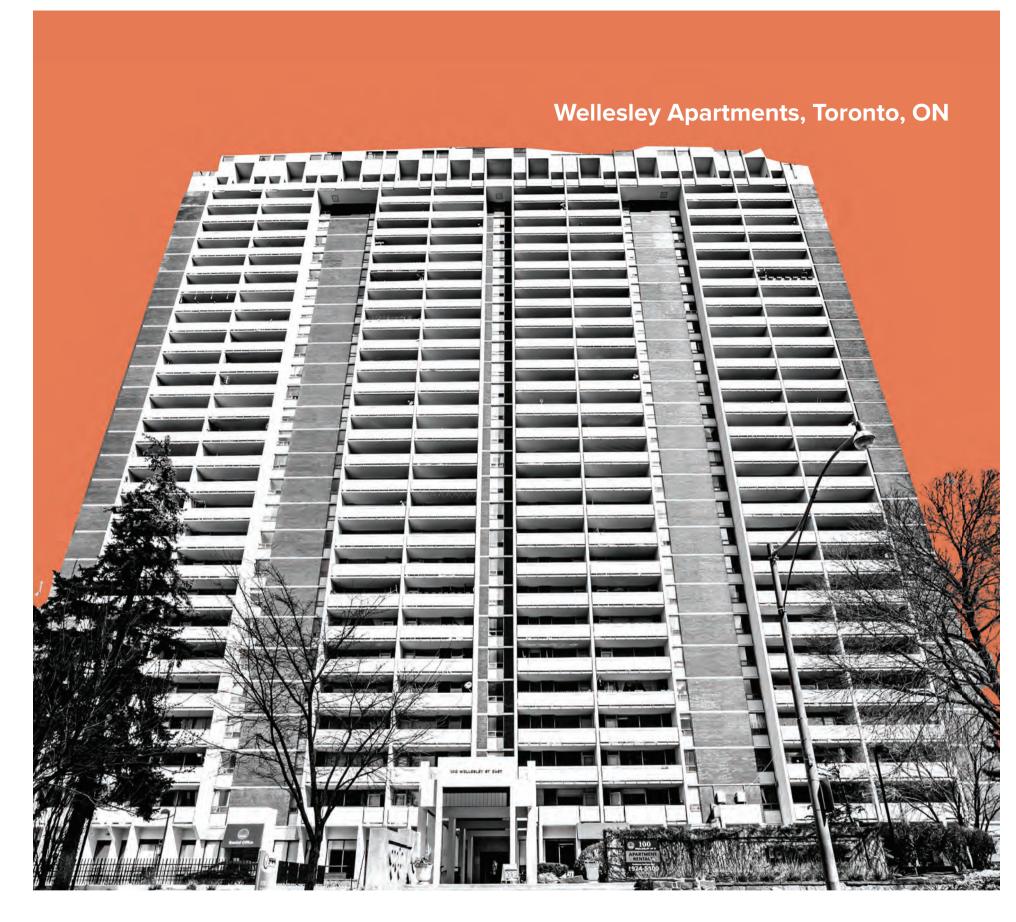
3) 2020 waste data represents 44% of CAPREIT's residential units

Manufactured Home Communities (MHCs) and commercial buildings are excluded. 2020 waste management data is only current from January to September. Additional sites added from October to December are not included. Queens Park Village in Calgary was taken off the profile in July 2020.

Building Certifications

Each of the communities below has been successfully audited by independent third-party auditors and achieved official certification status under either the Federation of Rental-Housing Providers of Ontario's ("FRPO") Certified Rental Buildings Program ("CRBP") or the Building Owners and Managers Association's ("BOMA") BOMA BEST certification program.

Year	Property	City	Prov	Certification Type
2014	100 Wellesley Street East	Toronto	ON	CRBP
2018	8 Timberline Private	Nepean	ON	CRBP
	Hathaway Drive	Nepean	ON	CRBP
2019	1749 Aspenview Way	Orleans	ON	CRBP
	1998 Beaconwood Drive	Ottawa	ON	CRBP
	650 Woodcliffe Private	Orleans	ON	CRBP
	460 Brant Street	Burlington	ON	BOMA BEST – Silver
2020	2073, 2075, 2077 Brunswick Street	Halifax	NS	BOMA BEST – Silver
	1991 Brunswick Street	Halifax	NS	BOMA BEST – Silver
	2001 Brunswick Street	Halifax	NS	BOMA BEST – Gold
	2065 Brunswick Street	Halifax	NS	BOMA BEST – Gold
	5770 Spring Garden Road	Halifax	NS	BOMA BEST – Silver
	5885 Cunard Street	Halifax	NS	BOMA BEST – Gold
	1881 Brunswick Street	Halifax	NS	BOMA BEST – Silver



OVER 2.8 MILLION SQ FT OF CRBP AND BOMA BEST CERTIFIED SITES







Supply Chain Management

CAPREIT is committed to managing risks and enhancing resilience across our supply chain. The inclusion of ESG-specific provisions as part of our contractual agreements and policies ensures our vendor partners adhere to our expectations regarding business ethics, environmental standards, and health and safety. In 2020, our focus was on strengthening our supply chain engagement program through the creation of formal policies and channels, through which we can continue to maintain trusted working partnerships that are rooted in shared values and responsible procurement practices.

SUPPLYING OUR RESPONSE TO COVID-19

Our procurement team proactively sought out the supplies and equipment needed to keep our buildings and offices clean and our staff and residents safe.



Over 88,000 masks and shields purchased, and 5,100 bottles of hand sanitizer and disinfectant solution supplied to our site staff.

Over \$850,000 spent on personal protective equipment ("PPE") and cleaning supplies to keep residents and staff safe.

DIVERSE BASE OF OVER 2,250 SUPPLY CHAIN PARTNERS

Sustainable Living by the Numbers:



Over 5,900 Energy Star certified in-suite appliances purchased since 2018



Close to 40,000 gallons of low-VOC paints purchased for our suites since 2019



FUTURE TARGETS – ENVIRONMENTAL

Starting in 2021, we will continue to invest in new technology opportunities, initiate a climate adaptation and resiliency strategy for our new acquisitions and assess the application of a 2.5% annual energy reduction target across our portfolio.

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Social: Staying Connected

Message from our CHRO

Diversity, Equality and Inclusivity

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Employee Health and Wellness Benefits

The Resident and Community Experience



Message from our Chief Human Resources Officer

CAPREIT's focus on social performance furthers our mission to be the best place to work. CAPREIT values and embraces the diversity represented by our talent, while promoting a fair, respectful and inclusive work environment. Our talent pool is more diverse than ever in backgrounds, experiences, skills and mindsets across all business functions.

To help support the evolving real estate landscape, our workforce is also ready for the future. We are using emerging technologies to improve our processes, boost productivity and allow our people to focus on even more strategic work to support both our internal and external stakeholders. We are harnessing the diverse knowledge and perspectives of our employees to help innovate and deliver exceptional experiences.

This section describes the leading talent practices that are helping us change the way we work and empower our workforce to thrive now and in the future.

As CHRO, I commit to drive and support our social performance by:

- Promoting equality, diversity and inclusion best practices into our programs.
- Executing our People and Organization three-year strategic plan with a strong emphasis on wellness, agility and engagement.
- Working with our Board of Trustees to strengthen our policies around social responsibility.
- Fostering innovation and establishing an ongoing dialogue with our communities.

DIVERSITY, EQUALITY AND INCLUSIVITY

At CAPREIT we take pride in providing equal opportunity for all employees and applicants. With our strong Anti-Discrimination and Anti-Harassment policy, we are committed to maintaining and promoting a professional work environment that is free from all forms of discrimination and harassment.

89%

of employees surveyed are satisfied with our approach to diversity and inclusion



WORK CULTURE

- **53%** of employees selfidentify as female and over 55 languages spoken as of 2020.
- Provided mandatory bi-annual training to employees on unconscious bias and workplace harassment prevention.
- Held a cross-cultural competence development session, tailored exclusively for our senior leadership team to assess how they collectively engage with cultural differences with each other and with diverse stakeholders.



TALENT POOL

- **52%** of employees hired in 2020 self-identify as female
- Committed to ensuring that diversity and inclusion are reflected in senior management positions.
- Maintained a retention average difference of 4% between women and men since 2017.



PIPELINE OF LEADERS

- **43**% of independent Trustees self-identify as female and 25% of all Trustees self-identify as racially or ethnically diverse.
- 27% of senior executive management (vice-president and above) self-identify as female and 18% self-identify as racially or ethnically diverse.
- 23% of employees are in management level positions, and of those, 11% are under the age of 30, **62%** are between the ages of 30 and 50 and 27% are above the age of 50.



EQUITY IN PAY

- The average salary of selfidentified females in executive management positions is 91% that of self-identified males.
- 72% of regional site roles* are held by self-identified females, and their salary average is 100% that of self-identified males.
- **50%** of site or crew level roles* are held by selfidentified females, and their salary average is 101% that of self-identified males.

Executive: Refers to Trustees on payroll, C-Suite and Executive Vice Presidents. Manager and Senior Managers. All Managers, Senior Managers (Excluding Executives and Trustees). Includes Managing

Site/Crew: Site, QC Parity Committee, RPMS Union and Crew Employees (Excluding Managers and Senior Managers)

Regional: Regional Employees (Excluding Managers and Senior Managers) Head Office: Office Employees (Excluding Managers and Senior Managers) Site, Regional and Office groups are exclusively Employees without direct reports.

