2024 Environmental Report

CGI

Environment

Environment

Impact

Every action counts when it comes to addressing climate change. We understand that growth must not come at the expense of the environment and the communities where we do business. We are committed to minimizing our environmental footprint, combating climate change, and preserving biodiversity through responsible operating practices that include robust monitoring and measuring of environmental impacts such as CO_2e[1] emissions.

In 2024, we reaffirmed our sustainability commitment by pledging under the Science Based Targets initiative (SBTi) to set near-term targets by end of 2025 at the latest. As CGI's environmental roadmap evolves, we will integrate CO_2e emissions reduction targets that align with the Paris Agreement's 1.5°C goal while maintaining our ambitious reduction trajectory on Scopes 1, 2, and 3 under the Greenhouse Gas (GHG) Protocol.

Our progress

47.3% CO_2e emission reduction from 2019 base year
41.6% in 2023

75.9% of total electricity from renewable sources
68.2% in 2023

(1) CO_2e (carbon dioxide equivalents) is a unit that makes it possible to compare the climate effects of different types of GHGs by expressing the emissions as equivalent to carbon dioxide.

Portugal, beach clean walk

Strategy

CGI integrates environmental responsibility into all aspects of our business. This includes protecting ecosystems in the communities where our stakeholders and external partners live and work.

Innovation, awareness, and training drive our strategy for environmental protection and climate risk mitigation. We seek to be a positive influence through change that advances our industry, generates new career opportunities, and brings value to our stakeholders.

We demonstrate our commitment through action, applying environmental best practices in our office and data center operations, supply chain and IT asset procurement activities, and business commuting and travel policies. Our Strategic Business Units (SBUs) reinforce these efforts through local actions and initiatives.

Our climate strategy

Resource management	• Follow the three Rs (reduce, reuse, and recycle) targeting e-waste and general waste • Use efficient cooling to reduce data center water consumption
Energy	• Shift our data centers and offices to renewable energy • Reduce energy consumption
Travel	• Transition to electric and hybrid vehicles • Reduce emissions impact of CGI Partners' travel
Supply chain	• Help reduce the environmental impact of our supply chain • Promote circular economy principles
Stakeholder collaboration	• Develop CGI Partners' awareness, engagement, and empowerment • Support and collaborate with our clients on environmental objectives • Pursue activities with communities and organizations

Governance

CGI's environmental impact reduction strategy and associated outcomes are subject to review at multiple levels of governance within our organization.

Governance level	Responsibilities
Board of Directors	• Validates CGI's global environmental strategy • Addresses disclosure of related data and progress against our objectives • Continuously engages with senior leadership on climate risk management and activities
ESG Executive Steering Committee	• Provides guidance and direction on key environmental issues and organization-wide goals to CGI's Executive Management
Global Operations leaders	• Align local business plans with environmental targets in global plan • Review progress of environmental targets
Global ESG team	• Enables execution of CGI's global ESG strategy and reporting • Monitors risks, regulations, emerging trends, and stakeholder priorities, advising leadership on decisions that could impact our global ESG strategy • Serves as the central hub and conduit responsible for coordinating and executing activities among subject matter experts (e.g., real estate, business travel) • Improves processes and tools used by CGI's internal and external stakeholders • Benchmarks performance against our ESG goals and priority ESG ratings, rankings, and awards
ESG Leads committee and climate working group	• Identifies and implements our ESG strategic priorities locally • Collaborates on reporting, develops new projects, and contributes to corporate-led initiatives with an ESG component • Acts as a resource, given cross-functional representation, providing expertise in relevant and varied disciplines
Local climate committees	• Adapt the global strategy for local conditions • Develop specific goals based on local needs and contexts

Stakeholder engagement

We engage our stakeholders in discussions on CGI's environmental impact through annual processes and ongoing dialogue. (See the ESG Dialogue section.)

These interactions allow us to confirm and develop our environmental strategy.

Client engagement

Combined insights from our Voice of Our Clients research, double materiality exercise, and regular discussions with clients confirmed climate change as a top macro trend and climate change and sustainability as the top industry trend.

We continue to reduce our CO_2e emissions, while simultaneously supporting our clients and external partners in their reduction efforts and ensuring continuity of service amidst escalating climate risks and crises. We also collaborate with clients to ensure transparency in our plans, results, and progress. For instance, CGI facilities worldwide successfully passed multiple on-site client-requested audits.

CGI Partner environmental awareness

CGI Partners and new recruits are reshaping the industry's environmental approach. With a strong awareness of their ecological footprint, they prioritize action, transparency, and engagement in sustainability.

To engage and empower our workforce, we provide awareness training on sustainable practices. Our ESG Academia-elearning channel includes a module on CGI's GHG emissions reduction strategy, addressing energy consumption, water usage, waste management, and business travel. In 2024, we improved our results with 39.2% of our CGI Partners completing this training compared to 26.8% in 2023.

In addition, countries in each SBU take action to raise awareness at all levels. Many initiatives commemorate globally or regionally recognized annual events, such as Earth Day, Earth Month, Meatless October, or Sustainability Week.

CGI in Canada created the Environmental Council for Earth Day in 2024 to support our business objectives for a sustainable environment. As its mandate, the council will support awareness-raising efforts, offer guidance based on input from associate members and clients, counsel BUs on emission reduction strategies, and advocate for sustainable business practices.

The No Planet B initiative in the UK encompasses sustainability and environmental employee engagement activities. The aim is to engage CGI partners in the journey toward meeting our objectives. Campaigns and initiatives include internal sustainability and climate webinars, volunteering, and implementing cycling ambassadors in all UK offices.

Community partnerships

We also pursue activities with multiple communities and organizations. These global and local partnerships are highlighted throughout this report.

Assets for environmental strategy

Reporting platform

We use Cority, a market-leading EHS & ESG SaaS solution accredited by the CDP, to consolidate our environmental reporting. The global ESG team consolidates and validates data quality, in collaboration with ESG Leads, Climate Leads, and corporate functions in each country. Leaders and management team review SBU and BU data and progress quarterly with organizational key performance indicators (KPIs).

Investments

Different CGI teams (e.g., procurement, real estate, etc.) contribute to validating the investments required to achieve the global and local objectives identified in our environmental strategy. Budget components include costs associated with dedicated ESG teams locally and globally, deploying solutions, purchasing renewable energy, engaging CGI Partners, transitioning to electric vehicles (EVs), implementing commuting programs, procuring external services, and awareness-raising and training initiatives.

Our policies

We also incorporate climate change measures into our policies, strategies, and annual planning process. CGI's ESG Policy formalizes our responsibilities in the areas of:

- Regulatory compliance
- Commitments to our clients and CGI Partners
- Collaboration with our suppliers
- Energy, resource, and waste management
- Sustainable building standards
- Stakeholder communication
- Sustainable mobility and low carbon travel
- Design and development of our solutions and services (see the Responsible innovation section)

External audits and evaluations

Sustainability assessments

Transparency is essential for maintaining our stakeholders' trust in CGI's environmental commitment and in the quality of data we publish externally. Consequently, we have a longstanding collaboration with several prominent sustainability assessment and disclosure frameworks, such as CDP, EcoVadis, and the Dow Jones Sustainability Indices. These allow for objective analyses of our annual performance.

We receive increasing requests from our clients to share the details of our results from these platforms. More specifically, and as part of our clients' Scope 3 emissions calculation, we use the CDP platform to share the CO_2e emissions associated with the CGI activities delivered to them. We encourage all our clients to use this platform as an official annual data-sharing process.

We invite our clients and external partners to consult these analyses on the designated platforms or the Key ESG indices ranking section of this report. We also provide the detailed CDP response on cgi.com.

ISO certification

We continue to implement ISO 14001:2015, the internationally recognized standard for environmental management systems (EMSs), across our geographies. This year, we added new locations to our roster of certified offices, bringing our total to 43.0%, which represents 116 offices.

Through continuous improvement, we retain ISO 14001:2015 certification for the EMSs in place at our operations in the Czech Republic, Denmark, Finland, France, Germany, Luxembourg, Morocco, the Netherlands, Norway, Portugal, Romania, Slovakia, Spain, Sweden, and the UK. More than 37,000 CGI Partners are covered by locally implemented EMSs and represent 41.5% of our global workforce.

To support EMS compliance, we communicate the environmental impact of CGI's business operations and our mitigation strategies through sustainability awareness, learning, and training initiatives.

Country-specific verifications and initiatives

CGI reports all GHG emissions attributable to the operations we control. The purpose of verification is to provide interested parties with a professional and independent judgment regarding the information and data contained in our GHG reporting.

In 2024, CGI in Spain completed external verification of environmental data by AENOR. The report submitted was found to comply with the GHG Protocol Standard and ISO 14064-3:2019 (specification with guidance for validation and verification of GHG statements).

CGI in the Netherlands completed voluntary certification under the CO_2 Performance Ladder (CO_2PL) in 2012 and achieved level 5 (highest level) in 2018, a distinction the BU has maintained. Managed by the Foundation for Climate Friendly Procurement and Business, CO_2PL helps companies reduce CO_2e emissions. CGI uses this process to individually calculate emissions by project/client, allowing us to reduce our own operational emissions.

Initiatives in several regions reinforce our global commitment to the SBTi.

In 2023, we joined Canada's Net-Zero Challenge, a voluntary initiative that encourages businesses to develop and implement credible, effective plans to transition their organizations to net-zero emissions by 2050. With our headquarters in Canada, CGI proudly and actively supports this government-driven challenge. Our Preliminary Participation Checklist was accepted this year.

In France, CGI is a signatory of the French 1pacteclimat (link in French), through which 349 French companies committed to taking concrete action to drastically reduce GHG emissions.

Risks and opportunities

Climate disclosure risk management

The CGI Risk Universe integrates climate-related physical and transition risks, as well as existing and emerging environmental regulations. For each identified risk, we evaluate and assess its frequency, time horizon, and likelihood within our risk management process. (See the Risk management section)

Our Risk Universe encompasses potential risk to our CGI Partners, premises, and infrastructure from hazards, including those resulting from climate-related causes (e.g. sea-level rise, floods, droughts, or other weather events affecting CGI directly or our suppliers). Such events could disrupt our internal operations or those of our clients, impact the health and safety of CGI Partners, and increase insurance and other operating costs.

Climate change risks can arise from physical risks (related to the physical effects of climate change), transition risks (related to regulatory, legal, technological, and market changes from a transition to a low carbon economy), or reputational risks (related to our management of climate-related issues and our level of disclosure).

Opportunities

We recognize the potential revenue opportunities for CGI to help our clients mitigate environmental impacts, given the urgent need to address climate change.

As a material topic for CGI and central to our ESG business strategy, our sustainability services and solutions:

- Help our clients develop and deploy eco-designed and energy-efficient solutions
- Contribute to clients' progress on ESG performance through innovative services that improve ESG outcomes
- Support them in taking broader action on ESG imperatives

Task Force on Climate-Related Financial Disclosures UK

Following our 2022 adoption of the Task Force on Climate-related Financial Disclosures (TCFD) in the UK, we embedded risk planning into our robust governance processes and published our initial TCFD report last year. Our 2023 report describes CGI's existing practices under each of the TCFD's four pillars. We are also an early adopter of the Task Force on Nature-related Financial Disclosures.

Science Based Targets initiative

We communicated our commitment to setting science-based targets (SBTs) for CGI, after first implementing SBTi-verified SBTs in the UK. By year-end 2025, we will formulate near-term targets that cover 95% of our Scopes 1 and 2 emissions and 67% of our Scope 3 emissions.

In the UK, CGI's climate strategy prioritizes decarbonization and recognizes the importance of reducing our own GHG emissions. This strategy also involves supporting and collaborating with our clients, suppliers, and external partners to accelerate the transition to a low carbon economy.

As a signatory of the UK Green Building Council's Race to Zero campaign, we measure and track Scope 3 full value chain GHG emissions (business travel and a supplier engagement target) and have set 1.5°C-aligned SBTs validated by the SBTi. Our 2024 progress includes:

- 87% reduction in emissions across our UK operations from our 2019 baseline
- 39% reduction in business travel emissions from our 2019 baseline
- 36% of our suppliers by spend set their own SBTs and 10% are committed to setting SBTs
- 98% of electricity consumed in our UK offices came from renewable sources

Find us on the SBTi website.

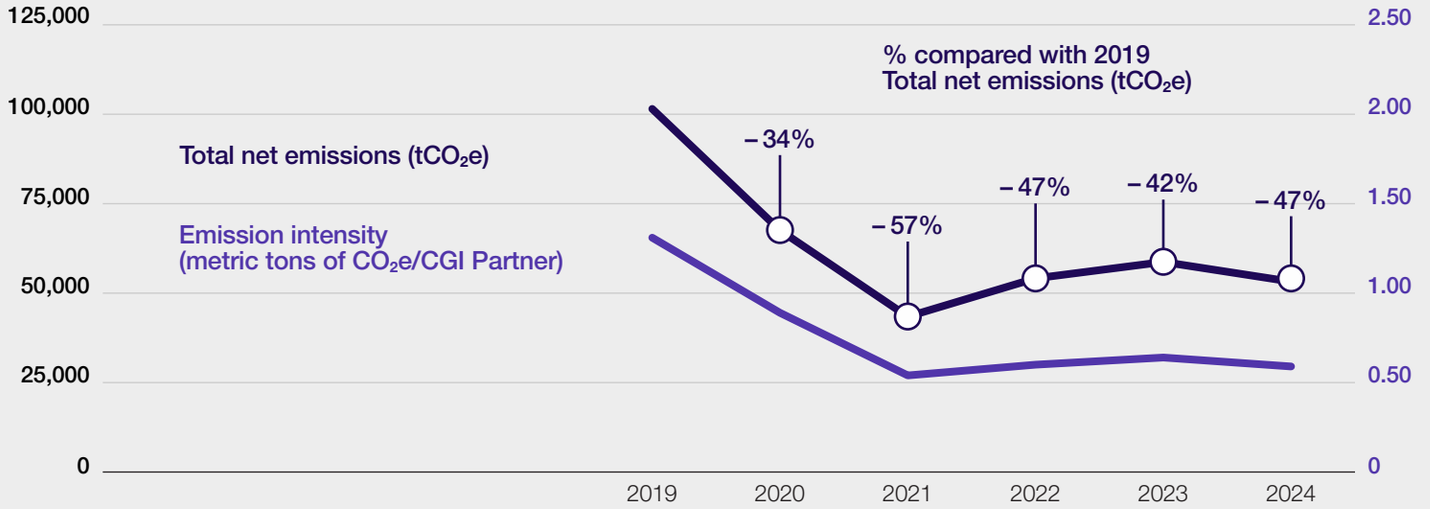
Progress on climate mitigation

CGI continues to make significant progress across our operations in reducing emissions under GHG Protocol Scopes 1, 2, and 3 (business travel).

