

**The results of empowerment are what really matters.**

Since its founding in 1978, Transwestern has relied on the good character of its team members to guide individual and collective actions, and to foster collaboration that produces results that exceed client expectations. The firm's purpose statement, "Empowering good people to do extraordinary things together," encapsulates our culture and inspires team members to strive for excellence in everything they do. This encompasses the work we do for clients as well as the ways we conduct ourselves in the world we all share. Our attitudes and actions regarding environmental, social, governance and the betterment of our communities demonstrate Transwestern's commitment to continuous improvement and lifelong learning.



EMPOWERING  
GOOD PEOPLE  
TO DO  
EXTRAORDINARY  
THINGS TOGETHER

## ENVIRONMENTAL

Conserving energy, effectively managing resources and making ethical operational decisions are good business. We've seen our [Energy and Sustainability](#) solutions unlock significant value in our managed portfolio and across our other business lines, and that's why we make these best practices integral to our client offerings.

Data show that assets with an integrated sustainability platform average 11% greater net operating income and 6.2% greater occupancy than properties that overlook sustainability. "Green" buildings are in demand because they reduce operating costs, foster better health and wellness, boost productivity, and lead to greater tenant satisfaction.

### Transwestern's innovative approach to sustainability creates industry-leading results:



First third-party real estate firm to win BOTH Energy Star Partner of the Year & Sustained Excellence awards



AWARDED FIRST:  
LEED-Gold project in Chicago

LEED Arc Re-Certification in the US



LEED v4 EBOM Certification globally

72% of managed office portfolio benchmarked in Energy Star Portfolio Manager

4.9% increase in average Energy Star score since 2017

### Greenhouse Gas Emissions + Climate Change

Climate change is one of the top challenges of our time. Recognizing the built environment accounts for nearly 40% of all greenhouse gas emissions, Transwestern implements sustainable best practices across its managed properties along with detailed plans for business continuity and a commitment to address the impacts of climate change. To date, efforts include:

- Energy efficiency, procurement and demand management
- Renewable energy and distributed generation
- Business continuity and natural disaster preparedness
- Climate change adaptation





## Energy Procurement

We work with energy brokers and wholesalers to deliver the best rates on energy for our clients across all asset types. Through a competitive bidding process among pre-qualified brokers, Transwestern delivers flexible contract terms alongside industry knowledge to ensure the best outcomes for each situation.

- Minimum three bids policy
- Load aggregation to maximize rate savings
- Energy provider agnostic – we can work with anyone
- National consultant partnership with Tradition Energy
- In-house support