SOCIAL AWARDS CAPREIT • 2020 ESG REPORT INTRODUCTION **ENVIRONMENTAL GOVERNANCE SCORECARD**

Employee Engagement

STAYING CONNECTED

Powering a connected, collaborative and energized culture

Being the best place to work means providing a fun, collaborative and inclusive environment where quality relationships are built and encouraged. We regularly host social events and engagement initiatives that keep our diverse workforce connected to the Company, to their work and to each other.

CAPREIT'S SUSTAINABLE OFFICE CHALLENGE

Our Sustainability & Conservation team was agile in adapting our Sustainable Office Challenge to meet the needs of our work-from-home colleagues. To accommodate remote connectivity, many teams leveraged our intranet to share some sustainable practices they implemented at home, such as conservation measures or outdoor and indoor gardening.



56% of award recipients since 2017 are self-identified women*

OVER 1,400 recognitions awarded

*Includes ACES, Spotlight, Tom Schwartz Legacy Award and STAR awards since 2017

Employee Recognition Programs

Showing our appreciation for continued hard work during challenging times

We believe employee recognition is integral to fostering a positive culture and a valuable tool in staying connected through work accomplishments and expressions of support. This year, we've built on these programs and translated them to the virtual workplace by introducing the Project Spotlight Awards, designed to shine a light on employees who demonstrate exceptional contributions to successful project deliverables. In addition, all of our employees were awarded a gift card and a donation to our charitable partner, Pathways to Education, to acknowledge their hard work while navigating through the global pandemic.









RECORD EMPLOYEE ENGAGEMENT

year, solidifying our position as a leader in employee

engagement, agility, leadership and talent development.

In 2020, we saw a new record-level employee participation of 96%, up by 5% from our previous year. Our overall engagement of 81% remains above the Canada Top Quartile average and 17 points above the North American average. We maintained our Best Employer in Canada recognition for the seventh consecutive

Best Employers



2020 EMPLOYEE ENGAGEMENT SURVEY HIGHLIGHTS

96% participation rate

81% overall engagement score

89% satisfaction with Company approach to diversity and inclusion

83% staff satisfaction with Company response to COVID-19

49 employee net promoter score (ENPS)

Employee Development

TRANSITIONING TO THE VIRTUAL CLASSROOM

Our blended learning approach to our in-house training combines online delivery methods with instructor-led programming. Set in a virtual classroom environment, employees can safely complete their training through a balance of self-paced courses through our Learning Management System ("LMS") and real-time, virtual engagements with instructors. This year, we added 37 new virtual training courses totalling over 27 hours, geared towards environmental, health & safety, cyber security, and employee onboarding.

EMPOWERING REMOTE MANAGERS

The transition to leading remote teams has introduced new challenges for even the most experienced people managers – particularly in the areas of productivity, engagement and trust. A collection of weekly videos, articles, and templates posted on our intranet serves as a hub for managers looking for tips and guidance for remaining agile and managing their remote teams.

NEW EMPLOYEE ESG ORIENTATION

We want our employees to feel valued, informed, and engaged throughout their employment with us – starting from their very first day on the job. New this year, we delivered our orientation virtually to every new hire and we have included a primer on how ESG is integrated in their day-to-day work.

2020 Employee Development Highlights



Over **12,400 hours** of internal training completed.



187 courses administered through our internal learning management system (LMS), or instructor-led in a virtual environment.



Over **50%** of courses on the LMS are offered in French.



Over **\$212,000 invested** in tuition and professional association reimbursements.



In early fall of 2020, we launched CAP Chats, a series of virtual sessions delivered by subject matter experts and covering themes that are top-of-mind among our employees, such as health and well-being, GRESB results and new energy management initiatives.

Employee Development

LEADERSHIP DEVELOPMENT PROGRAMS

At CAPREIT we offer both general and specialized leadership development programs to address the unique needs across all levels of our organization. Since 2014, employees have refined their leadership capabilities through the following programs:



	Building Leaders	LEAD Mentoring	Rotational Management Training
Program Description	Supports leadership development among our staff through customized learning opportunities and tailored coaching.	Employees are paired with a mentor to develop their leadership skills. Within the program, mentees work collaboratively on a team project to create and present a business proposal to the senior executive team.	A two-year program that prepares future operations managers to handle various aspects of the business. Each year, two selected participants rotate through every department, followed by hands-on experience at our properties.
Implementation Year	2016	2014	2015
Number of Participants since Inception	65	240	8
Female Participants since Inception	35 %	47 %	25%
Age of Participants*	Under 30 – 3% Between 30 and 50 – 72% Above 50 – 25%	Under 30 – 21% Between 30 and 50 – 59% Above 50 – 20%	Under 30 – 38% Between 30 and 50 – 63% Above 50 – 0%

*Includes total participants since January 1st, 2017 to December 31st, 2020

Employee Development

DEVELOPING THE INDUSTRY'S BEST TALENT



SEANA HALLHR Business Partner

2018 LEAD Mentoring program participant and recipient of the 2020 CFAA Off-site Employee of the Year award.



MARC
BLANCHARD
Operations Manager

2019 Building Leaders program participant and recipient of the 2020 FRPO MAC Property Manager of the Year award.



KHALIL PARKER
Resident Manager

2020 Rotational
Management Training
program participant and
recipient of the 2020
CFAA On-site Employee
of the Year award.

Creative
Ambitious
Proactive
Results-Focused
Executive-Minded
Investment Minded
Thoughtful

CAPREIT'S SEVEN LEADERSHIP COMPETENCIES

Adopted in our everyday behaviours and decision-making, CAPREIT has seven leadership competencies that form the bedrock of our culture and values.

Employee Health and Wellness Benefits

CREATING HEALTHY AND PRODUCTIVE WORKSPACES

This year, we've revamped our benefits offerings and launched new wellness programs to improve physical and mental well-being in the workspace – no matter where that may be. We will continue to invest in new resources and programs to support employees in fostering positive coping mechanisms and maintaining healthy well-being during the COVID-19 pandemic and beyond.

Our newly launched Wellness Plan, administered in partnership with the Employee Wellness Solutions ("EWS") Network, consists of wellness campaigns and resources, such as newsletters, group programs, and webinars to support the physical, mental and financial health of all employees. Building on this plan, CAPREIT has also introduced the Wellness Spending Account ("WSA"), a mechanism through which employees can be reimbursed up to \$200 annually for goods and services related to their overall health and wellness.

In addition to the regulated employee benefits, CAPREIT's 2020 competitive benefits package includes:

- Wellness Spending Account
- Wellness Plan
- Education and professional membership reimbursement
- Employee perks through vendor partner discounts
- Employee recognition programs
- Employee referral program
- Employee savings program
- Employee unit purchase plan
- Flexible benefits plan

- Talent development programs
- Referral Bonuses
- Summer hours



MINDFUL LEADER

To help employees move, relax and de-stress, we launched the Mindful Leader program. The program is delivered virtually by Jermaine Stennett, an in-house certified yoga instructor.

Employees can dial into or re-watch weekly recorded sessions consisting of meditation, chair yoga and deep breathing. They are also invited to schedule one-on-one coaching sessions to discuss personal challenges and tailored coping mechanisms.

2020 HIGHLIGHTS

~30 hours of recorded sessions delivered

Over 75 virtual sessions held

Over 300 views of the recorded sessions









The Resident and Community Experience

RESIDENT PORTAL

In 2019, we launched the Resident Portal pilot across 96 properties in key Canadian residential markets. Through the online platform, residents can reserve amenities, submit and track maintenance requests, receive timely notifications via email or text message, and easily set up their electronic payments.

With the health and safety of our employees and residents being top of mind, we accelerated the effective roll-out across our portfolio to better address the resulting impacts of the global COVID-19 pandemic. Effective 2020, the Resident Portal has been adopted at 100% of our properties, allowing us to safely stay connected with our residents.

2020 RESIDENT PORTAL HIGHLIGHTS

100%

roll-out across our properties

69% registration rate* 89%

happiness score*

of maintenance tickets

were created through

the Resident Portal

8.1/10 score*

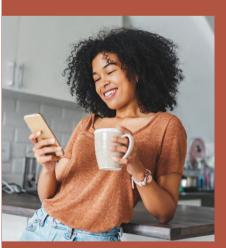
overall recommend

Happiness score: Defined by residents' satisfaction in addressing service tickets.

Overall recommend score: Defined by residents on recommending CAPREIT to friends or colleagues







RESIDENT COMMUNICATIONS

Compassionate Care Program

Recognizing that residents may face emotional hardships and financial pressures as a result of the COVID-19 pandemic, we established the Compassionate Care program. Reaching an average of 3,500 calls per month, the program is administered by our volunteer staff who personalize their connections with residents, and direct them to the varying resources based on each residents' unique situation.

Remote Leasing Program

Ensuring prospective renters and our employees are kept safe and comfortable throughout the leasing process, we facilitated live video call tours using various social media tools, issued prerecorded tours and created editable online applications with electronic signatures.

Social Networks

Residents are invited to interact and stay connected with staffa and their community through social media by sharing photos, comments and happy moments experienced while at home. In 2020, over 8,900 social media interactions and sentiments were expressed through social media.

The Resident and Community Experience

RESIDENT SATISFACTION SURVEY

Delivered annually through a third-party market research firm, our national resident survey collects resident feedback and sentiments ranging from overall satisfaction with our buildings and amenities, to the quality of service delivered by our staff. This year, we welcomed residents' feedback on their interest in programs targeted to promote environmental conservation, community development, and health and well-being. In expanding the adoption of the Resident Portal, we were able to broaden and strengthen the promotion of our survey and we look forward to incorporating the feedback to enhance resident satisfaction going forward.



2020 RESIDENT SURVEY RESULTS

Issued satisfaction survey to over 70,000 residents.