Between our 2019 base year and 2024, CGI achieved a 47.3% reduction in our total carbon emissions. We also reduced carbon intensity per CGI Partner in 2024 by 54.7% compared to 2019.

Returning to certain business practices post-pandemic contributed to an increase in emissions since 2021. Despite CGI's larger employee base, 2024 emissions remained well below those of 2019.

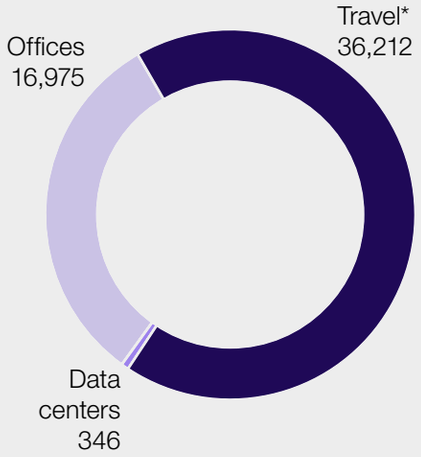
CGI total emission and intensity per CGI Partner (tCO_2e)



Climate performance	2019	2020	2021	2022	2023	2024	vs. 2019
Total net emissions (tCO_2e)	101,531	67,552	43,435	54,178	59,322	53,533	– 47.3%
CGI Partners	77,500	76,000	80,000	90,000	91,500	90,250	+16.5%
Emission intensity (metric tons of CO_2e/CGI Partner)	1.31	0.89	0.54	0.60	0.65	0.59	– 54.7%

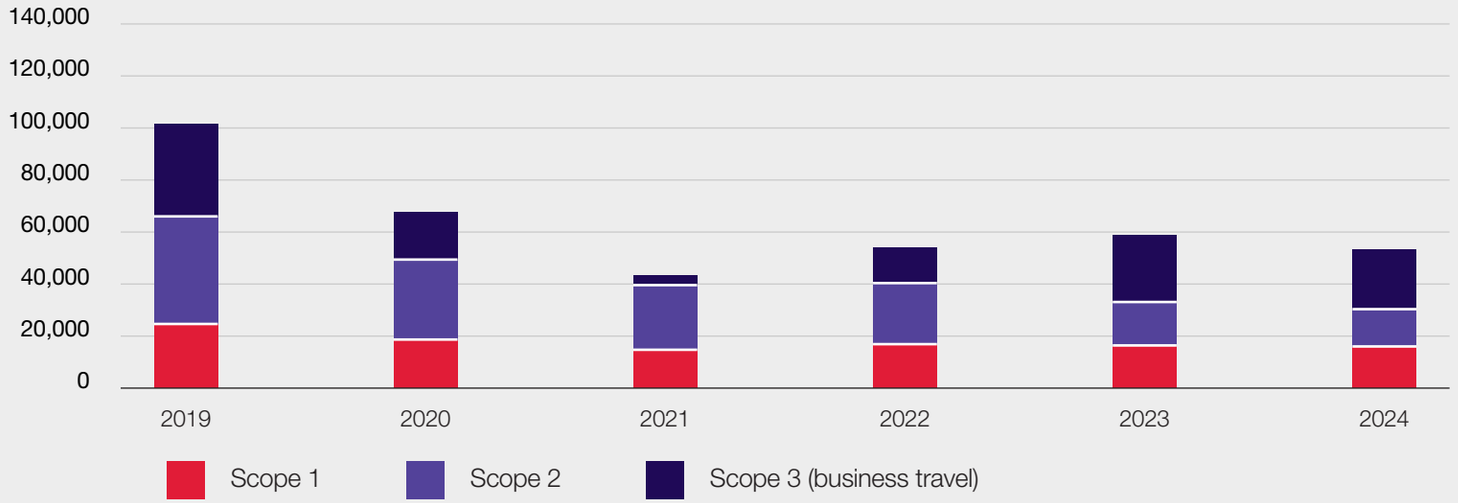
Through year-over-year progress, we continue to reduce carbon emissons under our direct and indirect control, as defined by Scopes 1, 2, and 3 (business travel) compared to our 2019 baseline.

2024 GHG emissions by sources (tCO_2e)



* includes business travel and company-owned and leased vehicles

CGI net emissions (Scope 1, Scope 2, and Scope 3 business travel)



GHG Scope	Type of control	Emission sources
Scope 1	Emissions under operational control	Stationary fuel combustion, company-owned and leased vehicles
Scope 2	Indirect emissions from purchased energy	Electricity, heating, and cooling
Scope 3	Other indirect emissions	Business travel

Energy

We continue to reduce global energy consumption associated with our car fleet, offices, and data centers (Scopes 1 and 2), compared to our 2019 baseline.

We have significantly reduced our data center emissions and continue to improve the energy efficiency of our offices and car fleet.

Energy source consumption tracked by CGI includes:

- Diesel, gasoline, and electricity (car fleet)
- Diesel for backup power (global data centers and some offices in India)
- Natural gas, district cooling and heating, and electricity (offices)
- Electricity (data centers)

In collaboration with our stakeholders, we intend to continually reduce CGI's consumption of energy from fossil fuels and increase our use of renewable energy sources.

Energy usage for car fleet, offices, and data centers

Total consumption	Net emissions	Renewable electricity
212,270 megawatt hours (MWh)	**30,671** tCO_2e	**75.9%** % of renewable electricity for entire Scopes 1 and 2
–5.1% vs. 2023	–9.1% vs. 2023	+7.7% vs. 2023
–36.1% vs. 2019	–53.5% vs. 2019	+29.1% vs. 2019

Data centers

We report on data centers that CGI owns or operates. Of the total electricity consumed by our data centers, 99.3% was sourced from renewable electricity in F2024. We achieved this renewable transition through direct energy contracts with suppliers or by purchasing unbundled Energy Attribute Certificates from third parties. Therefore, CGI's renewable electricity is covered by either Renewable Energy Certificates, Guarantees of Origin, or Renewable Energy Guarantees of Origin.

This strategy allows for better visibility and tracking of electricity sources across our data centers, enabling CGI to effectively meet our target of powering all data centers under Scope 2 with renewable electricity by December 2023.

CGI in the UK installed our digital twin technology at their largest data center to help measure and reduce environmental impact. The CGI DataTwin360 platform-as-a-service streams real-time data, provides carbon accounting, and delivers insights using a virtual model (digital twin) of their hosting platforms.

Energy usage for data centers

Total consumption	Net emissions	Renewable electricity
61,109 MWh	**346** tCO_2e	**99.3%**[1] of electricity from renewable sources
–10.5% vs. 2023	–82.1% vs. 2023	+12.4% vs. 2023
–40.1% vs. 2019	–96.5% vs. 2019	+35.8% vs. 2019

In Sweden we reduced power consumption in our data centers by 61% since 2016, despite growth in capacity. We accomplished this through:

- Data center consolidation (from 6 down to 2 data centers)
- Evaporative free air cooling that uses stored rainwater, centrifugal rotation speed-controlled pumps, and variable frequency-controlled air coolers
- Consolidation of hardware footprints (servers, storage, backup, networks), selection of energy-efficient hardware, and extension of hardware life spans
- Upgrade of data center infrastructure (air coolers, pumps, uninterruptible power supply)
- Upgrade to LED lighting and ultra-clean fuel for reserve power
- Extreme focus on airflows

The two data centers are ISO 14001:2015 certified and have a Power Usage Effectiveness of 1.14 and 1.40. One center has heat reuse in place, which we plan to implement in the other. Both operate on 100% hydropower, use halogen-free cables, and repurpose run-down hardware.

(1) Include Scope 2 electricity consumption only, excluding diesel emissions related to backup power.

Offices

We increased the number of renewable electricity contracts for CGI offices in 2024. We also continued to explore renewable energy systems for heating and cooling as additional opportunities to reduce our emissions.

Total energy consumption at our offices decreased by 37.3% compared to 2019, while CGI's renewable electricity consumption increased by 28.5%.

We sourced 60.7% of CGI's electricity consumption — the equivalent of 43,779 MWh — from renewable electricity. Our goal is to increase renewable energy use at all sites when economically viable.

Energy usage for offices

Total consumption	Net emissions	Renewable electricity
97,354 MWh	**16,975** tCO_2e	**61.1%** of electricity from renewable sources
–8.1% vs. 2023	–13.5% vs. 2023	+7.5% vs. 2023
–37.2% vs. 2019	–54.9% vs. 2019	+29.0% vs. 2019

NETHERLANDS

Driving local partnerships to reduce energy consumption in buildings

Our teams in the Netherlands provided a boost to CGI's renewable energy strategy through four complementary projects.

During the renovation of CGI's Rotterdam office, CGI Partners collaborated with the building owner to optimize workspaces and communal areas, reducing electricity and heat consumption.

To limit power grid congestion, the Rotterdam team joined district businesses to explore the possibility of creating a Smart Energy Hub. We bring our IT expertise, energy and utilities market knowledge.

As a partner on the MAKING-CITY project, which aims to build positive energy districts (PEDs) Positive energy districts: Urban areas that generate more energy than they consume., we developed the CGI Energy Islands Platform. Our innovative technology provides real-time insights into the local grid balance. For the NO-GIZMOS pilot project, we contribute to research on the use of batteries to reduce grid peaks in rural areas.

These initiatives advance the transition to renewable energy in cities and remote communities.

Learn more

Travel

Reduction of business travel[1]

Business travel represents a major source of our organization's GHG emissions. As a global IT and business consulting services firm, we continue to expand our virtual collaboration capabilities to foster teamwork and connect people wherever they are. Where travel remains necessary, we promote lower carbon choices and active travel (e.g., bicycling, walking, etc.).

We find in-person interactions contribute to effective stakeholder meetings and strengthen interpersonal relationships, particularly through enhanced networking, collaboration, and social connections.

For our 2024 Leadership Conference, CGI Partners (vice-presidents and above) met in Montreal. To reduce the level of emissions associated with their air travel, we recommended all international travelers book economy or premium economy flights. We collaborated with the Quebec solidarity organization Coop Carbone, whose members implement GHG reduction projects in the region, to acquire 1,542 tons of CO_2e carbon credits in the Canadian voluntary carbon market[2]. However, many of CGI's internal meetings like the CGI 101[3] remain virtual as a conscious global practice to reduce travel-related emissions.

Our Travel Policy encourages CGI Partners to use our internal travel booking service, which promotes sustainable travel options and improves the measurement of our emissions.

Travel

Total consumption of fuel of our global car fleet	Total distance of all business travel	Net emissions
4,819 thousand liters	**258,894** thousand passenger km	**36,212** tCO_2e
+5.6% vs. 2023	–0.2% vs. 2023	–4.1% vs. 2023
–33.5% vs. 2019	–39.8% vs. 2019	–33.1% vs. 2019

In addition, some SBUs implement local practices and policies based on their regional context. Our BU in France makes train travel compulsory for journeys of less than four hours, provides small EVs at its sites to enable CGI Partners to get around or to travel for work, and reimburses 100% the cost of public transport season tickets. In 2024, SNCF Voyageurs presented CGI with an Ecomobility Award for encouraging eco-responsible mobility among our CGI Partners and clients.

Our BU in India recommend CGI Partners at all levels replace air travel with first-class train travel for distances less than 400 kilometers (km). In Norway and Sweden, if the one-way travel distance takes less than 4 hours by train, CGI Partners are advised to choose train travel instead of air travel. Travelers must take the lowest air travel option, considering cabin class, number of stopovers, and flight duration.

Based on all these cumulative actions, CGI's 2024 travel emissions decreased by 4.1% compared to 2023 and by 33.1% compared to 2019, despite an increase in our workforce.

(1) Air travel, car, public transportation: We are looking at making additional reductions by incorporating electric and hybrid vehicles in our global car fleet.
(2) These emissions are included in the 2024 CGI air travel emissions total presented in the Performance data tables.
(3) See the Career growth and advancement section.

Car fleet

The structure of local car fleets differs across regions, based on legislation, collective agreements, and benefit programs. In 2024, CGI continued the deployment of EVs across our geographies: with 30% of our car fleet now comprised of full EVs. By 2030, we plan to transition to an all-EV fleet in Belgium, Denmark, France, Germany, Italy, Luxembourg, the Netherlands, Portugal, Spain, Sweden, and the UK.

We are analyzing the situation by geography to set the same target in countries with sufficient infrastructures for EV charging. Where this is not possible, we will look to deploy full hybrid EVs.

In 2024, at more than 4,400,000 kilowatt hours (kWh), our electricity consumption for our car fleet increased twentyfold compared to our 2019 baseline of approximately 200,000 kWh. This electricity consumption represents 1,232 tCO_2e, based mainly on calculations using location-based emissions factors. We are improving the data collection to better track any renewable electricity sources and apply market-based emissions factors.

