



DECLARATION ON PREVENTIVE AND CORRECTIVE MEASURES

Power Outage Incidents – Groupe MACH Inc.

1. Context

In 2021, an office building located at 330 Saint-Vallier Street in Quebec City, managed by MACH Group, experienced a power outage due to mechanical failure, impacting the operations of certain tenants. Recognizing the importance of business continuity and tenant satisfaction, MACH's management strengthened measures to enhance facility reliability and prevent recurrence of such incidents.

2. Collaboration with Owners and Technical Partners

MACH, as manager on behalf of third-party owners, closely collaborates to coordinate corrective actions and ensure contractual responsibilities for electrical system maintenance and performance are fully met.

Enhanced technical partnerships have been established with engineering firms and specialized suppliers to support planning, upgrades, and ongoing monitoring of facilities.

3. Enhanced Maintenance Practices

- Implementation of a more rigorous preventive maintenance program for all critical electrical systems.
- Annual planning of inspections by qualified professionals, including thermographic checks, load tests, and continuity checks.
- Updates to maintenance protocols based on manufacturers' recommendations and applicable CSA standards.
- Integration of maintenance data into a centralized tracking system for complete traceability of interventions.

4. Modernization and Resilience of Facilities

- Assessment of backup system needs (generators, UPS, power redundancy).
- Periodic inspection and preventive maintenance of backup generators across multiple buildings to ensure full functionality during service interruptions.
- Regular checks of circuit breakers, automatic transfer switches, and power switching systems to ensure smooth and secure transition from the main grid to generators.
- Updates to testing and maintenance protocols based on manufacturers' recommendations and insurer requirements, including simulated load tests to validate equipment performance.
- Progressive upgrade of electrical infrastructures in older buildings to meet the latest technical standards.

- Gradual installation of performance sensors and real-time alert systems to facilitate rapid response to anomalies.

5. Emergency Procedures and Communication

- Adoption of a Business Continuity Plan (BCP) for each building, including clear protocols for coordination with tenants and energy providers.
- Training of operations teams in handling electrical incidents and emergency communication.
- Distribution of standardized procedures for incident escalation, documentation, and communication.

6. Monitoring, Continuous Improvement, and Transparency

- Integration of energy reliability indicators into MACH's ESG dashboard.
- Annual internal audit of maintenance practices and compliance.
- Systematic feedback from tenants following any major incident to adjust procedures.
- Annual publication of an ESG report documenting progress in building resilience and security.

7. Alignment with ESG and B Corp Commitments

These measures are part of MACH's overall commitment to:

- Improve environmental and operational performance across its property portfolio.
- Ensure safety, transparency, and accountability in asset management.
- Enhance tenant and partner trust and satisfaction.

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