Received over 15,800 survey responses, a 43% increase from 2019

Achieved an overall satisfaction score of 7/101

~70% of surveyed residents expressed interest in ESG-related programs²

INVESTING IN OUR COMMUNITIES

Strengthening our communities through adaptive and active citizenship

We promote a culture of responsible citizenship through our donations, charitable fundraising and community partnerships. Our Building Futures committee guides our philanthropic engagements, and through the committee, we have partnered with Pathways to Education, an award-winning charitable organization creating positive change among youth living in low-income communities. Since formalizing this partnership in 2019, we have donated over \$137,000 in support of Pathways to Education transitioning, training and employing high-school graduates.



In addition to Pathways to Education, CAPREIT continues to support over 50 different community charitable initiatives since 2017.

Building Strong Communities and Adapting to their Needs

Our properties host a variety of events designed to engage residents and foster a sense of community by tailoring programs to meet the interests and needs of the local community. This year, the COVID-19 pandemic not only emphasized the importance of health and safety measures, but also the value of maintaining connections and well-being during these challenging times. Recognizing these needs, our site staff were quick to adapt their programming to provide opportunities for engagement and enjoyment while adhering to local public health guidelines.



In 2021, we will establish a Diversity & Inclusion Council led by our CHRO to promote education and engagement across our organization. The group will develop a concrete action plan to continue driving our social performance.

We will also expand our employee engagement survey to include additional diversity and inclusion questions to help us future-proof our programs.



Includes satisfaction with building maintenance & repairs, staff performance, and staff engagement.
 Refers to programs that promote environmental conservation, community development and health & well-being



Governance: Risk Management and Compliance

Message from our General Counsel and Corporate Secretary

Responsible Governance Practices

Our Committee Structures

Commitment to Diversity in Board and Executive Officer Appointments

Risk Management and Internal Controls Systems

Environmental Health, Safety and Risk Management



Message from Corinne Pruzanski, General Counsel and Corporate Secretary

Governance, risk management and compliance ("GRC") are vital components of achieving our business objectives and effectively managing the risks and opportunities that CAPREIT faces. Setting robust standards helps us ensure we are constantly enhancing value and delivering on our stated Company objectives.

Our high standards of GRC are aligned with our business strategy, and consistent with regulatory expectations and evolving industry best practices. Our commitment to sound GRC practices promotes long-term value creation, transparency and accountability to our stakeholders. Our GRC practices include Board oversight of material risks, having a thorough understanding of our industry and the risks we face, actively managing the challenges and opportunities facing our business, and ongoing engagement with our staff and our communities.

We review governance best practices and trends on an ongoing basis and look to proactively improve our governance framework. Our key governance documents and policies are available on our website (www.capreit.net). Notably, these apply to our Trustees, officers, employees and business partners.

Please see our 2020 Annual Report and 2020 Management Information Circular for more information.

As CAPREIT's General Counsel and Corporate Secretary, I commit to drive and support our GRC by:

- Developing Board education and engagement programs.
- Ensuring regulatory compliance across jurisdictions.
- Implementing key governance policies and Company-wide training.
- Overseeing and implementing our enterprise-wide data privacy programs.
- Enhancing our charitable giving program.

Responsible Governance Practices

The Board works closely with our senior management team to ensure our governance approach incorporates evolving industry trends, regulatory expectations, industry best practices and aligns with our overall business strategy. To comply with these various standards and achieve best practices, CAPREIT has adopted comprehensive governance policies and education programs, and we remain committed to the ongoing pursuit of strong and effective governance practices.



KEY GOVERNANCE DOCUMENTS

- Board Mandate
- Code of Business
 Ethics and Conduct
- Whistleblower Policy
- Disclosure Policy
- Insider Trading Policy

Privacy Policy

Media Policy

- Diversity Policy
- Majority Voting Policy

Key policies and committee charters are available on our website at www.capreit.net



2020 TRUSTEE EDUCATION

- Landlord-tenant processes
- Changes to regulatory environment regarding diversity and related disclosure
- Governance Workshop
- COVID-19 Update
- Impact of the COVID-19 pandemic on Executive compensation and governance
- Policy Management Program

- Enterprise Data Governance
- Crisis Management Plan
- GDPR Schrems II Decision
- Virtual ICD Panel Presentation: Board Oversight of Strategic Issues*
- Whistleblower Case Management**

*Poonam Puri, Harold Burke, Mark Kenney, Corinne Pruzanski, Elaine Todres
**Poonam Puri, Harold Burke and Corinne Pruzanski

Commitment from the Board of Trustees

We commit to drive and support the strategic integration of ESG performance through our respective roles and responsibilities on Board Committees by:

- Maintaining a positive and ethical work climate
- Identifying the principal risks of the business and ensuring these risks are being appropriately managed
- Having due regard to identify and promote individuals who are reflective of the diversity recognized in the Diversity Policy

Refer to the 2020 Management Information Circular for more details on our responsibilities and oversight.

Our Committee Structures

COMMITTEE STRUCTURES

The Board has delegated certain responsibilities to four committees, each of which is composed solely of independent Trustees:

Board Committees

- Audit Committee
- Human Resources and Compensation Committee
- Governance and Nominating Committee
- Investment Committee

Refer to the 2020 Management Information Circular for more details on our Board committee structures.

CAPREIT has several cross-functional, risk-focused sub-committees to support awareness, identify opportunities, ensure accountability and develop processes and guidelines to better manage risk exposures, ensure compliance and deliver transparency:

Management Committees

- Disclosure Committee
- Risk Management Committee
- Internal Policy Committee
- Health and Safety Committee
- ESG Committee
- Cause Committee

Our ESG integration strategy is championed by the following committees and team:

	ESG Steering Committee	Building Efficiency Sub-Committee	Building Accountability Sub-Committee	ESG Strategy Integration Team
Responsibility	Supports the Company and Board in assessing ESG-related risk management, governance and opportunities.	Supports the sustainable development, operations and management of our operational footprint performance.	Supports the sustainable business management of our cross-departmental performance.	Identifies and supports ESG integration opportunities into day-to-day operations and decision-making.
Departmental Oversight	Cross departmental senior management representation from Board, Operations, Human Resources, EHS, Procurement, Accounting & Finance, Sustainability and Conservation and ESG	Acquisition, Operations Management, Technical Services, Development and Resident Experience, Sustainability and Conservation and ESG	Finance and Accounting, HR Business Partners, Information Technology, Legal, Procurement, Sustainability and Conservation and ESG	Director, ESG Strategy Integration ESG Analyst
Frequency	Minimum Quarterly Meetings	Minimum Bi-annual Meeting	Minimum Bi-annual Meeting	Full Time

Commitment to Diversity in Board and Executive Officer **Appointments**

Under CAPREIT's Diversity Policy, we are committed to monitor our annual and cumulative progress in achieving our objectives to foster and promote diversity on an ongoing basis. The Governance and Nominating Committee will annually measure the effectiveness of the Diversity Policy by considering the appropriate Board composition of qualified individuals with a broad range of expertise relevant to our business. In February 2020, the Diversity Policy was updated to include a commitment to target 30% of the Trustees on the Board to be men or women.

BOARD-LEVEL DIVERSITY



Targeting 1/3 self-identified female or male Board representation



Increased the independent **Board's BIPOC representation** by 75% since 2018



Maintained the independent Board's female self-identification at 43% since 2019



44 to 73 age range for all Trustees in 2020

CAPREIT's Governance Performance¹

Board independence	2020 ²	2019 ^{3,5,6}	2018 ^{4,5}
Independent (%)	88%	88%4	88%
Non-Independent (%)	13%	13%	13%
Chair and CEO are separate	Yes	Yes	Yes
Board meetings (No. of meetings for the 12-month calendar period beginning January)	2020 ²	2019 ^{3,5,6}	2018 ^{4,5}
Full Board	12	21	15
Governance and Nominating Committee	4	4	4
Investment Committee	6	4	6
Audit Committee	6	5	8
Human Resources and Compensation Committee	4	4	4
Average annual Board attendance	97%	99%	94%
Board tenure	2020 ²	2019 ^{3,5,6}	2018 ^{4,5}
Average Board tenure (years)	6	8	11
Board diversity	2020 ²	2019 ^{3,5,6}	2018 ^{4,5}
% self-identified female independent Trustees	43% ⁶	43%	29%
% self-identified visible minority of all Trustees ⁷	25%	25%	14%
Average age of all Trustees	61	60	65
Board governance	2020	2019	2018
Board oversight of ESG measures	Yes	Yes	Yes
ESG competency	2020	2019	2018
ESG training provided	Yes	Yes	Yes

- 1) Percentages are rounded to a whole number where applicable.
- 2) As discussed in the Management Information Circular dated June 1st, 2020.
- 3) As discussed in the Management Information Circular dated April 17th, 2019.
- 4) As discussed in the Management Information Circular dated April 11th, 2018.
- 5) Figures were impacted by Trustee turnover and Tom Schwartz passing away on August 15th, 2017, and have been restated in accordance with the current year classification methodology for comparative purposes.
- 6) Includes Ms. Puri who was appointed as a Trustee on June 13, 2019.
- 7) Includes Ms. Cody who self-identified as BIPOC in 2020.

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Risk Management and Internal Controls Systems

CAPREIT employs a three-lines-of-defence approach to risk management

THE BOARD

Overall responsibility for maintaining and monitoring our system of risk management and internal controls, and assessing its effectiveness. This system is designed to identify, manage and mitigate financial, operational and inherent risk compliance.

THE AUDIT COMMITTEE

The Audit Committee assists with responsibilities relating to internal controls, risk management and reporting. Refer to the June 1st, 2020 Management Information Circular Report of the Audit Committee on page 59 for the procedures established by the Audit Committee to discharge these responsibilities.