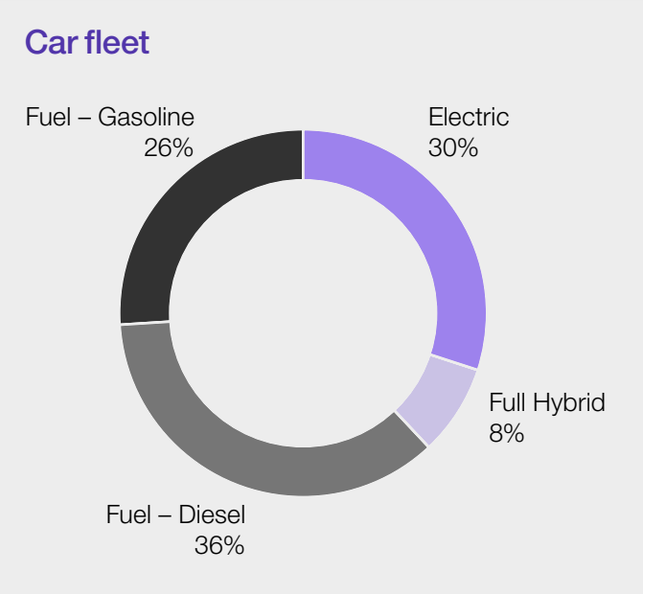
Commuting

On a global level, CGI reduces the environmental impact associated with workforce commuting through sustainable mobility programs. We consider these programs as essential to our climate goals.

Each of our program incentives and projects reflect local contexts (e.g., infrastructure, habit, and culture):

- India: Encourages carpooling, bicycle usage, or public transportation, through CGI Partners awareness campaigns. Company shuttles are offered in all offices.
- France: Reimburses public transport annual subscription and, under Forfait Mobilité Durable, offers incentives for bicycle or e-bicycle use up to 600 euros per year
- Netherlands: Promotes bicycle use over vehicles via a bicycle purchasing plan
- Finland: Offers bicycles as a fringe benefit for commuting to work, with usage benefit increased by 25% from June 2023 to June 2024

More than 600 charging points are available at CGI offices worldwide for use by CGI Partners with their corporate or personal EVs. Our clients and external partners also benefit from these installations.



Supply chain

Engaging our suppliers

CGI prioritizes decarbonizing our supply chain due to the significant contribution of sourcing activities to Scope 3 CO_2e emissions.

Our ESG and Procurement teams collaborate with the ESG Executive Steering Committee to develop global strategies based on SBTs.

Before joining the SBTi in 2023, CGI aligned our vision with SBT principles and quantified our Scope 3 emissions applying specific methodologies. This preliminary strategy conforms with the basis of their SBTi blueprint, which will lead to a detailed emission reduction plan upon approval.

To assess the environmental impact of our suppliers, CGI uses a digital solution that evaluates geography-related risks based on industry and location. This solution provides environmental scores that are considered in our supplier preevaluation process.

Suppliers are categorized into six risk levels, with around 6.4% in high-risk areas. These suppliers undergo a detailed evaluation, and those who do not comply are excluded from working with CGI. (See the Responsible procurement section)

In the UK, we have engaged with suppliers through various forums to better understand the environmental risks associated with our supply chain. Activities include:

- Meeting with our top 100 suppliers to engage them on SBTi
- Supporting suppliers on their journey to setting SBTs

In Sweden, CGI participates in the Nordic Circular Accelerator program, together with our collaborative partners, to enable data sharing capabilities and to unlock the full potential of business value from a circular economy. The regional program, led by Nordic Innovation, contributes to sustainable growth by increasing entrepreneurship, innovation, and competitiveness.

Purchasing goods and services

As a global company, when we make purchases, we respect the leading eco-label certifications applied in the geographic regions where we operate. For hardware (computers, servers), this includes CE, ENERGY STAR, EPEAT, and TCO. As our hardware nears the end of its expected life, we apply proper management of our electronic waste (e-waste) which involves practices that extend the life of our IT equipment through renewal and repair.

We have decreased our paper usage over several years and look for recycled content and FSC certification labels when purchasing new reams.

Some of our geographies, such as France, have detailed guidelines on provider selection to create more eco-responsible events.

Waste

Waste reduction requires all CGI Partners and SBUs respect the 3Rs: Reduce, reuse, and recycle.

Typical for an office-based IT services company, electronic waste (e-waste) represents the most significant waste generated by CGI's offices and data centers. E-waste consists of products that are unwanted, nonfunctioning, or nearing obsolescence.

We require our local operations to treat all waste in compliance with global and local regulations. We sent most of our e-waste to service providers certified in information security and e-waste treatment, including refurbishing, recycling, and energy recovery.

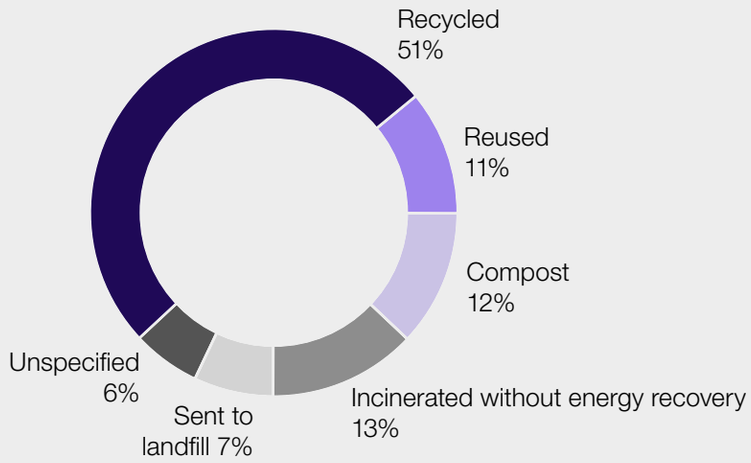
In collaboration with CGI Partners and our facility owners, we organize initiatives to reduce waste at locations worldwide (e.g., education programs for CGI Partners). We also pursue ISO 14001:2015 certification of our locations as a critical component of our waste reduction strategy. As of 2024, we reached 43.0% completion in our certification status, with a total of 116 offices certified.

In 2023, we began collecting more detailed information on the life cycle of our e-waste, including incineration with or without energy recovery. This year, we improved our data collection process to more accurately measure CGI's general waste, which mainly relates to food, furniture, and paper. We measure these by type of disposable, including food waste composting.

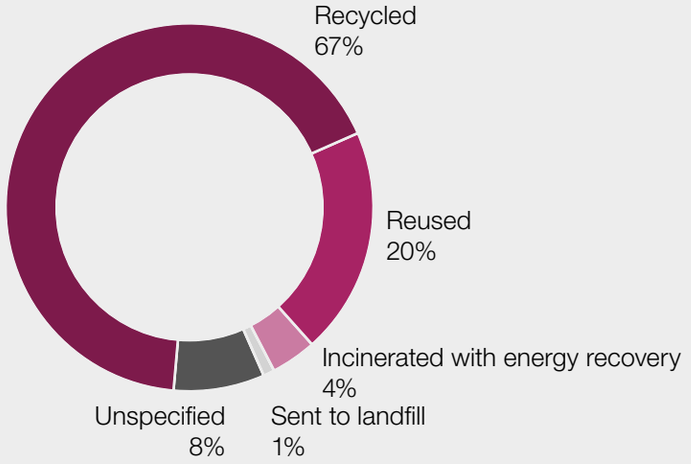
CGI in France organized multiple events during Digital Cleanup Day in March. Activities included collecting e-waste and recycling used batteries, IT accessories, and small appliances. These efforts resulted in the collection of 228 kg of e-waste for recycling.

In 2024, CGI donated more than 1,300 IT devices to nongovernmental organizations (NGOs) including schools in Canada, France, Germany, India, Malaysia, the Netherlands, the Philippines, Portugal, Romania, and Spain, with laptops purchased by CGI Partners for personal use in the Czech Republic and Slovakia. Our teams in India supplied 283 laptops to students in government schools, providing technology essential to their education. We list this donated equipment as "reused" in our e-waste reporting.

E-waste and general waste generated by disposal type



E-waste generated by disposal type



Water

Climate concerns such as increased drought frequency and duration, combined with unprecedented growth in the technology sector, bring water to the forefront as an increasingly important resource to manage consciously and carefully.

CGI's direct water usage comes from three areas:

- Cooling and humidity control at our offices and data centers
- Human consumption at our facilities
- Testing of our building fire protection systems

Our goal of sustainable data center operations maximizes efficiency while minimizing water use and pollution. We adhere to the minimum requirement for additional cooling of our electromechanical infrastructure and building environments in North America and Europe, where most of our data centers are located. Our data center cooling units use a closed configuration of chilled water loops that require a near-zero water recharge.

As of 2023, we restated our water data reporting, improving our data collection process.

Our total water consumption in 2024 was 165,000 m^3, a 17% reduction from our 2019 baseline year.

Nature and biodiversity

Nature and biodiversity provide essential ecosystem services including air, water, food, energy, and raw materials — necessities for life and vital to sustaining the global economy. The impacts of human-caused climate change are visible everywhere. The health of the world's natural ecosystems is threatened by urban development, over-farming, pollution, invasive species, and more.

CGI understands our role in protecting and restoring the planet by reducing our own negative impacts on nature and biodiversity and creating IT solutions to address environmental problems.

Working with businesses and land holders since 2006, we have helped fund the planting of over 13 million trees and the restoration of 2,000 hectares of degraded peatlands. These projects will remove 3.3 million tons of CO_2e from the atmosphere, while providing a host of important co-benefits to society, including flood regulation, enhanced biodiversity, and increased public access. Through our partnership with environmental charity Project Seagrass, CGI Partners took part in a seagrass survey and beach litter pick to help conserve seagrass and promote the local environment and biodiversity.

Aware of the positive impact of forests on biodiversity, we planted more than 57,000 trees this year with CGI Partners and clients in all our geographies. Our consultants and professionals volunteered their time for this project during the week and on weekends.

CGI Partners in India and the Philippines volunteered to plant and maintain 9,000+ saplings, which boosts biodiversity by adding different species that support local wildlife. This tree variety creates a better habitat, helps maintain a balanced ecosystem, and makes the area more resilient to environmental changes. CGI Canada has built a meaningful recognition program with TreeCanada to celebrate colleagues' work anniversaries by planting a tree for each year of service. To date, our colleagues have been the driving force behind 58,000 new trees planted across Canada, with more being planted each year.

In the Czech Republic, CGI participated in spring and autumn tree plantings in cooperation with our client O2 Czech Republic and the O2 Foundation. In the U.S., tree planting events were coupled with litter collection and donations to NGOs, including the National Environmental Education Foundation.

As partners with the NGO Planète Urgence since 2014, CGI joined the FARE project in 2020. CGI in France participated in planting 10,000 trees in Cameroon in 2024 for a total of 78,500 since 2020. This project supports the restoration of degraded areas around the Benoué National Park, through reforestation with multipurpose trees, while increasing the resilience of ecosystems and riparian (water bank) communities, through the economic development of the cashew nut industry.

INDIA

Empowering individuals and communities economic stability and sustainable practices in India

In our commitment to communities and the environment, CGI seeks projects that deliver a smart investment by contributing to local needs, economic stability, and sustainability.

We partnered with NGOs on four projects in India to improve living conditions, create economic opportunities, and raise environmental awareness.

Two projects introduced organic farming methods and agroecological practices, replacing synthetic and chemical pesticides to improve and safeguard soil health, protect the environment, and provide long-term agricultural and financial stability.

Our Green Jobs project trained 100 youth in renewable energy technologies, with a focus on solar energy. The program trained participants to be job-ready in the green economy while increasing awareness and adoption of solarization processes.

For a project in two major metropolitan cities, we established biogas plants and introduced a revenue model to promote circularity in local communities. Biogas facilities transform food waste into sustainable energy and fertilizer. Since September 2020, the project has helped to avert 647 metric tons of food waste from landfills, significantly reducing GHG emissions.

Learn more

Responsible innovation

Impact

Sustainability services and solutions

Responsible artificial intelligence

Sustainable IT

Responsible innovation

Impact

To thrive in a digital world, organizations must continuously unlock innovation at pace and scale. We believe technology innovation must be pursued in a responsible manner.

The foundation of our responsible innovation approach is our collaboration with and proximity to clients. As a global technology leader, we uphold the high standards in our own operations as well as to help clients in every industry move responsibly from experimentation to implementation, while accelerating time-to-value.

Our approach addresses the use of technology specific to each ESG pillar:

Environmental
Reducing energy consumption, greenhouse gas emissions, and electronic waste (e-waste); promoting recycling and reuse of electronic devices

Social
Ensuring inclusiveness in digital accessibility

Governance
Following ethical, secure data protection policies and practices

We follow these principles in helping our clients develop strong innovation capabilities to enhance their operations, develop new capabilities, and optimize existing ones. This includes minimizing the ESG impacts of new technologies, practices, and business models.

Sustainability services and solutions

CGI helps our clients embed sustainability in everything they do. We use the transformative power of data, AI, and other technologies to advance their climate goals and deliver greater value to their customers and citizens.

By integrating sustainability into our clients' operations, we also help them contribute to a more sustainable world and achieve long-term business success in key areas such as.

- Environmental protection: Adopting sustainable practices helps clients reduce their carbon footprint, minimize waste, and conserve natural resources.
- Social inclusion: By implementing inclusive and accessible practices, we help our clients develop and articulate effective strategies to prevent discrimination and promote diversity and inclusion.
- Regulatory compliance: Sustainable practices help our clients stay compliant as governments and regulatory bodies increasingly evolve environmental regulations.
- Cost savings: Sustainable solutions often lead to greater efficiencies and cost savings in the long run.
- Innovation and competitiveness: Developing innovative, eco-friendly technologies and services opens new markets and opportunities, keeping our clients competitive.
- Risk management: Sustainable practices can help mitigate risks associated with environmental disasters, resource scarcity, and supply chain disruptions — improving business continuity.

Driving sustainability forward with innovation and data

Today's leaders understand that becoming a sustainable organization is not only the right thing to do but is also the smartest way to achieve positive business outcomes. To be successful, organizations must embed sustainability into their DNA to manage, measure, and track the outcomes of their ESG initiatives — and, more importantly, to ensure a safe and resilient future for all.