## Water Management

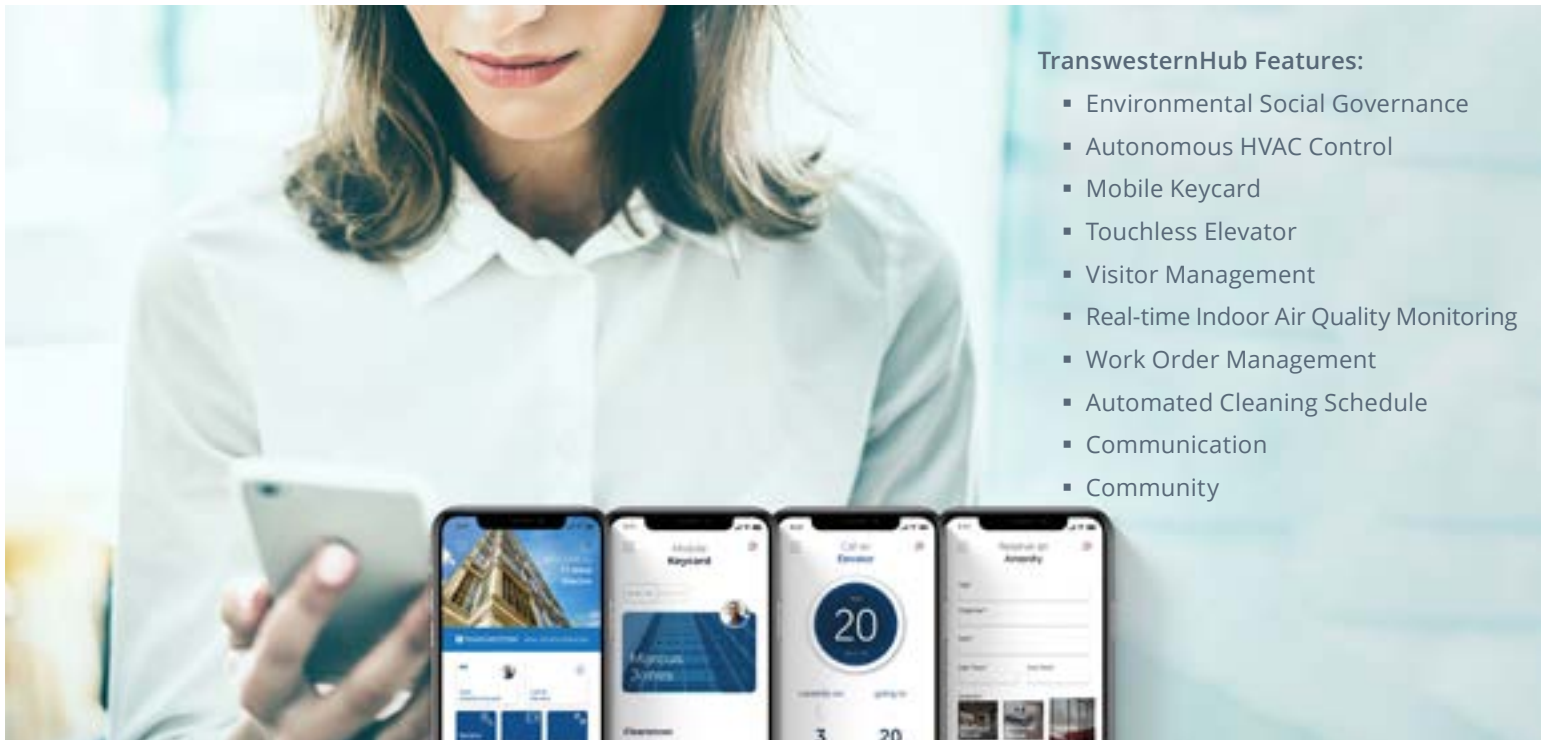
When it comes to sustainability in commercial real estate, the first impulse is to focus on what's inside the building. Expanding our view beyond the front door opens a new world of possibilities. Transwestern's green efforts include plumbing, native landscaping, water recapture and reuse, onsite water retention and stormwater runoff mitigation. We also promote populations of local pollinators and engage our tenants in education opportunities that support the health of local ecosystems.

## Waste Management

Transwestern advocates for the procurement of recycled, compostable or biodegradable products through actionable policies, waste audits, and improved service access. We utilize innovative tools for tracking and promoting waste diversion while delivering necessary services, including on-demand waste and recycling data from our national haulers. We're also exploring opportunities to institute waste diversion points across our development and investment practices.

## TranswesternHub

TranswesternHub is a transformative occupant experience platform using state-of-the-art integrative technology to foster connectivity, transparency and comfort. TranswesternHub is flexible and customizable, addressing each asset's unique footprint and tenant base while delivering timely, relevant information to owners and building management. The app seamlessly integrates environmental data from across the building to allow asset teams to enhance operations, improve performance and increase value. The platform is available as an amenity across Transwestern's managed portfolio of properties.



### TranswesternHub Features:

- Environmental Social Governance
- Autonomous HVAC Control
- Mobile Keycard
- Touchless Elevator
- Visitor Management
- Real-time Indoor Air Quality Monitoring
- Work Order Management
- Automated Cleaning Schedule
- Communication
- Community

## SOCIAL

### Diversity, Equity and Inclusion (DEI)

Transwestern's Guiding Principles are woven into the fabric of our firm and underscore the value of each individual team member. We embrace diversity, equity and inclusion – not only as the right thing to do, but as a reflection of who we are. Different backgrounds, life experiences and cultures shape our individual perspectives and ultimately generate the best results for our team members and our clients.