INTERNAL AUDIT MANAGEMENT Independent assurance¹

Actions (including managing risks) to achieve organizational objectives

1ST **LINE ROLES**

Provision of products/services to clients; managing risks

2ND **LINE ROLES**

Expertise, support, monitoring and challenge on risk-related matters

3RD

LINE ROLES

Independent and objective assurance and advice on all matters related to the achievement of objectives

This system of internal controls includes, but is not limited to, the following:



Entity Level Controls

- Board oversight of financial, operational and compliance matters
- Tone from the top
- Defined structure and clear lines of authority
- Communication and disclosure controls such as management meetings and compliance certifications



Policies and Procedures

- Governance policies
- Code of Conduct and Employee Handbook
- Signing Authority and Delegation Policy governing day-to-day transactions and larger initiatives
- Risk management processes and regulatory monitoring practices
- Investment decision policies. including robust due diligence policies and procedures
- Financial reporting and risk management processes
- Asset valuation procedures
- Operations policies and practices
- Information technology and security policies and procedures



- Preventative and detective financial, compliance and operational transaction level controls
- Information technology controls surrounding key financial and operational systems
- Establishing and monitoring budgets and business plans, including consideration of risk
- Monitoring of financial results and key operational, financial and compliance performance indicators (net asset value, net operating income, capitalization rates, occupancy, average monthly rents, gearing and debt covenant compliance, revenue collectability and REIT status compliance)

1. Director of Internal Audit reports to the Audit Committee

AWARDS INTRODUCTION **ENVIRONMENTAL** SOCIAL **GOVERNANCE SCORECARD** CAPREIT • 2020 ESG REPORT

Risk Management and Internal Controls Systems

PRIVACY AND DATA RETENTION

We take our responsibility to protect the personal information of our staff and our residents very seriously. We train our staff regularly on our Privacy Policy and ensure that all employees understand that we are accountable under various provincial, federal and internationally data protection laws for protecting the personal information that we collect. Throughout the Company, we have established practices related to personally identifiable information, which limit the collection and use of this information and also ensure the information is adequately protected while in our possession and appropriately destroyed when we no longer require it. We provide frequent training on those procedures to optimize understanding and compliance.





CYBER SECURITY

CAPREIT has implemented several preventative measures and mitigation techniques to lessen the risks of cyber security and privacy incidents.

- Formed an independent Information Security department in 2017: employees receive regular awareness training on cyber security and data protection.
- Access to business confidential and personal information is controlled through organizational measures and technical IT security systems.
- Enacted a disaster recovery plan.
- Engaged a third party to assist in monitoring and detecting cyber security threats.
- Employed a robust set of cybersecurity controls to both prevent and detect potential and actual incidents

Refer to page 70 of our 2020 Annual Report for added discussion on our privacy and cyber security risk management.

Environmental Health, Safety and Risk Management

BUILDING A CULTURE OF HEALTH & SAFETY EXCELLENCE

In 2020 we formalized our participation in the Workplace Safety and Insurance Board's ("WSIB") Health & Safety Excellence Program. Supporting our Occupational Health and Safety, and our Workplace Violence Prevention policies, the program provides businesses in Ontario with the opportunity to be recognized for their investments in workplace health and safety. By successfully completing program topics, CAPREIT stands to receive workers' compensation rebates and receive formal recognition badges. We have already started work on addressing three program topics, and will be disclosing our progress in 2021.

Invested over \$600K in life and safety measures, representing 0.3% of actual total portfolio capital investment in 2020.

Reported O workplace fatalities and a work-related accident rate of 1.87%* in 2020.

* per 200,000 working hours

CAPREIT'S OPS-IN-A-BOX SOLUTION

Our Operations Management software, OPS-in-a-BOX, enables the centralized submission and access of property-level information and documentation – making it easy to track and manage building performance. The system is fully integrated and is connected with the processes of all supporting departments, including EHS, Risk Management, ESG and Acquisitions. Currently, the following modules have been launched:

• Property Projects

Insurance and Risk

ESG Performance

• EHS

Operations

Refer to page 61 of our 2020 Annual Report for added discussion on how we further manage our risks and opportunities.

NEW E-LEARNING CONTENT

2020 saw a total reboot of CAPREIT's internal Environmental Health and Safety ("EHS") course catalogue tailored to the responsibilities of each role within the organization, allowing for a customized learning experience. Our EHS course catalogue now comprises:

- WHMIS
- Ergonomic Awareness
- Ladder Safety
- Electrical Safety
- Office Safety
- Hazard Identification, Assessment & Control
- Personal Protective Equipment

- Workplace Inspections
- Lone Work Safety
- Incident Reporting & Investigation
- Hearing Loss Prevention
- Contractor & Vendor Safety
- First Aid Awareness
- Biohazardous Waste Clean-Up



FUTURE TARGETS – GOVERNANCE

Effective in 2021, we will establish a Data Governance Committee tasked with formalizing the planning, oversight, and control over the management and the use of data and data-related resources. We will also implement a gap analysis to determine the application of an Environmental Management System ("EMS") based on the principles of ISO 14001.



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Industry Awards, Certifications and Memberships



Industry Awards, Certifications and Memberships

DELIVERING BEST-IN-CLASS PERFORMANCE

We are proud to be recognized for our spirit of innovation and industry excellence, and to communicate our achievements with our collective stakeholders.

Kincentric 2020 Best Employers Program Top Quartile for Seven Years Running

CAPREIT has participated in the Best Employers Program since 2010, and is proud to have ranked in the top quartile for the 7th consecutive year in 2020.

GRESB 2-Star Rating

Established our position as an ESG industry leader by achieving a Green Star designation and a 2-Star rating following our inaugural 2020 GRESB submission.

2020 CDP Discloser

We have furthered our commitment to environmental transparency by disclosing our environmental impact through CDP, a global non-profit that runs the world's leading environmental disclosure platform.

in Internet of Things Awarded the Customer Excellence Award for Innovation in Internet

2020 Customer Excellence Award for Innovation

of Things (IoT) by Hitachi Solutions for our partnership, trust and agility in the development of our BAS.

BOMA BEST Certifications

CAPREIT maintained BOMA BEST Gold-level certification for three properties, and BOMA BEST Silver-level certification for four properties located in Halifax, Nova Scotia.

Maintaining Bronze-level Women in Governance **Parity Certification**

In line with our commitment to gender equality in the workplace, we will maintain our Bronze-level Women in Governance Parity Certification through our 2020 participation in Women in Governance.

CFAA On-Site Employee of the Year & CFAA Off-Site Employee of the Year

We are proud of our two staff members who earned their excellence recognition. Khalil Parker, Resident Manager, was awarded the CFAA On-Site Employee of the Year award, while Seana Hall, HR Business Partner, was awarded the CFAA Off-Site Employee of the Year award.

FRPO MAC Awards Leasing Professional of the Year & Property Manager of the Year

Grace Evans, Property Administrator and Marc Blanchard, Operations Manager, were awarded the 2020 FRPO MAC Leasing Professional of the Year and Property Manager of the Year, respectively. These awards are a recognition of their commitment and passion to their roles and to CAPREIT.

















INDUSTRY-RELATED ORGANIZATIONS CAPREIT SUPPORTS THROUGH COMPANY AND INDIVIDUAL MEMBERSHIPS

















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CAPREIT's 2020 ESG Performance Scorecard

The following tables provide year-over-year Company-wide data for metrics aligned to our priority areas.

CAPREIT's ESG Performance Scorecard

CAPREIT is committed to continuously improve our ESG reporting by reviewing and updating our disclosure methodology and internal validation processes. The data presented in the annual ESG report has been collected and analyzed using internal platforms, practices and third-party checks where applicable, which will continue to evolve as we strengthen the integrity and completeness of our reported data.

Unless otherwise stated: Data reflects CAPREIT's Canadian operations as of and for the year ended December 31st.

Social performance accounts for all Canadian employees, including our manufactured home communities ("MHCs") and commercial lease personnel. Environmental performance accounts for CAPREIT's residential portfolio where we hold operational control, including energy, water and waste consumption. In addition, the following reporting boundaries and portfolio exclusions are applied:

- Properties where CAPREIT owns less than 25% share by equity.
- Utility accounts not tracked in our utility management systems (e.g., non-recoverable utility accounts vacant rentable units, residents not obliged to pay for utilities, utility accounts that CAPREIT temporarility pays on behalf of the residents, etc.).
- Any portion of the property whole or in part that is under renovation or major redevelopment.
- Where CAPREIT has no access to tenant utility consumption.
- Properties where accurate data was not accessible at the time of data collection.
- MHCs, as they collectively represent 4% of CAPREIT's overall GAV. In addition, data and operations are primarily controlled by the residents, limiting CAPREIT's ability to impact operational performance and data collection.
- Commercial leases, which represent less than 5% of CAPREIT's overall GAV.
- ERES owned and managed sites, since the REIT was formed on March 29th, 2019 and the ESG strategy has not been formalized in the reported period. CAPREIT held 66% ownership as of December 31st, 2020.
- I-RES REIT owned sites, since CAPREIT held 18.8% ownership as of December 31st, 2020. Percentages are rounded to a whole number where applicable, and values marked as Not Available ("N/A") were not tracked for the given reporting year.