Together with our third-party alliances, we help clients progress their sustainability goals through innovation, ecosystem collaboration, enabling technologies and relevant data.

Sustainability and ESG Advisory Services

Sustainability and ESG Advisory is one of CGI's strategic consulting offerings overseen by the Senior Vice-President, Global Business and Strategic IT Consulting.

From developing strategies to unlocking data for better decisions to accelerating innovation, our proven Sustainability and ESG Advisory Services enable clients to address various challenges across their organization's value chain.

Read more about our Sustainability & ESG Advisory services.

Our services include:

Sustainability Advisory

Sustainable IT and Green Technology

Circular Business Design and Sustainable Energy Transition

Inclusion

ESG Data Management, Sourcing and Exchange

Sustainability Advisory

We guide our clients through the complexity of regulatory requirements, selection of the right tools, and maturity and readiness assessments to help them develop the best way forward in your strategy roadmap.

Services and expertise

- Strategy roadmap
- Maturity assessment
- Regulatory requirements
- Establishing baselines
- Managing accountability/ exposures/risks/ governance/social advisory
- Double materiality

Sustainable IT and Green Technology

Our methods combine global principles, tools, and services to reduce the growing impacts (footprint) of technology (see the Sustainable IT section).

Circular Business Design and Sustainable Energy Transition

We help enhance innovation and business development, define the business roadmap and stakeholder architecture for the circular transition (Scope 4), and design revenue streams. We also provide solutions and services to enable clean/ renewable energy efficiency and on-and-off-grid solutions.

Services and expertise

- Solution, business and stakeholder architecture for circular transition
- Resource efficiency
- Value chain activity inventory
- Innovation and business development
- Clean/renewable energy transition
- Renewable energy production efficiency and improvement

Inclusion

We developed specialized expertise alongside our clients in France to support their compliance with local regulations. We also helped them define an efficient strategy to prevent discrimination and integrate diversity and inclusion. From this experience, we are working to benefit more geographies.

Services and expertise

- Disability diagnostics
- Maturity assessment and gap analysis
- Diversity studies and solidarity
- Handi-ready offer focusing on related hiring, including partnerships with adapted enterprises or work assistance organizations.

ESG Data Management, Sourcing and Exchange

The quality of data matters. We help our clients collect and govern relevant data that provide insights for automation, sourcing, gap analysis and advisory services for the Scopes 1, 2, 3 and 4.

Services and expertise

- Governance
- Integration
- Automation
- Sourcing
- Analytics for all Scopes
- Gap Analysis
- Strategic direction
- Master data management
- Data exchange

CANADA

Large Energy Company

Quantifying and reducing supply chain GHG (Scope 3) emissions

This large Canadian energy company took on the mission to steer the economy towards sustainability and deep decarbonization, and has decided to do it through a leading-by-example approach. As such, they wanted to go over and above regulations by reducing greenhouse gas (GHG) emissions from its supply of goods and services (i.e. embedded GHG emissions or upstream Scope 3 emissions). They selected CGI to deliver a tailored, innovative yet realistic business strategy toward upstream Scope 3 GHG abatement.

CGI quantified Scope 3 emissions for 700+ categories of goods and services, prioritized “hotspot” categories to decarbonize, conducted lifecycle assessments on 15+ categories, and defined a roadmap to compel its supply chain to decarbonize in the medium and long run. Outcomes delivered include a customized sustainable procurement strategy, increased internal stakeholder engagement, and defined GHG Scope 3 emission reduction targets for purchased goods and services.

Learn more

FRANCE

Agefiph

Advancing the inclusion of people with disabilities in the IT industry

Committed to continuously improving their services, Agefiph or Association de Gestion du Fonds pour l’Insertion Professionnelle des Personnes Handicapées, selected CGI from a consortium, based on our Handi Ready, to promote inclusion in IT recruitment.

With the Handi Ready program, CGI carries out inclusion diagnostics and supports companies in developing inclusive strategies.

As part of the project, we conducted an audit to assess the maturity of inclusive practices within companies, raising awareness, identifying inclusive recruitment opportunities and engaging with companies employing people with disabilities in collaboration with their IT recruitment and HR teams and disability advisors. We also developed a catalog of potential hiring companies and delivered a comprehensive report, including action plans and practical scenarios to guide implementation.

The project has raised awareness about disability-related professions and improved accessibility for employees with disabilities while strengthening responsible recruitment practices. It has also led to companies achieving financial savings on their contributions to the national fund for the professional inclusion of people with disabilities through contracting and sub-contracting recruitment initiatives.

Sustainability business solutions

We offer innovative solutions tailored to our clients' industry priorities, ranging from efforts to mitigate climate change to improving health and social care and well-being.

Here are a few examples:

Environment and natural resources

- **Enabling ecosystem data sharing:** Our CGI AgileDX data exchange platform solves complex data challenges for sustainability, hydrogen ecosystems and the energy transition. It provides a centralized view of data and processes, promotes full transparency and auditability, and enables seamless internal and external data sharing and communication.
- **Identifying urban heat islands:** Using Earth observation (EO) data, we help clients identify green spaces, urban heat islands and living conditions at the neighborhood level. Our novel Healthy Urban Habitat Index (HUH) index further analyzes and classifies these living conditions based on urban green and blue availability, urban heat stress and air pollution to assist with greening actions.
- **Calculating solar energy potential:** Solar energy generated by rooftop panels is a powerful tool in reaching environmental sustainability goals for governments, businesses and individuals. Our advanced solar energy calculator uses the latest in space, geospatial and utilities-industry technology to provide precise data for making informed decisions about moving to solar energy.
- **Better managing food waste:** CGI Aromi's Food Waste module helps companies manage food waste more effectively. It uses real-time data to track the amount and types of food waste across various facilities. This helps pinpoint sources of waste, implement corrective measures, and ultimately reduce the CO_2 emissions associated with food disposal.
- **Supporting chemical product stewardship:** CGI ProSteward360 drives sustainable practices by enabling organizations to manage a wide range of chemical, regulatory, toxicology, product, facility, and location data.

Health and social care

- **Optimizing health and social services:** Developed in close cooperation with doctors and other medical experts, CGI's OMNI360 clarifies and facilitates the planning, implementation and evaluation of patient care, streamlines work and frees up time for interactions that improve the patient and customer experience.
- **Making medical visits easier:** CGI Navi ProCare guides patients through the entire medical process, with interactive user interfaces that provide navigation and other relevant information — before, during and after appointments.
- **Improving health data interoperability:** CGI TrustedFabric allows data to flow securely across various entities and is purpose-built to address the critical tenets required for effective and trusted data-sharing.

Read about our AI-powered solutions in our Responsible AI section.

Read more about our Sustainability services and solutions.

Responsible artificial intelligence

Why Responsible AI is critical to achieving trusted outcomes

CGI believes that the universal and consistent application of Responsible AI (RAI) is not just an ethical necessity, but a business imperative. As the increased accessibility to AI's transformative power advances businesses, governments, and societies, we recognize that the opportunities enabled by AI, and generative AI (GenAI) in particular, must be met with great responsibility to deliver value and outcomes we can trust.

Given AI's rapid evolution and adoption, its potential to impact human lives and our world grows exponentially. Therefore, associated risks must be addressed proactively. For example, individuals and organizations increasingly question how their data is used in AI, raising issues around privacy, security, and copyright compliance, as well as ensuring that the application of AI focuses on human technology interaction through 'human in the loop' implementation.

At the same time, regulators and policymakers are swiftly implementing guardrails for this technology, both regionally and globally. CGI strongly believes that collaboration across government, the commercial sector, academia, and other institutions is critical to ensure adherence to the highest standards in the responsible development, use, and future-proofing of technologies.

The science behind RAI

AI and machine learning technologies have evolved over the last 70 years with varied models and objectives. However, the foundations of AI explorations remain largely consistent. AI harnesses data at scale to train models to emulate human reasoning, helping humans gain insights from probability, recognize patterns, generate new patterns, predict models, and provide expert analysis.

Machine learning, a subset of AI, can refine its learning autonomously and continuously as it assimilates more information and learns from prompts and reinforcements. Tools such as decision support, predictive and prescriptive models, expert systems, neural networks, clustering, and linear regression are all integral to the AI spectrum.

The spike in attention around AI over the past two years is driven primarily by greater accessibility to AI tools that use pretrained low-code models. These models require less expertise to configure and fine-tune than traditional AI and ML solutions.

The combination of greater accessibility, extended AI capabilities, extra-large diverse datasets, and the scalable computing power of cloud infrastructure has led to greater AI interest and adoption.

Privacy and security concerns around publicly accessible GenAI tools result from limited transparency into how the models have been trained and how the content provided through interactions is used, stored, and retrieved to provide reliable and trustworthy outputs. Risks associated with limited transparency in functionality and information sources are exacerbated by the accelerated pace of innovation in this field.

GenAI also risks "hallucinations," or situations in which model output from AI-driven responses may stray off topic and introduce potential inaccuracies that are not always evident to users. The deterministic approach to responses also requires clear and direct prompts for information to ensure an in-context and on-topic response — meaning, "ask a better question, get a better answer."

While the vast knowledge available in GenAI makes these solutions compelling, using public GenAI models for business purposes creates risks of unreliability and exposes proprietary information to the public model's data sources through user inputs.

Engaging in AI governance initiatives

In recognition of the need for guardrails and transparency in action, CGI is committed to fostering innovation and AI for good. We actively engage in AI governance initiatives and discussions with policymakers, academia, and think tanks to influence awareness and action.

Our involvement includes:

- Canadian Voluntary Code of Conduct for AI — CGI became a signatory in 2023.
- EU AI Act — We are among the first signatories to the pledges of the AI Pact, part of the European Union's (EU's) wider AI innovation package. Through this innovative framework, a network of AI experts, businesses, not-for-profit organizations, and academics engage with the European Commission and AI Office to collaborate on best practices to shape implementation measures. CGI also serves on the EU AI Commission Plenary, an advisory group whose mission is to frame risk management and the Code of Practice to help future-proof AI Act requirements.
- Global Sourcing Association (GSA) — CGI and GSA partnered to explore AI and whether UK service providers and buyers are using the right frameworks for AI-enabled programs.
- Karlstad University — In collaboration with this Swedish university, we established a research team to find better methods for assessing synthetic data quality and copublished a research paper. CGI also contributed to Karlstad's AI-4Energy project to explore how AI, ML, cloud, and edge technologies transform renewable energy systems.
- Solar Electricity Research Centre — We help researchers in this consortium use AI for rapid solar energy expansion in the Swedish grid and coauthored a research paper.
- State of Georgia — CGI advises this U.S. state on AI and compliance.

CGI's RAI Value Framework

We apply RAI principles for solutions developed for our clients as well as for our own internal use.

CGI's RAI approach for developing data-driven decisions and accelerating business outcomes encompasses our proprietary RAI Framework in concert with our Responsible Use of Data and Cloud Responsible Use of Cloud Technology, frameworks, our pragmatic AI risk matrix tool, clear and enforceable guidelines and best practices, and ethical principles backed by the principles of research ethics and scientific research.

We support clients in creating responsible, human in the loop AI plans, which are essential to delivering clear business value for any AI technology investment, by providing guidance around:

- Determine and understand the AI objectives, vision and future state as well as identify desired outcomes for each organization
- Identifying the risk level for AI solutions and designing the proper levels of oversight, ongoing monitoring, and governance to deliver safe and reliable AI that provides ethical, trustworthy, and robust outcomes
- Understanding the specific risks in applying different AI models
- Implementing privacy and security measures to ensure information reliability and safe interactions
- Selecting the right combination of AI models

CGI also helps our clients translate AI's potential into tangible and trusted outcomes. Our AI models and technology engineering capabilities, combined with human-centric design principles, deep industry expertise, and track record of delivering large-scale transformational projects, position us as a trusted partner for advising on and operationalizing RAI. For more information on what we do, and how, please visit cgi.com/artificial intelligence.

We are committed to fostering innovation within responsible use guardrails — a pledge building on our work in AI and ML prior to the introduction of GenAI, and continuously reviewed and refined as needed as technologies advance.

CGI's RAI Framework

The advent of GenAI highlighted the need for a universal RAI framework, process, and policies which target addressing the most stringent compliance requirements. RAI is critical because it ensures that AI systems are developed and deployed ethically, transparently, and safely — a necessity for a professional services firm such as CGI whose clients rely on our IT and business consulting services.

We require our RAI Framework to be intuitive, understood by and acceptable to all, and conducive to a safe innovation environment. Research ethics and best practices form the foundation of our framework, which addresses potential AI risks, such as bias, discrimination, and privacy violations, by incorporating fairness, accountability, and governance into AI practices. Our framework also prompts teams to consider the environmental impact of AI solutions in risk mitigation.

Having a robust framework builds trust among users, promotes inclusivity, and prevents unintended consequences that could harm individuals or society. As AI is increasingly used across various sectors to support humans in decision-making processes, ensuring RAI development is essential to safeguard human rights, enhance societal well-being, and maintain public trust in AI technologies, as well as being essential to ensuring a clear business value.

CGI's AI governance and organization model

To mitigate AI risks, CGI established an internal executive-level AI Steering Committee that works with our Strategic Business Unit Presidents, Chief Executive Officer, Chief Operating Officers and Chief Information Officer on a common direction for AI decisions and direction. This group is informed by a centralized global AI Enablement Center of Excellence (CoE), an advisory group of subject matter experts (SMEs) focused on a common approach to select and implement RAI solutions.

The CoE:

- Collaborates with industry and regional experts through a Global AI Cabinet of AI practitioners and SMEs.
- Supports collaboration with CGI's legal, privacy, and security teams to support ongoing AI oversight.
- Stays abreast of global compliance requirements and technology capabilities to ensure our AI use and solution deployment approaches are future proof.