Transwestern's DEI program engages champions throughout the firm; establishes clear goals; identifies specific opportunities for improvement and metrics to measure progress; and creates pragmatic initiatives that deliver results across four areas of focus: Awareness, belonging, talent and training.

### Guiding Principles



41%

Female team members

31%

People of color

39%

Team members under 40

30%

Female leadership (TRS)

78%

Female Asset Services team members

70%

Female Asset Services market leaders; 30% people of color





### Community Support

We are passionate about the communities in which we live and work to champion a culture of giving back. Team members receive paid time off each year to serve nonprofit organizations of their choosing across the country. Additionally, Transwestern offices come together to support a national philanthropy partner, underscoring the value of teamwork to achieve a shared goal. From 2016 to 2019, Transwestern joined forces with Make-A-Wish® to grant 52 wishes for children with life-threatening illnesses. We also partnered with Ronald McDonald House Charities for three years via both fundraising and participation in local chapter activities. In 2022, we reignited our partnership with Make-A-Wish, expanding our corporate giving opportunities.

### Transwestern Experience

The Transwestern Experience, our innovative approach to customer service developed in cooperation with the Disney Institute, reinforces shared cultural values and commitment to treat all customers with the utmost respect and careful consideration at every opportunity. This applies to internal customers as well as clients. By emphasizing touchpoints and personal connections while working to overcome industry-wide service stereotypes, the Experience is a promise to all clients that we will deliver extraordinary service at all times.

Happy Tenants = **Tenant Renewals** = **Increased Building Value**





## GOVERNANCE

Transparency in real estate increases accountability and the quality of corporate and property governance. Transwestern's policies in these areas ensure stakeholders have ready access to high-quality data and benchmarks while team members and clients operate within a safe and welcoming environment .

### Corporate Ethics

Integrity is at the heart of everything we do. Transwestern maintains a strict code of ethics and anonymous ethics hotline to report suspected wrongdoing. Team members are required to review and sign our ethics policy annually. Companywide virtual training regularly reinforces appropriate conduct.

### Business Continuity

Transwestern's business continuity program prepares our teams and projects for the unexpected. This includes a national emergency response plan, regional business continuity plans, a companywide emergency notification system, and tailored property plans designed to limit risk and potential loss while protecting reputation.

### Compliance

The continuous compliance platform in place across our managed property portfolio provides assurance that a project's key controls are always operating effectively. With proactive SOC 1 auditing, reporting and procedures are monitored through a layered control approach involving internal and external audit teams, helping to minimize risk and enhance productivity.



## Compliance Scorecard

Our industry-leading compliance reporting system provides a real-time scorecard for each property managed by Transwestern regardless of building size or complexity.

## Continuous Monitoring

- Audits against key performance indicators (KPIs)
- Extracts data from electronic file storage, accounting, engineering software and HR systems
- Highlights areas that need attention

## SOC 1 Compliance Report

- Annual SOC 1 audit ensures all internal controls are suitably designed and operating effectively
- Annual security review of subservice providers ensures controls provide effective support
- Automated monthly and quarterly audits on internal systems and user accounts

## External Field Administration and Engineering Audits

- Risk-based approach and continuous monitoring tools focus on areas in need of review
- Predictive data analytics suggest audit targets with greater inherent risk

## Inspector and Inspection Program

Transwestern's proprietary Inspector™ mobile application reduces the manual workload of engineering teams and improves efficiency by gathering observational data, scheduling workflows and reporting issues for immediate action. Detailed inspections assess the property and its mechanical systems to help determine how building condition will impact financial performance.

## COMPLIANCE SCORECARD

Annual & Semi-Annual Building Inspection/Audits

Annual Budget E&S Pricing Guidelines

Green Operational Policies

Benchmarking Compliance Report

Energy Procurement

Electronic Document Management

Internal SOC Compliance

Industrial Training

Energy Star Onboarding

Healthy Building Certifications

Preventative Maintenance Procedure

Tenant Engagement Programming

Community Engagement Programming

Charitable & Philanthropic Programming

Fire Life Safety and Risk Library

Tenant Surveys

Cyber Security Policies and Procedures

Talent Development & Recruiting Programs