CAPREIT's ESG Performance Scorecard

	2020	2019	2018	2010	GRI	SASB
Company Profile						
Residential Suites (Number)	45,887	43,401	41,587	27,172	102-7	
Residential Buildings (Number)	607	576	553	297	102-7	IF-RE-000.A
Residential Complexes (Number)	293	267	254	132	102-7	
Residential square feet (Millions) ¹	36	34	32	N/A	102-7	IF-RE-000.B
Average sqft/unit	785	783	769	N/A		
Residential Gross Asset Value ("GAV" in \$ Millions) ²	\$ 12,063	\$ 10,497	\$ 9,093	\$ 2,961	102-7	
Residential Occupancy Rate (%)³	97.8%	99.0%	99.2%	98.4%		IF-RE-000.D
Annual Residential Suite Count Growth (%)4	5.7%	4.4%	-1.2%	-1.60%		
Net Operating Income ("NOI" in \$ Thousands) ⁵	\$ 459,690	\$ 420,647	\$ 394,384	\$ 187,709	201-1	
Distributions Per Unit (\$)	\$ 1.380	\$ 1.372	\$ 1.313	\$ 1.080	201-1	
Non-Discretionary Property Capital Investments (\$ Thousands) ^{5,6,7}	\$ 62,522	\$ 60,823	\$ 47,793	\$ 42,905		
Discretionary Property Capital Investments (\$ Thousands) ^{5,7,8}	\$ 140,105	\$ 138,335	\$ 135,602	\$ 38,016		
Energy-Saving Initiatives (\$ Thousands) ^{5,7}	\$ 15,314	\$ 12,702	\$ 19,221	\$ 4,671	201-2	
Energy-Savings Initiatives – % of Property Capital Investments ⁵	8%	6%	11%	N/A	201-2	
Water Efficiency Initiatives (\$ Millions) ⁵	\$ 0.21	\$ 0.73	\$ 1.47	N/A	201-2	
Investments in Employee External Training and Development (\$ Thousands)9	\$ 213	\$ 116	\$ 142	N/A	201-1	
Community Donations (\$ Thousands) ¹⁰	\$ 71	\$ 245	\$ 123	\$ 72	201-1	

¹⁾ Reported data includes estimated square footage, which might be restated in future reportings in accordance with updated classification methodology.

²⁾ Fair value of investment property.

³⁾ Based on actual occupancy as at December 31st.

⁴⁾ Negative figures are due to dispositions in those given years.

⁵⁾ Includes commercial leases.

⁶⁾ Includes building improvements, such as roof, structural, balcony, sidewalks, windows, brick, electrical, MHC infrastructure investments, and life and safety. See page 47 of 2020 Annual Report for further details.

⁷⁾ Includes MHC for the reported number in 2010.

⁸⁾ Includes capital investments such as suite and common area improvements, energy-saving initiatives, equipment, boilers, elevators and risers. See page 47 of 2020 Annual Report for further details.

⁹⁾ Includes professional association reimbursements and tuition reimbursements.

¹⁰⁾ The 2019 figure is restated in CAPREIT's 2020's ESG Report as the 2019 ESG Report excluded donations that took place during November and December 2019. CAPREIT's partnership with Pathways to Education began in 2019. Due the associated health and safety measures put in place in response to COVID-19, site-level charitable initiatives were scaled back in 2020. 2010 data excludes site-level charitable donations as these were not tracked.

	2020	2019	2018	2010	GRI	SASB
Environmental Performance ¹						
Energy						IF-RE-130a.5
Energy Consumption – Absolute (eMWh) ²	733,013	760,503	757,210	815,533	302-2	IF-RE-130a.2
Energy Consumption — Year-Over-Year Change (%) ²	-3.6%	0.4%	2.9%	N/A	302-4	IF-RE-130a.3
Energy Intensity (eMWh/Suite) ²	18	19	19	20	302-3	IF-RE-130a.1
Energy Intensity – Year-Over-Year Change (%) ²	-3.8%	-0.5%	3.3%	N/A	302-3	
Percentage of Suites that are Sub-metered for Electricity (%) ³	37%	40%	37%	N/A		IF-RE-410a.2
Greenhouse Gas ("GHG") Emissions						
Scope 1 Absolute (CO2e Tonnes) ⁴	91,054	95,502	93,522	100,656	305-1	
Scope 2 Absolute (CO2e Tonnes) ⁵	18,258	18,431	18,717	23,646	305-2	
Scope 3 Absolute (CO2e Tonnes) ⁶	3,483	3,755	3,756	839	305-3	
Total GHG Emissions (CO2e Tonnes)	112,795	117,688	115,995	125,141		
Total GHG Emisisons – Year-Over-Year Change (%)	-4.2%	1.5%	2.7%	N/A		
GHG Intensity (CO2e/MWh Tonnes)	2.73	2.86	2.84	3.1	305-4	
GHG Intensity – Year-Over-Year Change (%)	-4.8%	0.7%	1.8%	N/A	305-5	

¹⁾ Reported utility data represents CAPREIT's residential portfolio's energy consumption, water consumption and GHG emissions in 2020 vs adjusted historical years as per the GHG Protocol – A Corporate Accounting and Reporting Standard (World Resources Institute, 2004).

Reported utility data is provided by CAPREIT and reviewed by a third party to ensure it is reasonable. The third party is not typically able to verify utility
data against actual utility bills. For the purpose of this report, 'actual' utility consumption represents utility data provided by CAPREIT. The 2020 GHG
inventory was prepared before the end of 2020, and most of the October – December utility data was estimated.

⁻The acquisition of properties in BC, PEI, QC and NS resulted in an increase in the number of effective suites in 2017 through 2020. We are actively monitoring and assessing energy and water efficiency measures for our newly acquired properties. Adjustments for acquisitions / divestments are treated using the 'Same-year, Pro-rata' approach, meaning that buildings only owned for a portion of the reporting year (2020) are included in all historical years for the same period. Utility use, emissions and 'effective' number of suites are all adjusted proportionately for the period of ownership in 2020.

²⁾ Represents the following percentages of CAPREIT's residential suites: 89% in 2010, 90% in 2017, 90% in 2018, 91% in 2019, 91% in 2020.

³⁾ Represents suites where sub-metering infrastructure has been installed and activated.

⁴⁾ Scope 1: heating fuels

⁵⁾ Scope 2: non-sub-metered electricity

⁶⁾ Scope 3: sub-metered electricity and water

	2020	2019	2018	2010	GRI	SASB
Environmental Performance ¹ (continued)						
Water						
Water Consumption – Absolute (ML)	5,001	4,811	4,813	5,515	303-5	IF-RE-140a.2
Water Consumption – Year-Over-Year Change (%)	3.8%	-0.04%	0.9%	N/A		IF-RE-140a.3
Water Consumption – Intensity (ML/Suite)	0.121	0.117	0.118	0.137	303-5	
Water Intensity – Year-Over-Year Change (%)	3.5%	-0.9%	0.0%	N/A		
Percentage of Suites that are Sub-metered for Water (%) ³	9%	9%	9%	N/A		IF-RE-410a.2
Waste ⁷						
Total Waste (tonnes)	14,735	14,390	12,754	N/A	306-3	
Waste Diverted (tonnes)	2,974	2,361	1,726	N/A	306-4	
Waste Diversion Rate (%)	20%	16%	14%	N/A		
Waste Diverted – Year-Over-Year Change (%)	20.6%	26.9%	N/A	N/A		

¹⁾ Reported utility data represents CAPREIT's residential portfolio's energy consumption water consumption and GHG emissions in 2020 vs adjusted historical years as per the GHG Protocol – A Corporate Accounting and Reporting Standard (World Resources Institute, 2004).

Reported utility data is provided by CAPREIT and reviewed by a third party to ensure it is reasonable. The third party is not typically able to verify utility data against actual utility bills. For the purpose of this report, 'actual' utility consumption represents utility data provided by CAPREIT. The 2020 GHG inventory was prepared before the end of 2020, and most of the October – December utility data was estimated.

⁻The acquisition of properties in BC, PEI, QC and NS resulted in an increase in the number of effective suites in 2017 through 2020. We are actively monitoring and assessing energy and water efficiency measures for our newly acquired properties. Adjustments for acquisitions / divestments are treated using the 'Same-year, Pro-rata' approach, meaning that buildings only owned for a portion of the reporting year (2020) are included in all historical years for the same period. Utility use, emissions and 'effective' number of suites are all adjusted proportionately for the period of ownership in 2020.

³⁾ Represents suites where sub-metering infrastructure has been installed and activated.

⁷⁾ Data represents the following percentages of CAPREIT's residential suites contracted by our private waste hauler: 36% in 2018, 39% in 2019, 44% in 2020. The reported data excludes waste associated with municipal utilities.

	2020	2019	2018	2010	GRI	SASB
Social Performance						
Employment Headcount ¹						
Total Employees (Number) ²	1,010	1,009	906	N/A	102-8	
Permanent Employees (%) ³	96%	98%	N/A	N/A	102-8	
Temporary Employees (%) ⁴	4%	2%	N/A	N/A	102-8	
Full-time Employees (%) ⁵	91%	88%	N/A	N/A	102-8	
Part-time Employees (%) ⁶	9%	12%	N/A	N/A	102-8	
Employment Age Diversity ¹						
Under 30 (%)	18%	18%	17%	N/A	405-1	
Between 30 and 50 (%)	51%	49%	50%	N/A	405-1	
Over 50 (%)	31%	33%	33%	N/A	405-1	
Employment Gender Diversity ^{1,2}						
All Employees (% Female)	53%	51%	50%	N/A	405-1	
Head Office Employees (% Female) ⁷	59%	55%	62%	N/A	405-1	
Regional Employees (% Female) ⁸	72%	77%	77%	N/A	405-1	
Site/Crew Employees (% Female) ⁹	50%	50%	48%	N/A	405-1	
Manager and Senior Manager Employees (% Female)10	52%	43%	41%	N/A	405-1	
Executive Employees (% Female) ¹¹	36%	36%	33%	N/A	405-1	

^{1) 2020} reported data is as of October 31st, 2020.