Implemented enterprise wide, CGI's RAI Framework provides policies and processes to protect both internal and client information when using AI technologies, from ideation to operations. For example, we prohibit the sharing of sensitive data on public forums. We apply the same restrictions for using public GenAI tools to avoid the risk of sensitive data being publicly accessible, or for model training.

The development and ongoing evolution of this RAI Framework is a collaborative effort with our privacy, security, and legal teams to ensure our approach to AI risk is streamlined and supported by existing approaches to data and security risk management.

CGI's RAI principles extend the security protocols developed by GenAI and cloud technology vendors, adding a layer of AI best practices to:

- Use leading human design standards to validate the data used for training and the problem statement AI is addressing, as well as the accuracy and relevancy of AI-generated outputs. This also ensures the data used for training is inclusive.
- Ensure AI models address algorithmic limitations such as bias and variance.
- Use secure data pipelines for any data ingested by AI, with sensitive data protections implemented to manage Personal Identifiable Information (PII), intellectual property (IP), and other sensitive or proprietary information.
- Restrict access to any PII through de-identification, masking, and analysis of the risk of reidentification as part of the data ingestion processes. These transformations should be implemented before access by any AI tools or models.
- Ensure data and information storage and data movement are secured within the cloud tenancy and apply access restrictions appropriate to the user level.
- Use secure and encrypted Application Programming Interface (API) calls for AI access to any information or data retained on-premise and apply de-identification to on-premises data where appropriate.
- Ensure the interpretation of AI responses and outputs uses leading human design practices with business and data SMEs to validate accuracy and relevance to business operations. This includes tagging outputs to make users aware when content is AI-generated.
- Include source information in responses as part of the AI outputs, with citations and links to references or documents.
- Monitor AI outputs for relevancy.
- Ensure AI systems and solutions are developed as a support, not a replacement, for human decision-making by keeping humans in the loop and providing ongoing oversight.

CGI continues to monitor our stakeholders, global needs and regional regulatory requirements to adapt our frameworks to be relevant and future-proof as technology and legislation continue to evolve.

Environmental impact of AI

With the growth of AI comes increased energy demand to train and use AI models. Organizations continue to seek greener ways to power AI models to support environmental sustainability.

Committed to building a more sustainable and inclusive world, CGI believes we can achieve both environmental responsibility and technology innovation in tandem. Innovations that produce more efficient algorithms will help mitigate increased demand for energy associated with processing larger scales of information — enabling continued innovation without overly straining infrastructure.

CGI has invested in expertise to help clients improve the efficiency of their own AI systems and solutions, and realize the related benefits of reduced costs and energy consumption. As part of our AI Advisory services, CGI performs assessments demonstrating how our clients can focus their AI projects on the right knowledge and reuse models where possible, ensuring knowledge sovereignty while implementing energy-efficient AI practices. These assessments can help clients reduce their AI-related energy usage by as much as 50%.

We also use AI and related technologies to support environmental sustainability, focusing on areas such as energy optimization, carbon reduction, environmental risk management, and sustainable resource use.

The following examples illustrate how we use AI to help clients use energy more efficiently.

- **Reducing carbon footprints:** CGI DataTwin360 simulates and optimizes energy use across an organization's operations, providing real-time data and carbon accounting. The solution helps companies gain insights into energy consumption patterns to identify inefficiencies and reduce carbon footprints. By using a virtual model or digital twin of their infrastructure, companies can test various scenarios and implement energy-saving measures, minimizing both environmental impacts and costs.
- **Supporting the energy transition:** CGI OpenGrid DERMS (Distributed Energy Resource Management System) allows energy operators to integrate and optimize a variety of renewable energy sources, such as wind, solar, and energy storage systems. This AI-powered solution helps balance energy loads, ensuring a stable supply while minimizing the use of non-renewable energy sources. DERMS also supports energy transition strategies by facilitating the management of decentralized grids.
- **Managing renewable energy assets:** CGI's Renewables Management System (RMS) supports the proactive and efficient management of renewable assets, providing greater insight into operations and analyzing key performance indicators. RMS helps in planning and managing urban renewable energy projects, contributing to smarter city planning and infrastructure management.
- **Supporting ESG reporting:** In the podcast "Embrace 'Green IT,' AI and auditable data to accelerate your ESG journey," our experts discussed trends in ESG reporting and how AI can help organizations proactively prepare for ESG reporting. Examples include using AI for unstructured data analysis of ESG topics and benchmarking industry practices.

CGI also employs AI in environmental monitoring and risk assessment by using all available data and applying the scale and power of AI to model complex scenarios.

- **Mitigating natural disaster impacts:** CGI EnvironmentMonitor360 uses satellite data and AI to help assess and predict the impact of natural events like hurricanes, floods, and wildfires. By analyzing historical and real-time environmental data, CGI enables our clients to develop strategies for mitigating the damage from these events. For example, organizations can use this data to protect critical infrastructure, plan for disaster response, and evaluate long-term environmental changes.
- **Tracking ecosystem changes:** CGI's Earth observation (EO) offering uses satellite imagery to collect data on physical, chemical, and biological systems worldwide. This data helps track changes in ecosystems, such as deforestation, ocean acidification, and the health of carbon-capturing seagrass beds. These insights support policymaking and conservation efforts by providing a scientific basis for protecting biodiversity and managing natural resources sustainably.
- **Using space data to protect natural resources:** In partnership with Ordnance Survey, we've developed an initiative to remotely detect sewage overspill events from space. Using available data from the UK Environment Agency combined with data from CGI, Ordnance Survey, North Devon Biosphere and OpenSource satellite data, the project will use AI to map where pollution incidents have taken place over time using CGI GeoData360.

These AI-driven solutions demonstrate CGI's commitment to using technology to drive meaningful and sustainable environmental outcomes. By combining AI, ML, and EO data, we help clients and our own organization achieve targeted reductions.

Social impact of AI

AI holds immense potential for fostering social impact and promoting well-being on a global scale, as well as addressing the unique challenges of our communities. By using advanced algorithms and data analytics, AI can help identify opportunities, address critical social issues, and enhance the quality of life for diverse populations.

One of the most significant benefits of AI is its role in advancing social equity. AI systems can be designed to ensure fair and unbiased decision-making, providing equitable access to benefits and social support. For instance, AI can analyze data to identify and address disparities in social care and identify risks and solutions within communities. This includes safeguarding children from cyber risks, advancing healthcare intervention and prevention, and identifying evidence-based approaches to reduce crime.

By integrating datasets, AI can predict and mitigate events early in addiction or crisis cycles, preventing trauma and providing effective intervention before any incident occurs. Predictive analytics can help law enforcement agencies prevent crimes and protect vulnerable populations within the communities in which we live and work. Additionally, AI contributes to mental healthcare and treatment by identifying early risks and offering timely interventions, improving access to services.

AI also enhances social program efficiency by automating routine tasks and optimizing resource allocation, improving management and outcomes for beneficiaries. Ultimately, AI can foster a more proactive and preventive approach in social care, leading to better outcomes for citizens and a more equitable distribution of social services.

The following examples illustrate how we help clients use AI to accelerate positive outcomes for communities where we operate:

- Improving fire safety for First Nations communities
- Reviewing CT scans and detecting brain hemorrhages
- Accelerating the identification and accuracy of measuring sleep apnea
- Transforming access to health and well-being services in space and on Earth
- Improving accessibility through assistive technologies and inclusive design
- Integrating crime data to enable strategic scenario planning, e.g., the UK's Safer Streets pilot, which uses a digital twin to integrate data for violence and sexual offenses, with CGI's support
- Building an AI-enabled self-service dashboard for a large global bank to discover internally and take action on any projects that could involve human rights violations

Increasing trust and transparency

The integration of AI with social media and online content introduces significant risks, particularly in the realm of AI-supported fraud. Malicious actors can exploit AI technologies to generate deceptive content, manipulate public opinion, and propagate misinformation at unprecedented scale and speed. These actions can undermine trust in digital platforms and pose serious threats to societal stability.

This has been a focus of compliance guidelines for the responsible use of AI globally and locally in delivering value to our CGI partners and our clients. It is where AI itself offers powerful tools to combat these risks. Advanced AI algorithms can detect anomalous patterns and flag suspicious activities, thereby preventing fraudulent schemes before they inflict widespread harm. Furthermore, AI can enhance transparency by providing clear insights into the provenance and credibility of online information.

For example, CGI partnered with a large global bank to build their sustainable finance platform to enable green financing.

Promoting AI literacy

By promoting AI literacy among citizens, people can become more discerning consumers of digital content and be better equipped to recognize and reject fraudulent or misleading information. This dual approach of using AI for vigilance and fostering public awareness can significantly reduce the incidence of AI-supported fraud and contribute to a more informed and resilient society.

CGI participates in global forums to identify risk mitigation best practices and support efforts to increase AI and data literacy. For example, CGI's commitment to the European Commission (EC) and EU AI Office's AI Pact, in relation to the EU AI Act, includes the core voluntary pledge to promote AI literacy and awareness among workforces, ensuring ethical and responsible AI development. As part of this, we participated in a first session in Brussels to exchange best practices on the topic of AI literacy with the EC, EU AI Office, and other frontrunners in responsible AI.

For employees, AI literacy offers the potential to enhance productivity, efficiency, and collaboration. In 2024, CGI's global AI learning strategy and plan for our consultants and professionals received "Program of the Year" and "Impact" awards from Skillsoft, one of the world's leading providers of organizational learning experiences.

Applying RAI best practice governance for our clients

According to CGI's 2024 Voice of Our Clients research, reflecting in-depth interviews with over 1,800 businesses and IT executives across the industries and geographies we serve, AI governance and ethics are the principles applied most to ensure RAI.

As noted in our internal AI Governance Framework, CGI recognizes that AI governance is essential for global organizations that operate across various sectors. Assisting organizations in establishing AI governance that aligns with their unique organizational needs provides a structured approach to implementing AI initiatives responsibly and ethically.

CGI's best practice AI governance model offering emphasizes responsibility, standardization, and change management, ensuring AI systems align with human values and benefit society sustainably. It includes rigorous use case selection, consistent development approaches, and clear guidelines for reliability testing and privacy and security policies, supporting legal compliance and trustworthy AI systems. This governance is crucial for mitigating risks, securing data and IP, and ensuring AI technologies are ethical, reliable, and beneficial.

Recognizing that AI is a business-critical capability, CGI's AI governance model provides a structure for implementing AI initiatives, accessible to all our consultants and professionals as part of the CGI Management Foundation and management framework for fostering innovation.

Our complementary guidelines on Responsible Use of AI, Responsible Use of Data, and Responsible Use of Cloud Technology outline related policies and processes. CGI's RAI Framework extends the responsible use frameworks developed by GenAI technology vendors, which can be made project specific. These guardrails provide direction on data protection and GenAI, specifically around public GenAI risks, securing data, and IP with GenAI for business use.

Our federated approach to AI governance

CGI uses the power of our proximity model (where we embed operations within our clients' metro markets) to develop a federated approach to AI governance. A centralized Global AI Enablement CoE ensures consistency in the deployment of AI platforms, services, and solution delivery. This team both supports and is supported by a network of proximity-based AI experts across the company.

CGI's federated AI governance model offers central oversight with local adaptability, ensuring consistent and ethical AI use across diverse industries and regulations. This model enhances AI implementation flexibility, fosters innovation, and applies regional insights for effective project execution. Our approach promotes AI literacy and robust risk management, ensuring responsible deployment of AI technologies globally.

Advising clients on establishing AI governance

We extend our robust AI governance model as a comprehensive offering to our clients, enabling them to harness the transformative power of AI responsibly and effectively. By providing our expertise and proven methodologies, CGI helps organizations establish and implement their own AI governance structures, tailored to their specific operational contexts and regulatory environments.

This consultative approach ensures clients benefit from our deep understanding of ethical AI practices, risk management, and compliance, thus fostering trust and driving sustainable innovation. Our dedicated AI experts collaborate closely with client teams to integrate governance principles seamlessly into their AI strategies, empowering them to achieve their desired business outcomes while adhering to high standards of accountability and transparency.

Two examples of where CGI provided our AI governance advisory to clients:

- CGI supported a Canadian health organization in establishing safeguards by developing scenarios in which AI and research may expose privacy and security risks. By identifying use cases and personas, CGI facilitated the implementation of mitigation measures and controls to protect personal and proprietary information, as well as to ensure safeguards were in place to escalate risks before an issue occurred. Risk mitigations included a combination of policy development, technical security solutions, and access and authentication controls, ensuring data could be used for innovation on a need-to-access basis.
- CGI supported an international transportation organization in developing an end-to-end approach to AI governance, risk management, and AI use case identification. By establishing a clear foundation for decision-making, and an AI CoE and target operating model, the organization could strategize and accelerate high-priority AI use cases to increase efficiencies and improve safety and logistics.

CGI's Commitment to using AI for good

CGI's commitment to RAI is evident in our comprehensive and structured approach, which fosters innovation while applying the guardrails underlying our RAI Framework and collaborative AI governance.

By establishing clear guidelines, principles, and processes, CGI ensures AI technologies are deployed using our end-to-end RAI life cycle and risk mitigation approach. By validating alignment to the business problem statement throughout the AI development life cycle, we help ensure our AI solutions and tools are used ethically, reliably, and sustainably. This meticulous attention to governance not only mitigates risks and protects data and IP, but also aligns AI initiatives with human values, thereby fostering trust and accountability for all our stakeholders.

Ongoing AI governance is central to CGI's strategy, driving consistency and innovation across diverse sectors.

CGI's dedication to using AI for good is reflected in our efforts to address the societal impacts and benefits of AI. By considering environmental sustainability and social responsibility in our development of AI solutions, we demonstrate a profound commitment to use AI for the betterment of society.

Success stories from various sectors underscore the transformative power of RAI practices. As CGI continues to champion ethical AI, we pave the way for a future where AI drives innovation and efficiency and contributes positively to the global community.