- 7) Head Office: Head office employees without direct reports (excluding Managers and Senior Managers).
- 8) Regional: Regional office employees without direct reports (excluding Managers and Senior Managers).

²⁾ Prior year figures have been restated in accordance with the current year classification methodology for comparative purposes.

³⁾ Defined as employees who signed a contract for full-time or part-time work for an indeterminate period.

⁴⁾ Defined as employees who signed a contract for full-time or part-time work that ends when a specific time period expires or when a specific task that has a time estimate attached is completed.

⁵⁾ Full-time employees are classified as any employee working 24 hours per week or more.

⁶⁾ Part-time employees are classified as any employee working less than 24 hours per week.

⁹⁾ Site/Crew: Property staff without direct reports (excluding Managers and Senior Managers).

¹⁰⁾ Manager and Senior Managers (excluding Executives and Trustees). Includes Managing Directors and non-executive Vice Presidents.

¹¹⁾ Executive: Trustees on payroll, C-suite staff and Executive Vice Presidents.

	2020	2019	2018	2010	GRI	SASB
Social Performance (continued)						
Recruitment Gender Diversity ^{1,2}						
All New Recruits (Number)	193	328	263	N/A	401-1	
All New Recruits (% Female)	52%	52%	51%	N/A	401-1	
Head Office Recruitment (% Female) ⁷	66%	49%	57%	N/A	401-1	
Regional Recruitment (% Female) ⁸	33%	58%	88%	N/A	401-1	
Site/Crew Recruitment (% Female) ⁹	50%	54%	49%	N/A	401-1	
Manager and Senior Manager Recruitment (% Female)10	50%	46%	36%	N/A	401-1	
Executive Recruitment (% Female) ^{11,12}	_	_	_	N/A	401-1	
Overall Employee Turnover ¹						
Turnover Rate — Overall (%) ^{2,13}	16%	17%	21%	N/A	401-1	
Turnover Rate – Female Employees (%) ¹³	12%	17%	22%	N/A	401-1	
Pay Ratio (Base Salary Women/Men) (%) ¹						
All Employees (%)	92%	97%	97%	N/A	405-2	
Head Office Employees (%) ⁷	90%	97%	103%	N/A	405-2	
Regional Employees (%) ⁸	100%	103%	100%	N/A	405-2	
Site/Crew Employees (%) ⁹	101%	110%	110%	N/A	405-2	
Manager and Senior Manager Employees (%) ¹⁰	84%	96%	93%	N/A	405-2	
Executive Employees (%) ¹¹	90%	93%	97%	N/A	405-2	

^{1) 2020} reported data is as of October 31st, 2020.

²⁾ Prior year figures have been restated in accordance with the current year classification methodology for comparative purposes.

⁷⁾ Head Office: Head office employees without direct reports (excluding Managers and Senior Managers).

⁸⁾ Regional: Regional office employees without direct reports (excluding Managers and Senior Managers).

⁹⁾ Site/Crew: Property staff without direct reports (excluding Managers and Senior Managers).

¹⁰⁾ Manager and Senior Manager: Managers, Senior Managers (excluding Executives and Trustees). Includes Managing Directors and non-executive Vice Presidents.

¹¹⁾ Executive: Trustees on payroll, C-suite staff and Executive Vice Presidents.

¹²⁾ No new executive hires for 2018, 2019 or 2020.

¹³⁾ Includes voluntary and involuntary turnover.

	2020	2019	2018	2010	GRI	SASB
Social Performance (continued)						
Race and Ethnicity						
Languages Spoken Among Employees (Number) ^{1,14}	58	61	61	N/A		
Self-Identified BIPOC Among Senior Executive Management (%) ^{15,16}	18.1%	N/A	N/A	N/A	405-1	
Employee Engagement Survey						
Response Rate (%)	96%	91%	82%	N/A		
Engagement Score (%)	81%	82%	77%	56%		
Employee Training						
Internal Employee Training (Hours) ^{1,2,17,18}	12,407	24,191	14,470	N/A	404-1	
Internal Employee Training (Hours/Employee) ^{1,2,17,18}	12.3	24.0	16.0	N/A	404-1	
Participation in CAPREIT's Leadership Development Programs (% of Total Employees)	7%	9%	9%	N/A	404-2	
Employee Benefits						
Enrollment in Employee Savings Plan (% of Eligible Employees) ¹	40%	35%	32%	N/A		

^{1) 2020} reported data is as of October 31st, 2020.

²⁾ Prior year figures have been restated in accordance with the current year classification methodology for comparative purposes.

¹⁴⁾ Based on self-reported languages on our internal human resources management platform, known as eSpace.

¹⁵⁾ As discussed in the Management Information Circular dated June 1st, 2020.

¹⁶⁾ Senior Executive Management: Includes Vice Presidents and above.

¹⁷⁾ Includes internal conferences and internal courses administered through the LMS.

^{18) 2019, 2018} and 2017 data includes training completed by Ireland-based employees.

	2020	2019	2018	2010	GRI	SASB
Social Performance (continued)						
Occupational Health & Safety						
Work-related Accident Rate per 200,000 Working Hours (Number) ^{1,19}	1.87	1.77	N/A	N/A	403-9	
Work-Related Employee Fatalities (Number) ^{1,20}	_	_	_	N/A	403-9	
Contractor Fatalities (Number) ¹	_	_	_	N/A		
Number of OH&S Training & Awareness Videos Available on CAPREIT's Intranet (Number) ²¹	40	38	N/A	N/A		
Length of OH&S Training & Awareness Videos Available on CAPREIT's Intranet (Minutes) ²¹	138	134	N/A	N/A		
Internal OH&S-Specific Training (Hours) ^{1,18,22}	3,340	3,353	668	N/A		
Procurement						
Low-VOC Paint Purchased (Gallons) ^{1,23}	31,703	7,670	N/A	N/A		
Energy Star Appliances Purchased (Number) ²⁴	1,711	2,408	1,787	N/A		

^{1) 2020} reported data is as of October 31st, 2020.

¹⁹⁾ Based on workplace injuries reported to workers' compensation boards.

²⁰⁾ Based on work-related fatalities reported to workers' compensation boards.

²¹⁾ CAPREIT began posting OH&S training & awareness videos on our intranet in 2019.

²²⁾ Includes internal courses administered through the LMS.

²³⁾ Includes paint purchased for suites and common areas in Alberta, British Columbia and Québec.

^{24) 2020} reported data is as of December 8th, 2020.

	2020	2019	2018	2010	GRI	SASB
Social Performance (continued)						
Resident Experience						
Resident Satisfaction Survey – Percentage of Residents Covered (%) ²⁵	100%	100%	100%	N/A		
Resident Satisfaction Survey – Response Rate (%)	22%	16%	4%	N/A		
Resident Satisfaction Survey – Overall Satisfaction (Score out of 10) ²⁶	7	7	7	N/A		
Resident Satisfaction Survey – ESG-specific Question ²⁷	Yes	No	No	N/A		
Resident Satisfaction Survey – Overall Interest in ESG-Related Programs (Score out of 10) ²⁷	7	N/A	N/A	N/A		
Resident Portal - Happiness Score (%) ^{1,28,29}	89%	77%	N/A	N/A		
Resident Portal - Recommend Score (%) ^{1,28,30}	81%	74%	N/A	N/A		

^{1) 2020} reported data is as of October 31st, 2020

²⁵⁾ Based on residents invited to participate.

²⁶⁾ Score is rounded to a whole number.

²⁷⁾ Refers to programs that promote environmental conservation, community development and health & wellbeing.

²⁸⁾ The Resident Portal was launched in 2019.

²⁹⁾ Happiness score: Defined by residents' satisfaction in addressing service tickets.

³⁰⁾ Recommend score: Defined by residents on recommending CAPREIT to friends or colleagues.

	2020	2019	2018	2010	GRI	SASB
Governance Performance						
Board Composition ¹						
Independent (%)	88%²	88% ^{3,4}	88%5	N/A	102-22	
Non-Independent (%)	13%²	13% ^{3,4}	13%5	N/A	102-22	
Chair and CEO are separate	Yes ²	Yes ^{3,4}	Yes ⁵	N/A	102-23	
Self-Identified Female Independent Trustees (%)	43%2	43% ^{3,4}	29%5	N/A	102-22	
Self-Identified BIPOC Trustees (%) ⁶	25%²	25% ^{3,4}	14%5	N/A	102-22	
Average Age of All Trustees	61 ²	60 ^{3,4}	65 ⁵	N/A	102-22	
Meeting Attendance						
Average Annual Board attendance (%) ¹	97%²	99%³	94%5	N/A		
Board Governance						
Board Oversight of ESG Measures	Yes	Yes	Yes	N/A	102-18	
Fines/Sanctions						
Total Amount of Fines, Penalties and Settlements Paid (\$)	_	_	_	N/A	419-1	

Prior year figures were impacted by Trustee turnover and Tom Schwartz passing away on August 15th, 2017, and have been restated in accordance with the current year classification methodology for comparative purposes.

²⁾ As discussed in the Management Information Circular dated June 1st, 2020.

³⁾ As discussed in the Management Information Circular dated April 17th, 2019.

⁴⁾ Includes Ms. Puri who was appointed as a Trustee on June 13, 2019.

⁵⁾ As discussed in the Management Information Circular dated April 11th, 2018.

⁶⁾ Includes Ms. Puri and Ms. Cody who self-identify as Black, Indigenous and People of Colour (BIPOC).

CAPREIT's ESG GRI Content Index: General Disclosures

Disclosure Number	Disclosure Title	Disclosure Response
Foundation		
N/A	Principles for defining report content and quality, and the process for sustainability reporting using the GRI Standards	This report aligns to the GRI Standards and UN SDGs and adheres to the following principles: Stakeholder inclusiveness Sustainability context Materiality Completeness Accuracy Balance Clarity Comparability Timeliness
Organizational Profi	le	
102-1	Name of organization	Canadian Apartment Properties Real Estate Investment Trust ("CAPREIT")
102-2	Activities, brands, products and services	CAPREIT is one of Canada's largest real estate investment trusts. CAPREIT owns approximately 57,743 suites, including townhomes and manufacturing housing sites in Canada and, indirectly through its investment in ERES, approximately 6,047 suites in the Netherlands.
102-3	Location of headquarters	CAPREIT's investments in the Irish Residential Real Estate Investment Trust ("IRES REIT") and European Residential Real Estate Investment Trust
102-4	Location of operations	("ERES REIT") have allowed us to expand our market presence in geographies where we see potential organic growth, with ownership interests at 18.8% and 66%, respectively. CAPREIT mitigates risk through both demographic and geographic diversification by operating properties across
102-5	Ownership and legal form	the affordable, mid-tier and luxury sectors.
102-6	Markets served	With close to \$13 billion in Canadian real estate assets, total capitalization of \$6.2 billion in debt and \$9.3 billion in equity, and net operating income ("NOI") of over \$578 million as of December 31, 2020, CAPREIT's vision is to be the premier residential rental landlord in Canada and the employer
102-7	Scale of organization	 and the investment of choice in its industry sector. CAPREIT's Canadian real estate portfolio composition based on total suites and site count: Residential Units: 81% MHC Sites: 19% Our head office is located at 11 Church Street in Toronto, Canada, with additional regional offices located across Canada. CAPREIT has properties located in all major cities across Canada and a workforce of 1,010 as of October 31, 2020.

Disclosure Number	Disclosure Title	Disclo	sure Respons	е								
Organizational Profi	le (continued)											
		Data re	Data represents employees associated with our Canadian portfolio as of October 31, 2020.									
					Gender Breakdown			Regional Breakdown				
		Year	Employment Type	Total	Female	Male	АВ	ВС	SK	ON	QC	Atlantic Canada
	Information on employees and other workers	2020	Permanent	974	513	461	50	70	6	593	185	70
		2020	Temporary	36	22	14	4	0	1	16	14	1
					Gender B	reakdown			Regional E	Breakdown		
102-8		Year	Employment Type	Total	Female	Male	AB	ВС	SK	ON	QC	Atlantic Canada
		2020	Full-time	919	489	430	46	69	3	555	182	64
		2020	Part-time	91	46	45	8	1	4	54	16	8
		Tempor or wher Full-time Part-tim CAPREI services	Permanent Employees: Defined as employees who signed a contract for full or part-time work, for an indeterminate period. Temporary Employees: Defined as employees who signed a contract for full or part-time work, that ends when a specific time period expires or when a specific task that has a time estimate attached is completed. Full-time Employees: Defined as any employee working 24 hours per week or more. Part-time Employees: Defined as any employee working less than 24 hours per week. CAPREIT uses suppliers and consultants on a contract basis, including security, cleaning and maintenance personnel, as well as professional services firms. Given that they do not represent a significant portion of our activities, a full accounting of these individuals is out of scope for this report.									

Disclosure Number	Disclosure Title	Disclosure Response		
Organizational Profi	ile (continued)			
102-9		CAPREIT's supply chain includes over 2,250 supply chain partners that support the improvement of our operational performance and our day-to-day business activities. Due to the scope of our work, geographically diverse locations and requirements for specialized services, CAPREIT relies on a diverse range of supply chain partners.		
	Supply chain		ty services. Additionally, CAPREIT purchases products for property and office office paper use. For more information on the goods and services supported ement section on page 22 of CAPREIT's 2020 ESG Report.	
102-10	Significant changes to the organization and its supply chain	CAPREIT did not undergo any significant changes in size, structure, ownership or supply chain in 2020 that would impact its supply chain disclosure. Supply chain partners for IRES REIT and ERES REIT are managed separately by their respective alternative investment fund managers, and are not reported in CAPREIT's 2020 ESG Report.		
102-11	Precautionary Principle or approach	CAPREIT does not formally apply the precautionary principle to decision-making across all our activities. However, the principle continues to influence the decisions we make and the actions we take. Our leadership competencies, commonly referred to as our "7Cs" and illustrated on page 30 of our 2020 ESG Report, align with a precautionary approach to environmental stewardship and protection. Where the environmental or social impacts of an action are unclear, CAPREIT adopts a precautionary approach until the risks and opportunities have been properly assessed. Please refer to our Responsible Governance Practices section on page 39 of our 2020 ESG Report, and page XX of the 2020 Annual Report, for more information on our approach to risk management.		
		We are proud of our employees who actively contribute to industry organizations and initiatives focused on supporting sustainability and real estate. We are consistently recognized by our industry peers for our longstanding culture of excellence, innovation, service, and financial and operational success. As such, CAPREIT subscribes to and/or endorses the following externally developed economic, environmental and social charters, principles and initiatives:		
		Association of Corporate Council ("ACC")	 Federation of Rental-Housing Providers of Ontario ("FRPO") 	
		Canadian Coalition for Good Governance ("CCGG")	• REALpac	
102-12	External initiatives	Canadian Federation of Apartment Associations ("CFAA")	Building Owners and Managers Association ("BOMA")	
		Canadian Green Building Council ("CaGBC")	Global Real Estate Sustainability Benchmark (""GRESB"")	
		• CDP	Global Reporting Initiative ("GRI") Standards	
		Certified Rental Building Program (""CRBP"")	 United Nations Sustainable Development Goals ("SDGs") 	
		Human Resources Professionals Association ("HRPA")	Women in Governance (""WiG"")	
		Supply Chain Management Association ("SCMA")		
102-13	Membership of associations	For added details, please refer to the Industry Awards, Certification	ns, and Memberships section on page 43 of our 2020 ESG Report	

Disclosure Number	Disclosure Title	Disclosure Response
Strategy		
102-14	Statement from senior decision-maker	Please refer to Message from our President and Chief Executive Officer on page 7 of our 2020 ESG Report.
Ethics and Integrity		
102-16	Values, principles, standards and norms of behaviours	Applying sound corporate governance is integral to producing maximum benefits to our stakeholders. For more details on CAPREIT's leadership style and governance approach, please refer to the Responsible Governance Practices section on page 36 of our 2020 ESG Report. Our key policies and committee charters are available on our website at www.capreit.net
Mechanisms for advice and concerns about ethics	CAPREIT's Code of Business Ethics and Conduct addresses honesty and integrity, following the law, conflicts of interest, workplace behaviour, confidentiality, privacy and protecting CAPREIT's assets, whistleblower procedures, information security, disclosure and internal controls by which all employees, trustees and officers are expected to abide. Reviewed annually by the Governance and Nominating Committee. In addition, CAPREIT's Whistleblower Policy provides individuals, including trustees, officers and employees with a process for disclosing complaints or concerns regarding inaccurate or incomplete reporting or recording of financial transactions (including financial statement disclosure, theft, fraud or misrepresentation of assets), internal control violations, organizational matters, compliance with laws, policies and procedures, safety and security issues, insider trading and unethical practices (including Code violations).	
		Please refer to our Responsible Governance Practices section on page 36 of our 2020 ESG Report and page 57 of the 2020 Annual Report for more details.
Governance		
		For details on our governance structure, please refer to the following sections of our 2020 ESG Report:
		Responsible Governance Practices, page 36
402.40		Our Committee Structures, page 37
102-18	Governance structure	Commitment to Diversity in Board and Executive Officer Appointments, page 38
		Risk Management and Internal Controls Systems, page 39
		Refer to the 2020 Management Information Circular for more details on our Board committee structures.
		For details on Executive-level responsibility for economic, environmental and social topics, please refer to the following sections of our 2020 ESG Report:
	Executive-level responsibility for	Commitment from the President & CEO, page 7
102-20	economic, environmental and	Commitment from the CFO and EVP of Operations, page 15
	social topics	Commitment from the CHRO, page 24
		Commitment from the General Counsel and Corporate Secretary, page 35
		Commitment from the Board of Directors, page 36

Disclosure Number	Disclosure Title	Disclosure Response		
Governance (continued)				
102-22	Composition of the highest governance body and its committees	Please refer to the Commitment to the following sections of our 2020 ESG Report: Our Committee Structures, page 37 Commitment to Diversity in Board and Executive Officer Appointments, page 38		
102-23	Chair of the highest governance body	Please refer to the Commitment to Diversity in Board and Executive Officer Appointments section on page 38 of our 2020 ESG Report.		
102-24	Nominating and selecting the highest governance body	Please refer to the Commitment to Diversity in Board and Executive Officer Appointments section on page 38 of our 2020 ESG Report.		
102-25	Conflicts of interest	Please refer to our Responsible Governance Practices section on page 36 of our 2020 ESG Report.		
102-26	Role of highest governance body in setting purpose, values and strategy	Please refer to the following sections of our 2020 ESG Report: Commitment from the President & CEO, page 7 Commitment from the CFO and EVP of Operations, page 15 Commitment from the CHRO, page 24 Commitment from the General Counsel and Corporate Secretary, page 35 Commitment from the Board of Directors, page 36		
102-27	Collective knowledge of highest governance body	Please refer to our Responsible Governance Practices section on page 36 of our 2020 ESG Report.		
102-29	Identifying and managing economic, environmental and social impacts	Please refer to the following sections of our 2020 ESG Report: Commitment from the President & CEO, page 7 CAPREIT'S Multi-Year ESG Strategy, page 11 Stakeholder Engagement, page 12 Commitment from the CFO and EVP of Operations, page 15 Acquisitions, page 16 Commitment from the CHRO, page 24 Commitment from the General Counsel and Corporate Secretary, page 35 Commitment from the Board of Directors, page 36		