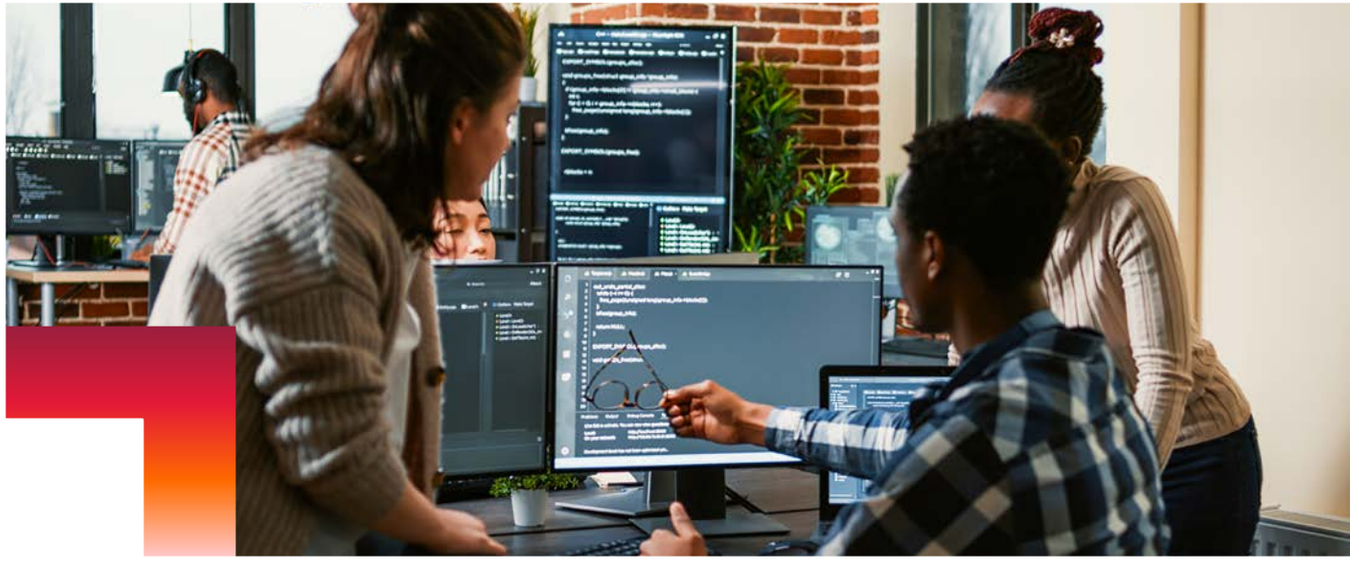
Next steps

Looking ahead to 2025, we are further developing these foundational principles and applying them to deliver the highest quality AI solutions that support human decision-making. By advancing our federated AI governance model, we will ensure consistent oversight and ethical use of AI across various industries and global regions.

Our commitment to using AI for good remains steadfast, as we strive to create solutions that positively impact society, address environmental concerns, and uphold ethical standards, ultimately fostering trust and delivering transformative outcomes.

Our strategic initiatives include enhancing the AI literacy of our vast network of clients and within CGI, fostering innovation through localized insights, and reinforcing robust risk management practices.

We will continue to collaborate closely with regulatory committees on future-proofing AI compliance guidelines, growing our AI competencies, and supporting our clients in using AI to improve efficiencies and reduce risk. In this way, CGI will ensure that our AI solutions not only drive efficiency and innovation, but also adhere to the highest standards of accountability, transparency, and social responsibility.



Sustainable IT

Our commitment

CGI continually strives to address the environmental and social challenges of digital technology by raising awareness and applying sustainable IT practices in our operations and in our work with clients.

Across multiple fronts, we leverage our expertise and industry partnerships to mitigate the growing negative impacts of technology.

Strategy

Our strategy integrates eco-design and circular economy principles from concept to design, manufacturing, use, and end-of-life repurposing. CGI's iterative approach to evaluation and enhancement, coupled with R&D investment, informs our choice of energy-efficient subcomponents. The resulting innovative and efficient business solutions lower energy consumption, reduce CO_2e emissions, and optimize the IT equipment life cycle.

Operationally, CGI applies sustainable development practices that reduce energy and water consumption related to our digital data services (i.e., data centers, servers, and transmission networks), without compromising our quality of service. To achieve our goal of sustainable data centers, we follow a water management strategy that maximizes efficiency while minimizing water use and pollution.

We also extend the life span of our IT assets through e-waste management procedures that include refurbishing, recycling, and energy recovery.

Internal awareness and training initiatives include Sustainable IT Awareness e-learning, deployed across our Western and Southern Europe (WSE) Strategic Business Unit (SBU) in 2021. As of September 2024, 88% of the SBU's consultants and professionals received this training.

This year, CGI in France introduced an eco-design training program consisting of four half-day courses. Each course starts with the essentials of sustainable digital design and then delves into four main business profiles: functional contributors, developers, architects, user experience/user design advisors, and those with cross-functional technical roles.

Our operations in France and Canada also provide support to our Partners for the Institute for Sustainable IT (ISIT) Certificate of Knowledge exam. Following a successful pilot with 130 participants in November 2023, all CGI Partners in France working on projects who match the training profile will undergo this instruction by the end of 2026. We are currently adapting modules tailored to other roles and to our Canada SBU.

The new PLENR Training platform, CGI's first eco-designed solution, features eco-design challenges and quizzes. Sustainable IT fresks[1] (The Digital Collage), interactive workshops organized in Canada and France on a regular basis (including on World Environment Education Day) explored the impact of the IT world on climate change and our ability to make a difference. In 2024, CGI's Canada SBU organized internal Sustainable IT fresks facilitators to expand rollout across Canada.

These collective measures and activities contribute to our commitment to reduce our emissions, promote awareness and engagement of CGI Partners, and build our expertise.

We committed to training 9,000 CGI Partners in France in sustainable IT and eco-design by 2026.

Governance

Across our WSE SBU, a network of CGI professionals and consultants advise on and manage the development of expertise and related actions (e.g., monitoring, R&D, capitalization, and community engagement) that support our sustainable IT strategy.

In our Canadian SBU, an ESG Council oversees the strategy and business development of sustainable IT services.

In 2024

88%

of CGI Partners in our WSE SBU completed Sustainable IT Awareness e-learning

8% in 2023

Target

100%

by year-end 2026

(1) Sustainable IT fresk refers to a collaborative workshop that educates participants on the environmental impacts of digital technologies and promotes sustainable practices in the IT sector.

Strategic partnerships

CGI leverages strategic partnerships and networks to share resources and achieve more impactful outcomes.

Pooling technology and expertise promotes efficient, innovative co-creation. Sharing risks encourages the pursuit of more ambitious projects and accelerates progress. Sustainable IT solutions often require large-scale implementation to be effective. Collaborations allow for scaling solutions more quickly and broadly, ensuring a greater positive impact.

CGI's strategic partnerships include:

- ISIT France — Member, signatory of the Sustainable IT Charter, and contributor to several working groups that produce tools and frameworks, including our role in the WeNR and GR491 pilots, and a project to help schools develop sustainable IT courses
- Alliance Green IT (link in French) — Member and contributor to various working groups
- Good In Tech — Partner and founding patron of the Good In Tech Chair, launched in 2019
- Planet Tech'Care — Member and manifesto signatory
- AFNOR — Working group participant and financial sponsor of the GE ECO SN (groupe d'experts Écoconception des services numériques—Ecodesign of digital services expert group) that follows the ISO/IEC JTC 1/SC 39/WG 4 Écoconception des services numériques (Ecodesign of digital services), on the project ISO/IEC TS 20125, and contributor to a general framework for frugal AI.

Certifications

Awarded the Sustainable IT Level 1 label by Agence LUCIE in 2022, CGI advanced to Level 2 certification in 2024 following an external audit that covered five topics: governance and strategy, training, cross-functional approaches, users, and organizations. The distinction, achieved in France, Luxembourg, Morocco, Romania, and Switzerland, marks an important milestone for CGI, as we are the first digital services company, with over 5,000 employees, to achieve this level of certification.

Since the introduction of preparatory training in 2021. Many CGI Partners have received the ISIT Sustainable IT Certificate of Knowledge, and the ISIT Certificate of Sustainable Design.

Evaluation standards and procedures

IT life cycle assessment

All IT products purchased by CGI must meet criteria that address sustainability impact, from initial material extraction to end-of-life.

As a global company, we respect the leading eco-label certifications applied in the different geographic regions where we operate. For hardware (computers, servers), this includes CE, ENERGY STAR, EPEAT, and TCO.

Our data centers use the Green Grid's Power Usage Effectiveness (PUE) metric to measure energy efficiency. We consistently achieve a target PUE ratio below 1.5, a benchmark that distinguishes today's most energy-efficient data centers.

Proper management of our waste electrical and electronic equipment (WEEE) involves practices that extend the life of our IT equipment through renewal and repair. We also use the WeNR tool to measure our annual carbon footprint.

Eco-design

We evaluate our initiatives and assist clients in green coding — the use of eco-design best practices to optimize front- and back-end development of digital services.

As a proof of concept, our team in Canada analyzed the code of 72 applications to measure their environmental impacts using CAST's Application Intelligence Platform's Green IT Index.

Infogreen Factory in Montpellier, France, selected CGI as their partner to train professionals at Credit Agricole Technologies et Services in eco-design.

We have developed an eco-design audit grid that helps us enhance sustainable IT in client projects.

CANADA

Taking Ubisoft's ambitious Green IT strategy to the next level

With the goal of achieving carbon neutrality by 2030, Ubisoft, one of the world's leading video game publishers and distributors, approached CGI to assess the maturity of their Green IT program and identify opportunities to take their strategy to the next level. Our mandate also included the objective to increase overall visibility of sustainable IT practices within Ubisoft.

Applying a framework developed by our Digital Innovation Center in France, we assessed environmental initiatives related to digital services, equipment, and accessibility in four areas: strategy and governance, communication and training, digital equipment life cycle, and digital services life cycle.

Outcomes delivered

- Revealed that Ubisoft's Green IT strategy is relatively mature
- Provided clarity and insight on their strategy's strengths and areas of improvement
- Enabled Ubisoft to reinforce Sustainable IT initiatives and priorities according to the capabilities of their different studios and business lines
- Facilitated prioritization by assessing potential leverage effect, implementation effort, and avoided impact for each recommendation

Learn more

FRANCE

Industry leader in sustainable mobility solutions

Eco-design

To help our client's IT Department assess and reduce their environmental footprint, CGI carried out an eco-design audit, with a 360-degree view of the technical and functional scopes. These efforts helped to highlight areas for improvement, which CGI proposed in an action plan.

We used the CGI Responsible Design Diagnostic Tool, based on the GR491 reference framework, to carry out this eco-design diagnosis. This reference framework covers all digital professions and phases in the life of a project. The tool consists of a questionnaire completed by CGI consultants during workshops with relevant stakeholders, as well as maturity graphs and GR491 compliance scores.

In addition to the information gathered, the CGI diagnostic tool is enhanced with appropriate tools, analyses and measurements of the client's application (weight, consumption, most visited pages, etc.) as well as an analysis of the code.

Outcomes delivered

- Compliance with the LCA methodology recommended by the European Commission (PEF 3.0) and internationally (ISO 14040/44)
- Calculation based on the most complete and recent data on the market (NegaOctet, Ecoinvent and ResilioDB) as well as on 16 environmental indicators
- Calculation of the application's environmental footprint, accessible in the RESILIO Tech tool
- Recommendations to build an action plan to reduce environmental footprint

FRANCE

Global power company

Collaboration

Producing low-carbon energy is at the heart of one of the world's largest power company's strategy to build a net zero energy future. To support their strategy, CGI collaborated with the client to deploy a pragmatic action plan to reduce the environmental footprint of the company's services.

This plan includes:

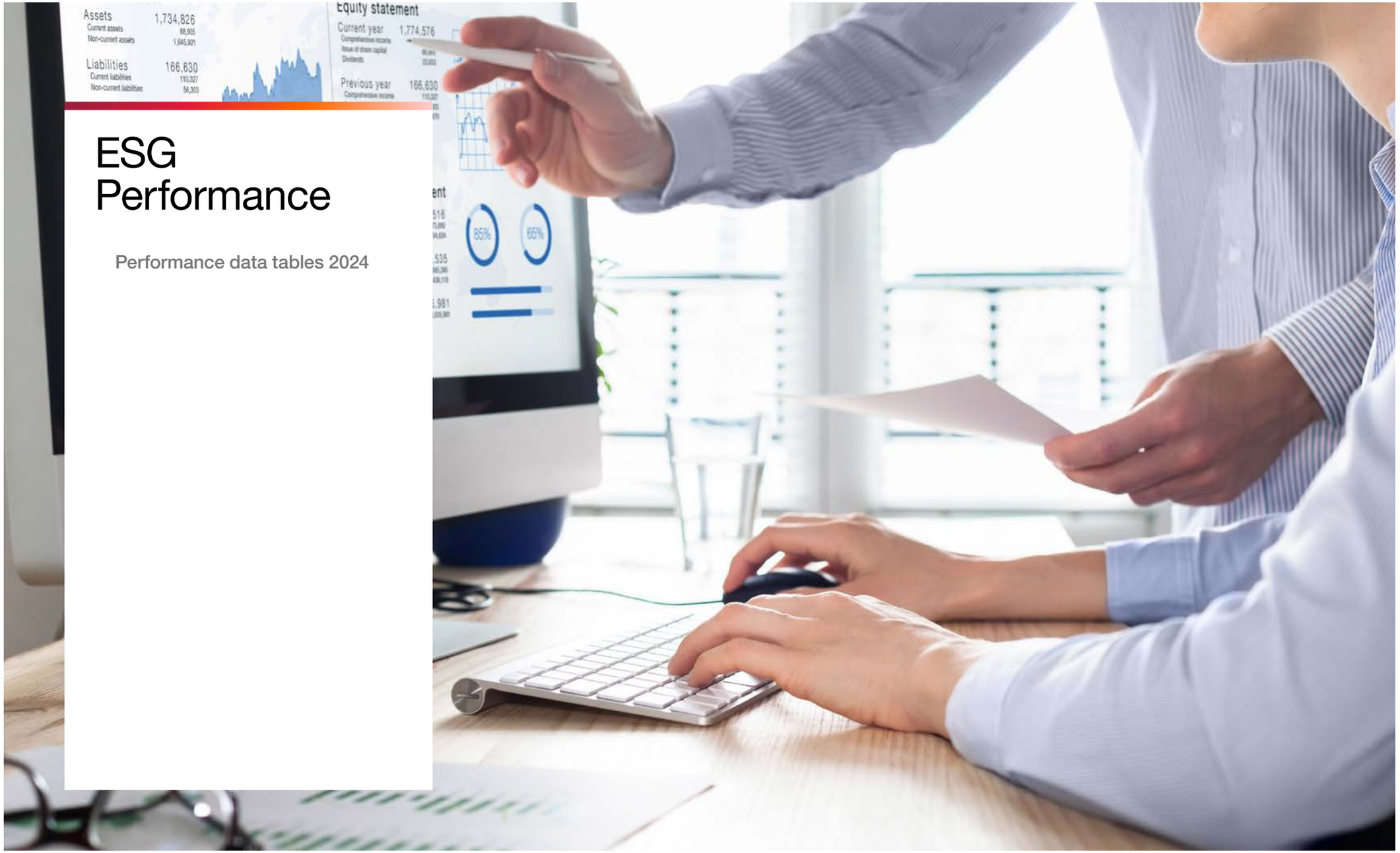
- Training CGI Partners working on the client's software
- Implementing eco-design recommendations within CGI's project practices
- Assessing eco-design maturity and environmental footprints