Disclosure Number	Disclosure Title	Disclosure Response			
Governance (continue	Governance (continued)				
102-30	Effectiveness of risk management processes	Please refer to the Risk Management and Internal Controls Systems section on page 39 of our 2020 ESG Report.			
102-32	Highest governance body's role in sustainability reporting	Please refer to the following sections of our 2020 ESG Report: Committee Structures section, page 37 Commitment from the Board of Directors, page 36			
102-33	Communicating critical concerns	Please refer to our Notice of Annual and Special Meeting of Unitholders held on June 1, 2020, and our 2020 Management Information Circular.			
102-34	Nature and total number of critical concerns	CAPREIT's Whistleblower Policy provides individuals, including trustees, officers and employees with a process for disclosing complaints or concerns regarding inaccurate or incomplete reporting or recording of financial transactions (including financial statement disclosure, theft, fraud or misrepresentation of assets), internal control violations, organizational matters, compliance with laws, policies and procedures, safety and security issues, insider trading and unethical practices (including Code violations).			
		For more information regarding critical concerns, please refer to our Notice of Annual and Special Meeting of Unitholders held on June 1, 2020, and our 2020 Management Information Circular.			
102-35	Remuneration policies	Please refer to our Notice of Annual and Special Meeting of Unitholders held on June 1, 2020, and our 2020 Management Information Circular.			
102-36	Process for determining remuneration	Please refer to our Notice of Annual and Special Meeting of Unitholders held on June 1, 2020, and our 2020 Management Information Circular.			
102-37	Stakeholders' involvement in remuneration	Please refer to our Notice of Annual and Special Meeting of Unitholders held on June 1, 2020, and our 2020 Management Information Circular.			

Disclosure Number	Disclosure Title	Disclosure Response			
Stakeholder Engage	Stakeholder Engagement				
		CAPREIT's key stakeholder groups are identified as follows:			
	List of stakeholder groups	• Employees: Employing a diverse workforce across Canada, CAPREIT is committed to delivering programs and engagement that make us the best place to work.			
		• Residents: As Canada's largest multi-family residential REIT, CAPREIT is committed to delivering programs and engagement that make us the best place to live.			
102-40		• Investors: As a publicly traded growth-oriented investment trust, CAPREIT holds a fiduciary responsibility toward our Unitholders that makes us the best place to invest.			
		• Communities: Principally located in or near major urban centres across Canada, CAPREIT engages the surrounding communities in decisions that will affect them.			
		• Supply Chain Partners: Our service providers and suppliers help us develop and manage our buildings for use by our residents and our staff.			
		For added details on CAPREIT's approach to stakeholder engagement, please refer to the Stakeholder Engagement section on page 12 of our 2020 ESG Report.			
102-42	Identifying and selecting stakeholders	Building on our stakeholders' disclosure in 102-40, our identified stakeholders are in support of GRESB's expectations for a real estate organization. In 2020, key stakeholders were formally identified and engaged to assess relative importance of potentially material issues. For more details, please refer to the Stakeholder Engagement section on page 12 of our 2020 ESG Report.			

Disclosure Number	Disclosure Title	Disclosure Response			
Stakeholder Engage	ement (continued)				
		Open, ongoing communication with stakeholders helps us understand stakeholder expectations, identify priority issues, build trust and foster a sense of pride and community among our offices and properties. For details regarding out approach to stakeholder engagement, please refer to the following sections of our 2020 ESG Report:			
		Employees	Investors		
		Navigating Through the COVID-19 Pandemic, page 8	Stakeholder Engagement, page 12		
		Stakeholder Engagement, page 12	Annual General Meeting		
	Approach to stakeholder engagement	Employee Engagement, page 27	Company website		
		Employee Development, page 28	Dedicated email account for investor relations		
		Employee Health and Wellness Benefits, page 31	Press releases		
102-43		Monthly engagement activities/events	Quarterly conference calls		
102-43		Internal intranet that allows employees, departments and executives	Building tours with investors		
		to communicate and connect across the organization	One-on-one meetings with institutional investors		
		Residents	Community		
		Navigating Through the COVID-19 Pandemic, page 8	The Resident & Community Experience, page 32		
		Stakeholder Engagement, page 12	Supply Chain Partners		
		The Resident & Community Experience, page 32	Stakeholder Engagement, page 12		
			Supply Chain Management, page 22		
102-44	Key topics and concerns raised	Please refer to the Stakeholder Engagement section on page 12 of our	2020 ESG Report.		

Disclosure Number	Disclosure Title	Disclosure Response
Reporting Practice		
102-45	Entities included in the consolidated financial statements	CAPREIT follows GRESB's operational control definition to set its organizational boundary. GRESB defines operational control as "the ability to introduce and implement operating policies, health and safety policies and environmental policies". CAPREIT is deemed to have the ability to introduce and implement these policies for buildings that CAPREIT manages or where we have a 25% or greater ownership interest in the building.
		Although CAPREIT's consolidated financial statements include CAPREIT's operational footprint in Europe, our 2019 ESG reporting boundaries include the following owned and operated units in Canada:
		Residential Suites
102-46	Defining report content and topic	• MHCs Sites
	boundaries	CAPREIT provides significant support, including senior and other personnel, to both IRES REIT and ERES REIT through investment fund management services. However, these investment management services are deemed out of scope for CAPREIT's 2020 ESG Report.
		Building on our stakeholders' disclosure for 102-40 and 102-42, CAPREIT has conducted a formal materiality assessment in 2020, a key input to our strategic ESG planning process. For more details on the identification of sustainability factors material to our business, please refer to the Stakeholder Engagement section on page 12 of our 2020 ESG Report.
102-47	List of material topics	Please refer to the Stakeholder Engagement section on page 12 of our 2020 ESG Report.
102-48	Restatements of information	Please refer to CAPREIT'S 2020 ESG Performance Scorecard on page 44 of our 2020 ESG Report.
102-49	Changes in reporting	CAPREIT did not undergo any significant changes from previous reporting periods in the list of material topics and topic boundaries that would impact its 2020 disclosure. Operational boundaries for IRES REIT and ERES REIT are managed separately by their respective alternative investment fund managers, and are not reported in CAPREIT's 2020 ESG Report.
102-50	Reporting period	January 1, 2020 – December 31, 2020
102-51	Date of most recent report	February 26, 2020
102-52	Reporting cycle	CAPREIT reports on ESG performance through our annual ESG Report embedded in our Annual Report.
102-53	Contact point for questions regarding the report	Please contact Irena Stankovic, Director, ESG Strategy Integration (i.stankovic@capreit.net) with questions regarding this report.
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.
102-55	GRI Content Index	Please refer to our 2020 ESG Performance Scorecard on page 44 of our 2020 ESG Report.
102-56	External assurance	ESG Global Advisors was engaged to conduct an independent check of CAPREIT'S ESG performance indicators, including SASB, GRI (core) and SDGs. The objective of the review was to review the data and information presented in CAPREIT'S 2020 ESG Report in order to assess its conformity with sustainability reporting standards. Based on our review, the data and information presented aligns to the requirements of the sustainability reporting standards selected by CAPREIT.

Disclosure Number	Disclosure Title	Disclosure Response			
Economic Performance					
201	Management approach	Please refer to the Management Discussion and Analysis on page 19 of our 2020 Annual Report.			
Energy					
302	Management approach	Please refer to the Operational Efficiency & Resilience section on page 14 of our 2020 ESG Report.			
Water and Effluent					
303	Management approach	Please refer to the Operational Efficiency & Resilience section on page 14 of our 2020 ESG Report.			
Emissions					
305	Management approach	Please refer to the Operational Efficiency & Resilience section on page 14 of our 2020 ESG Report.			
Waste	Waste				
306	Management approach	Please refer to the Operational Efficiency & Resilience section on page 14 of our 2020 ESG Report.			
Occupational Health	Occupational Health and Safety				
403	Management approach	Please refer to the Environmental Health, Safety, and Risk Management section on page 41 of our 2020 ESG Report.			
403-1	Occupational health and safety management system	Please refer to the Environmental Health, Safety, and Risk Management section on page 41 of our 2020 ESG Report.			
403-5	Worker training on occupational health and safety	Please refer to the Environmental Health, Safety, and Risk Management section on page 41 of our 2020 ESG Report.			
403-6	Promotion of worker health	Please refer to the Employee Health & Wellness Benefits section on page 31 of our 2020 ESG Report.			
Training and Educat	Training and Education				
404	Management approach	Please refer to the Employee Development section on page 28 of our 2020 ESG Report.			
404-2	Programs for upgrading employee skills and transition assistance programs	Please refer to the Employee Development section on page 28 of our 2020 ESG Report.			

Disclosure Number	Disclosure Title	Disclosure Response			
Diversity and Equal	Diversity and Equal Opportunity				
405	Management approach	Please refer to the Diversity, Equality and Inclusivity section on page 25 of our 2020 ESG Report.			
Local Communities	Local Communities				
413	Management approach	Please refer to The Resident & Community Experience section on page 32 of our 2020 ESG Report.			
Customer Privacy					
418	Management approach	Please refer to the Privacy and Data Retention section, and the Cyber Security section on page 40 of our 2020 ESG Report.			