Outcomes delivered

- Implementation of a low carbon digital progress plan to reduce the carbon footprint of CGI's services delivered to the client
- Calculation of the carbon footprint for each project and development of a dedicated action plan for reduction
- Eco-design and green coding training for all CGI Partners and client employees working on projects
- Reduction in the volume of IT equipment and lifespan extension
- Measurement of eco-design scores and creation of action plans to improve the score of each project

ESG Performance

Performance data tables 2024



Performance data tables 2024

Our 2024 performance data tables are aligned to the Sustainability Accounting Standards Board (SASB) used by the software and IT services industry and to the Global Reporting Initiative (GRI).

ENVIRONMENT

	F2019	F2020	F2021	F2022	F2023	F2024
Workforce covered with environmental management system certified to ISO 14001	31.7%	32.9%	31.2%	35.0%	41.7%	41.5%
Operational sites for which an environmental risk assessment has been conducted	—	—	—	—	—	43.0%(1)
% of the total workforce who completed the ESG-learning including environmental issues	—	—	—	—	26.8%	39.2%
GREENHOUSE GAS EMISSIONS			METRIC TONS OF CO_2e(2)			
Change in total carbon emission compared to fiscal 2019 baseline	—	–33.5%	–57.2%	–46.6%	–41.6%	–47.3%
Market based emission intensity (metric tons of CO_2e/employee)	1.31	0.89	0.54	0.60	0.65	0.59
Scope 1(3)	24,620	18,714	14,761	16,856	16,435	16,031
Scope 2(4) market based	41,346	30,774	24,813	23,476	17,321	14,640
Scope 2 location based	47,627	36,393	30,788	30,505	29,247	28,622
Scope 3(5)	35,565	18,064	3,861	13,846	25,566	22,862
Total emissions (tCO_2e) market based	101,531	67,552	43,435	54,178	59,322	53,533
Total emissions (tCO_2e) location based	107,812	73,171	49,410	61,207	71,248	67,515
GREENHOUSE GAS EMISSIONS BY MAIN SOURCES			METRIC TONS OF CO_2e			
Travel(6)	54,115	31,162	13,066	25,074	37,761	36,212
Offices	37,612	29,270	25,258	25,265	19,629	16,975
Data centers(7)	9,804	7,120	5,111	3,839	1,932	346

(1) Change of methodology
(2) CO_2e (carbon dioxide equivalents) is a unit that makes it possible to compare the climate effects of different types of GHGs by expressing the emissions as equivalent to carbon dioxide. tCO_2e means tons of CO_2e
(3) Scope 1: CO_2e direct emissions
(4) Scope 2: CO_2e indirect emissions from purchased energy
(5) Scope 3: Other indirect emissions. Only includes travel and waste.
(6) Includes business travel and company-owned and leased vehicles.
(7) Emissions calculated on our fiscal year basis.

Performance data tables 2024

	F2019	F2020	F2021	F2022	F2023	F2024
ENERGY (SCOPES 1 and 2)						
Total energy consumption (MWh)	332,142	267,840	230,946	234,685	223,789	212,270
Total energy consumption (Gigajoule)	1,195,711	964,224	831,406	844,866	805,640	764,172
% of energy consumption reduction from baseline 2019	—	–19.4%	–30.5%	–29.3%	–32.6%	–36.1%
Energy intensity (total energy gigajoule/employee)	15.4	12.7	10.4	9.4	8.8	8.5
Total fuel consumption from non-renewable sources (MWh)	104,832	81,031	64,858	73,152	70,814	68,306
Total electricity consumption (grid + renewable) (MWh)	216,878	177,668	156,279	151,772	145,099	137,501
Total district heating consumption (MWh)	8,221	7,157	8,681	8,067	7,152	5,712
Total district cooling consumption (MWh)	2,212	1,985	1,128	1,693	724	751
% of renewable energy	30.6%	33.9%	35.1%	35.8%	44.2%	49.2%
% of renewable electricity	46.8%	51.0%	51.8%	55.3%	68.2%	75.9%
OFFICES						
Total energy consumption (MWh)	154,992	126,673	114,267	113,943	105,919	97,354
Total electricity consumption (grid + renewable) (MWh)	114,983	89,606	76,458	75,105	74,808	72,671
% of energy consumption reduction from baseline 2019	—	–18.3%	–26.0%	–26.5%	–31.7%	–37.2%
% of renewable electricity	32.1%	37.7%	33.5%	35.0%	53.6%	61.1%
DATA CENTERS						
Total energy consumption (MWh)	101,970	87,946	79,642	75,907	68,261	61,109
Total electricity consumption (grid + renewable) (MWh)	101,682	87,326	78,996	75,205	67,678	60,420
% of energy consumption reduction from baseline 2019	—	–13.8%	–21.9%	–25.6%	–33.1%	–40.1%
% of renewable electricity[1]	63.5%	65.2%	70.1%	76.6%	86.9%	99.3%
Average power usage effectiveness (PUE)	1.61	1.52	1.50	1.51	1.53	1.48
WASTE						
Total general waste generated (Metric tons)	—	—	—	—	943	932
General waste reused/recycled/compost	—	—	—	—	60%	74%
Total general waste emissions (Metric tons of CO_2e)	—	—	—	—	149	86
Total e-waste generated (Metric tons)	194	113	116	109	117	121
E-waste reused/recycled	82%	93%	90%	90%	92%	87%
Total e-waste emissions (Metric tons of CO_2e)	4	2	2	2	2	1

(1) Include Scope 2 electricity consumption only, excluding diesel emissions related to backup power.

Performance data tables 2024

	F2019	F2020	F2021	F2022	F2023	F2024
TOTAL VOLUME OF MATERIAL USED			METRIC TONS			
Volume of paper purchased	139	101	63	25	43	34
TOTAL WATER CONSUMPTION						
Total water used (million cubic meters)	0.197	0.147	0.129	0.107	0.219	0.165
Water intensity (cubic meters/employee)	2.5	1.9	1.6	1.2	2.4	1.8

Performance data tables 2024

GREENHOUSE GAS EMISSIONS BY COUNTRY	F2019	F2020	F2021	F2022	F2023	F2024	vs. 2019
			METRIC TONS OF CO_2e[1]				
Australia	1,271	697	361	484	527	271	–78.7%
Belgium	1,271	810	609	624	615	507	–60.1%
Brazil, Colombia, Italy, Mexico, Romania and Switzerland	598	165	57	93	83	101	–83.1%
Canada	11,232	8,996	7,158	9,074	8,493	7,126	–36.6%
Czech Republic, Hungary and Slovakia	843	628	615	743	391	278	–67.0%
Denmark	1,145	671	440	504	606	239	–79.1%
Finland	3,185	1,850	698	1,083	1,615	1,243	–61.0%
France	6,076	3,488	1,791	3,144	3,777	2,964	–51.2%
Germany	10,297	8,171	7,484	8,097	7,630	6,799	–34.0%
India	16,979	9,076	4,644	5,638	6,997	8,884	–47.7%
Luxembourg	728	466	424	395	282	261	–64.1%
Morocco	937	874	552	862	1,037	718	–23.4%
Netherlands	7,289	4,430	2,763	3,386	4,034	4,407	–39.5%
Norway	752	450	38	157	202	148	–80.3%
Philippines and Malaysia	1,958	1,178	650	898	287	406	–79.3%
Poland, Latvia, Lithuania and Estonia	1,005	935	755	695	808	764	–23.9%
Portugal	3,349	2,668	1,970	2,489	3,411	2,657	–20.7%
Spain	359	195	120	319	461	312	–13.1%
Sweden	2,021	1,119	230	517	1,027	818	–59.5%
UK	7,004	4,030	1,901	3,039	3,882	2,528	–63.9%
U.S. CSG	14,332	10,182	4,539	4,853	6,614	6,246	–56.4%
U.S. Federal	8,901	6,473	5,636	7,084	6,543	5,856	–34.2%
Total Net Emissions	**101,532**	**67,552**	**43,435**	**54,178**	**59,322**	**53,533**	**–47.3%**

(1) CO_2e (carbon dioxide equivalents) is a unit that makes it possible to compare the climate effects of different types of GHGs by expressing the emissions as equivalent to carbon dioxide.

Performance data tables 2024

KPI	CGI	Australia	Belgium	Brazil, Colombia, Italy, Mexico, Romania & Switzerland	Canada	Czech Republic, Hungary & Slovakia	Denmark	Finland	France	Germany
GREENHOUSE GAS EMISSIONS BY SCOPE F2024					METRIC TONS OF CO_2e					
Scope 1	**16,031**	**14**	**501**	**69**	**2,402**	**126**	**73**	**275**	**962**	**4,731**
Company owned & leased vehicles (fuel)	12,205	14	425	62	180	111	68	264	962	4,315
Offices and data centers (diesel oil, natural gas)	3,826	—	76	7	2,222	15	5	11	—	416
Scope 2 – Market based (Electricity, district heating & district cooling)	**14,640**	**110**	**1**	**3**	**847**	**15**	**70**	**170**	**109**	**863**
Offices	13,235	89	0	3	846	0	65	138	93	218
Data centers	173	21	—	—	0	15	0	0	6	0
Electric company owned & leased vehicles	1,232	—	1	—	1	—	5	32	10	645
Scope 2 – Location based (Electricity, district heating & district cooling)	***28,622***	***144***	***10***	***29***	***1,239***	***445***	***109***	***848***	***494***	***1,442***
Scope 3	**22,862**	**147**	**5**	**29**	**3,877**	**137**	**96**	**798**	**1,893**	**1,205**
Air Travel	16,944	134	4	21	3,441	108	41	590	1,159	788
Rail Travel	580	3	0	3	40	10	3	3	39	179
Road Travel	5,251	10	1	5	347	19	52	205	685	237
Waste	86	0	0	0	49	0	0	0	10	1
Total net emissions	**53,533**	**271**	**507**	**101**	**7,126**	**278**	**239**	**1,243**	**2,964**	**6,799**
Emission intensity (total net emissions CO_2e/employee)	0.59	1.23	3.17	0.32	0.60	0.28	0.68	0.33	0.22	1.42
Total Location Based Emissions	**67,515**	**305**	**516**	**127**	**7,518**	**708**	**278**	**1,921**	**3,349**	**7,379**
ENERGY F2024 (SCOPES 1 & 2)										
Total energy consumption (MWh)	212,270	261	2,194	389	53,580	1,662	1,282	12,235	11,217	23,537
% of energy consumption reduction from baseline 2019	–36.1%	–82.7%	–56.8%	–86.5%	–42.1%	6.7%	–59.1%	–32.9%	–38.4%	–23.9%
% of renewable energy	49.2%	26.7%	2.8%	23.3%	71.3%	66.9%	34.4%	79.3%	51.0%	6.7%
% of renewable electricity	75.9%	34.0%	90.7%	81.9%	91.9%	98.0%	88.7%	95.5%	84.1%	47.3%
Offices										
Total energy consumption (MWh)	97,354	179	479	147	25,595	659	916	3,061	6,561	4,430
% of renewable electricity	61.1%	39.1%	100%	82.0%	77.2%	100%	97.3%	99.8%	87.5%	99.9%
Data centers										
Total energy consumption (MWh)	61,109	26	—	—	27,216	557	43	7,641	560	—
% of renewable electricity[1]	99.3%	0%	—	—	100%	95.9%	100%	100%	74.5%	—

(1) Include Scope 2 electricity consumption only, excluding diesel emissions related to backup power.

Performance data tables 2024

KPI	CGI	India	Luxem-bourg	Morocco	Nether-lands	Norway	Philip-pines & Malaysia	Poland, Latvia, Lithuania & Estonia	Portugal	Spain	Sweden	United Kingdom	U.S. CSG	U.S. Federal
GREENHOUSE GAS EMISSIONS BY SCOPE F2024								METRIC TONS OF CO_2e						
Scope 1	**16,031**	**971**	**253**	**105**	**2,818**	**25**	**17**	**122**	**1,233**	**69**	**92**	**563**	**349**	**261**
Company owned & leased vehicles (fuel)	12,205	915	253	105	2,764	6	17	122	1,233	69	80	240	—	—
Offices and data centers (diesel oil, natural gas)	3,826	56	—	—	54	19	—	—	—	—	12	323	349	261
Scope 2 – Market based (Electricity, district heating & district cooling)	**14,640**	**3,691**	**3**	**558**	**574**	**0**	**259**	**488**	**966**	**33**	**30**	**65**	**2,084**	**3,701**
Offices	13,235	3,691	0	558	42	0	259	486	835	33	29	65	2,084	3,701
Data centers	173	—	—	—	0	0	—	—	131	0	0	0	0	—
Electric company owned & leased vehicles	1,232	—	3	—	532	—	—	2	—	—	1	—	—	—
Scope 2 – Location based (Electricity, district heating & district cooling)	***28,622***	***7,369***	***5***	***587***	***1,014***	***9***	***999***	***342***	***445***	***60***	***140***	***2,864***	***5,036***	***4,992***
Scope 3	**22,862**	**4,222**	**5**	**55**	**1,015**	**123**	**130**	**154**	**458**	**210**	**696**	**1,900**	**3,813**	**1,894**
Air Travel	16,944	4,024	2	53	392	104	115	114	171	150	472	380	3,452	1,229
Rail Travel	580	75	2	0	1	5	4	11	5	26	0	147	16	8
Road Travel	5,251	107	1	1	622	14	11	29	281	34	224	1,371	341	654
Waste	86	16	0	1	0	0	0	0	1	0	0	2	4	3
Total net emissions	**53,533**	**8,884**	**261**	**718**	**4,407**	**148**	**406**	**764**	**2,657**	**312**	**818**	**2,528**	**6,246**	**5,856**
Emission intensity (total net emissions CO_2e/employee)	0.59	0.47	1.67	0.64	1.79	0.36	0.20	0.84	1.09	0.22	0.24	0.39	0.90	0.81
Total Location Based Emissions	**67,515**	**12,562**	**263**	**746**	**4,847**	**157**	**1,146**	**618**	**2,136**	**339**	**928**	**5,327**	**9,198**	**7,147**
ENERGY F2024 (SCOPES 1 & 2)														
Total energy consumption (MWh)	212,270	13,876	1,071	1,190	15,454	1,449	1,510	1,399	7,823	625	12,695	16,532	16,042	16,247
% of energy consumption reduction from baseline 2019	–36.1%	–39.8%	–62.1%	–23.8%	–31.5%	–17.5%	–37.6%	–13.1%	–26.8%	–16.4%	–39.5%	–46.9%	–16.9%	–21.1%
% of renewable energy	49.2%	39.7%	1.6%	0%	10.0%	92.8%	70.2%	0%	13.2%	36.8%	76.5%	82.7%	52.1%	30.1%
% of renewable electricity	75.9%	54.9%	37.0%	0%	45.2%	100%	73.6%	0%	36.6%	66.1%	99.3%	98.8%	58.3%	32.7%
Offices														
Total energy consumption (MWh)	97,354	10,233	19	774	1,544	539	1,440	895	1,664	272	5,434	8,628	7,639	16,246
% of renewable electricity	61.1%	54.9%	100%	0%	98.3%	100%	73.5%	0%	6.8%	57.4%	100%	97.6%	0%	32.7%
Data centers														
Total energy consumption (MWh)	61,109	—	—	—	701	884	—	—	1,166	74	6,882	6,956	8,403	—
% of renewable electricity[1]	99.3%	—	—	—	100%	100%	—	—	79.2%	100%	100%	100%	100%	—

(1) Include Scope 2 electricity consumption only, excluding diesel emissions related to backup power.

Environmental emissions methodology

To ensure our organization aligns with the highest environmental and social standards in our emissions reporting, CGI adheres to the Greenhouse Gas (GHG) Protocol Corporate Accounting and Reporting Standard, the Scope 2 Guidance (an amendment to the Corporate Standard), and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard. These leading sources provide a comprehensive global standard for quantifying and managing GHG emissions across Scopes 1, 2, and 3.

CGI complies with the Global Reporting Initiative Standards (GRI), which guides our sustainability reporting and enables us to transparently disclose our economic, environmental, and social impacts. Our practices also align with Sustainability Accounting Standards Board (SASB) guidelines and standards, ensuring the disclosure of material sustainability information relevant to our industry, our stakeholders and the United Nations (UN) Global Compact.

Our fiscal year reporting covers sites over which CGI has operational control. These include:

- Owned, leased, or rented properties and data centers (including outsourced or co-located data centers)

Emissions from the following sites are excluded from CGI's Scope 2 reporting and our ISO 14001 environmental management systems (EMSs):

- Areas that are fully or partially sublet
- Shared serviced offices, small offices, and data centers where CGI has no operational control over energy consumption, hardware (contract and IT), and public cloud services

For reported Scopes 1, 2, and 3 emissions, the carbon dioxide equivalent (CO_2e) includes carbon dioxide (CO_2), nitrous oxide (N_2O), and methane (CH_4) emissions.

We calculate CO_2e emissions using the Global Warming Potential values established in UN Intergovernmental Panel on Climate Change (IPCC) Assessment Reports (ARs). For all methodologies, the approach is either Embedded AR (AR4/AR5/AR6) or Applied AR (AR4/AR5/AR6).

Going forward, we aim to use factors from the AR6 Synthesis Report: Climate Change 2023 that enhance GHG reporting quality and reliability, thus supporting global efforts to address climate change more effectively once they are applied by the respective organizations like the French Environment and Energy Management Agency (ADEME) or Department for Environment, Food and Rural Affairs (DEFRA).

We apply the appropriate emission factors to actual or estimated activity data (e.g., energy consumption, fuel use). Emission factors are reviewed and updated annually, where applicable.

Scope 1 emissions

Scope 1 stationary fuels include diesel fuel used in backup generators and natural gas consumed at CGI sites.

Diesel backup generators are used at certain offices in India and at data centers where we have operational control. CGI obtains diesel consumption data from invoices and measures units in liters. As we gather real data from generator testing and from actual power failures, no estimates are required.

We determine natural gas consumption at U.S., Canadian, and European sites, based on invoices, where available. Where natural gas consumption data is unavailable (either for specific months or the entire reporting year), we use the intensity factor defined by the U.S. Energy Information Administration 2018 Commercial Buildings Energy Consumption Survey. For Canada and some European regions, our estimate is based on the average intensity factor calculated from the data provided by the landlords or the energy providers and the actual leased area to be estimated.

Scope 1 fuels for company-owned and leased vehicles include gasoline and diesel.

We track fuel consumption from car leasing companies or from claims submitted via CGI's internal expense tool. Units are typically measured in liters. Where real data is unavailable, we estimate usage based on the prior month's consumption. Occasionally, we receive distance details of our car fleet. By applying the appropriate mileage conversion factor, we determine the liters of fuel consumed. In exceptional cases, we use the country's real cost of fuel to convert the monetary value submitted into liters.

Emission factors

- **Germany** — for the natural gas emissions calculation, we source the emission factors from the central environmental agency (UBA)
- **In the Netherlands** — for the natural gas, we source the emission factors from CO_2emissiefactoren

We apply the emission factors from the GHG Protocol and DEFRA to calculate the remaining Scope 1 emissions.

Scope 2 emissions

Scope 2 purchased electricity covers the electricity used at CGI offices and data centers, either purchased by us as the contract owner or supplied by building management (contract owner) for direct on-site use. To capture accurate usage data, we use invoices, where available, to document actual kilowatt hours (kWh) electricity consumption.

CGI relies on the following estimation methodology where actual consumption data is unavailable. We arrive at an average intensity factor (kWh/square feet) by using real figures from CGI sites. We source data from the same country, during the same time period, using the same type of energy (electricity only, electricity and gas, electricity and district cooling, or district heating). Our estimates also incorporate seasonal variations, which differ from country to country.

To meet CGI's sustainability goals, we are considering various renewable energy sourcing options, including Power Purchase Agreements (PPAs), Virtual Power Purchase Agreements (VPPAs, direct contracts with providers, and unbundled Energy Attribute Certificates (EACs).

We are actively exploring renewable electricity sources to power our offices, including wind, solar, hydro, geothermal, biomass, and other sustainable energy options. This includes the purchase of EACs to track and verify our commitment to sourcing green energy, such as Guarantees of Origin (GOs) for Europe, Renewable Energy Certificates (RECs) for Canada and the U.S., India RECs, Renewable Energy Guarantees of Origin (REGO) systems for the UK and International RECs (I-RECs) for other countries.

Electricity from these renewable energy sources is considered zero emissions (including wind, solar, hydro, geothermal, and biomass) in CGI's market-based reporting.

Emission factors

Location-based grid electricity references:

- **UK** — DEFRA
- **U.S.** — Environmental Protection Agency
- **Canada** — National Inventory Report
- **Australia** — National Greenhouse Accounts
- **All other countries** — International Energy Agency

We apply these location-based emission factors for the calculation of emissions related to Scope 2 electricity consumption of CGI's electric vehicle fleet (offsite charging).

Market-based grid electricity references:

- **India** — Ministry of Power Central Electricity Authority
- **Finland** — Finland's national statistical institute
- **Other European sites** — Association of Issuing Bodies
- **All other countries** — Location-based calculations (specific market-based emission factors unavailable)

District heating and cooling:

- **France** — ADEME
- **Finland** — Finland's national statistical institute
- **Netherlands** — CO_2emissiefactoren
- **Germany** — UBA
- All other countries: as specific emission factors are not available, we apply electricity location-based emission factors

Scope 3 emissions

Business travel

For air and rail travel, CGI receives data from two internal tools.

Internal booking travel service

Data is extracted from a third-party travel management company tool that includes the total direct distance traveled per trip for business travel and the associated travel class (economy, premium economy, business, or first).

Internal expense tool

Data capture includes the cost of all travels and the class for air and rail travels. By applying conversion rates we estimate the distance.

Other modes of transport are either calculated based on cost which is then converted into a distance equivalent or on direct distance submitted through CGI's internal expense tool. This method ensures that all modes of transport (e.g., taxis, rental cars) are accurately accounted for in our reporting.

Emission factors

- Air travel: we apply the DEFRA emission factors. Emissions are calculated based on the cabin class and distance traveled, using emission factors that do not account for radiative forcing associated with condensation trails.
- National rail in Finland, the Netherlands and Sweden emission factor is updated as zero (carbon neutral trains) based on the local sources.
- National Rail in France — ADEME.

- Light rail and trams in the Netherlands and Sweden are updated as zero (carbon neutral trams).
- Morocco — National Office of Railways of Morocco.
- For public transportation travel emissions under Scope 3, we use DEFRA emission factors for Europe.
- We use GHG Protocol emission factors for Asia, North America, and other regions.

Paper, waste and water

CGI reports on two categories of waste:

- Hazardous — waste from electrical and electronic equipment
- Nonhazardous — general waste from offices like paper, aluminum, plastic or organic waste

We receive real consumption data and report units in kilograms. Where information is available, we classify the treatment type as recycled, reused, incinerated (with energy recovery or without energy recovery), or landfilled. Where information is unavailable, we classify the treatment type as unknown.

Where the real volume of waste is partial or unavailable, we rely on an estimation methodology. To arrive at an average intensity factor per treatment type, we consider the total real consumption and associated headcount of regions that provided data. To determine an estimate, we multiply the global average intensities of each treatment type by the headcount of the specific region.

For waste emissions included in Scope 3, we apply DEFRA emission factors. In limited cases where the waste treatment type is unknown, we consider and apply the highest emission factors.

We report data on procured paper in kilograms, with actual consumption derived directly from invoice information. Our methodology supports the measurement of recycling programs and initiatives to procure paper with environmental certification (e.g., Forest Stewardship Council) or recycled paper.

For water consumption, we obtain real data from building management team, this data is reported in cubic meters. To arrive at an average intensity factor, we consider the total real consumption and associated headcount corresponding to the regions that provided the data. Where real consumption data is unavailable, we multiply the global average intensity by the headcount of the specific region to determine an estimate.

ISO 14001:2015

To calculate ISO 14001:2015 coverage, CGI uses workforce and certified site percentages as our two key metrics.

The percentage of CGI's workforce covered by ISO 14001:2015 includes the number of CGI Partners working at certified sites worldwide, reflecting the company's commitment to environmental management across our global workforce. The percentage of certified sites represents the total number of physical locations that have met the ISO 14001:2015 standard for environmental management.

Tracking both metrics enables monitoring and reporting on the extent of ISO 14001:2015 certification within our organization, a testimony to our commitment to environmental stewardship and the effectiveness of our EMSs.

This methodology helps quantify CGI's progress toward adopting ISO 14001:2015 globally and enables the identification of areas for further improvement, ensuring we continue to embed environmental sustainability across our organization.

CGI Canadas' progress by scope

In support of the Canada Net-Zero Challenge, we provide information on the transition of our Canadian operations emissions to net-zero by 2050.

Our CO_2e emissions in 2024 are reduced from our 2019 base year.

Our near-term targets for Canada are:

- for scope 1 and scope 2 emissions a 60% reduction from 2019 base year emissions by 2030.
- across all three scopes (scope 1, 2, and applicable scope 3 categories), 40% by 2030.

	2019	2020	2021	2022	2023	2024	vs. 2019
GREENHOUSE GAS EMISSIONS – METRIC TONS OF CO_2e							
Scope 1	3,616	3,479	3,549	3,449	2,931	2,402	–33.6%
Scope 2	3,723	2,863	2,803	2,598	1,355(1)	847	–77.2%
Scope 3 (Category 6 Business Travel and Category 5 Waste generated in Operations)	3,893	2,654	807(2)	3,027	4,206	3,877	0%
GRAND TOTAL	**11,232**	**8,996**	**7,158**	**9,074**	**8,493**	**7,126**	**–36.6%**

(1) Scope 2 dropped significantly in 2023 because, as of May 1, 2023, we purchased renewable energy certificates (RECs) and our Canadian data centers are running on 100% renewable energy.
(2) Our Scope 3 dropped significantly in 2021 due to COVID-19 travel constraints.

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-focused to help accelerate returns on your investments.

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