

SUSTAINABILITY & GOVERNANCE

SUSTAINABILITY REPORT

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Contact Us

We welcome feedback and suggestions from our stakeholders. For any questions about this report, please contact:

Investor Relations and Corporate Communications

JONATHAN KUAH

YTL Starhill Global REIT Management Limited

391B Orchard Road,
#21-08 Ngee Ann City Tower B,
Singapore 238874

T: +65 6835 8633
F: +65 6835 8644
E: info@ytlstarhill.com

ABOUT THIS REPORT

This is Starhill Global REIT’s (“SGREIT” or “We”) fifth annual sustainability report. The report covers the environmental, social and governance (“ESG”) performance of our operations from 1 July 2020 to 30 June 2021 (“FY 2020/21”) unless stated otherwise. This report forms part of SGREIT’s Annual Report FY 2020/21 to provide an overview of our financial and non-financial performance.

Reporting Standards

This report has been prepared in accordance with the Global Reporting Initiative (“GRI”) Standards: Core option. We have chosen the GRI Standards because it is the most widely used and accepted international framework for sustainability reporting. In addition, this report has also been prepared in accordance with Singapore Exchange (“SGX”) Securities Trading Limited’s SGX-ST Listing Rules (711A and 711B) – Sustainability Reporting.

For the first time, our report refers to the Sustainability Accounting

Standards Board’s (“SASB”) Real Estate Sector Standards, backed by an increasing number of institutional investors due to their focus on financial materiality. In addition, we have aligned this report with the Taskforce on Climate-Related Financial Disclosures (“TCFD”) Recommendations, a process we started this year to implement the Monetary Authority of Singapore’s (“MAS”) Guidelines on Environmental Risk Management (Asset Managers). Finally, we have integrated the United Nations (“UN”) Sustainable Development Goals (“SDGs”) into this report.

Reporting Principles

The report content has been determined primarily by applying the GRI reporting principles of stakeholder inclusiveness, materiality, sustainability context and completeness to focus on the most material ESG factors. In addition, GRI principles of accuracy, balance, clarity, comparability, reliability and timeliness have been used to ensure the content quality.

Scope and Boundary

The report provides an overview of the ESG performance of SGREIT’s assets across its core portfolio of properties in Singapore and Australia, where the Manager has operational control. Based on this principle, environmental performance relates only to the common areas within SGREIT’s properties, which are actively managed by the property managers, and where the Manager can monitor and influence the efficiency of utilities.



Thus, Singapore's Ngee Ann City Property, which is largely master tenanted by Toshin Development Singapore Pte. Ltd., a wholly-owned subsidiary of Toshin Development Co., Ltd., has been excluded from the scope. Likewise, Malaysia's master-tenanted properties The Starhill and the Lot 10 Property in Kuala Lumpur have also been excluded. The master lease in Malaysia for both properties is with Katagreen Development Sdn. Bhd., an indirect wholly-owned subsidiary of YTL Corporation. In addition, properties in Japan and China are excluded from the scope as they account for less than 5% of revenue and not deemed material.

The data on waste for Singapore encompasses Wisma Atria under the Management Corporation Strata Title. This includes the Wisma Atria Property which SGREIT owns and Isetan's own strata space.

The workforce data refers to the employees of the Manager in Singapore.

Restatements

Environmental data for FY 2018/19 and FY 2019/20 has been restated to exclude master-tenanted properties in Malaysia as they are not within the Manager's operational control. Electricity and water data for Australia for the two years have been restated as well to account for consumption at the common areas only.

External Assurance

Sustainability performance data presented in this report has been verified using internal sources for their accuracy. However, seeking external assurance for sustainability information for future reports remains under consideration.

BOARD STATEMENT

The Board is committed to high standards of governance, ethics, integrity and sustainability. The Board is responsible for determining SGREIT's most material ESG issues, including climate-related risks and opportunities. In deciding the ESG priorities, the Board considers the interests and concerns of key stakeholders. The Board takes into account sustainability in setting out SGREIT's strategic and operational priorities. Through periodic reviews, the Board oversees the management and implementation of critical ESG factors. The Board also reviews and approves sustainability reporting.

Working closely with the Management, the Board remains focused on driving long-term sustainable value for SGREIT's stakeholders.

Board Message

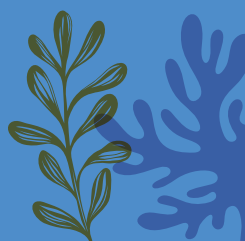
This report provides an account of the ESG performance of our portfolio properties for FY 2020/21. We are pleased to share that this year's report has incorporated additional sustainability standards and frameworks, including SASB Real Estate Standards, TCFD Recommendations, and UN SDGs. Disclosures aligned with these standards and frameworks will help us meet the information needs of our varied stakeholders.

In December 2020, the MAS issued guidelines on Environmental Risk Management ("ERM") for asset managers. The MAS guidelines aim to assist asset managers in evaluating and managing the potential ecological risks such as climate change, pollution

and changes in land use. We are committed to implementing the MAS guidelines during FY 2021/22 to assess and mitigate environmental risks in managing our current portfolio as well as in our research and portfolio management processes.

Beginning from this report, we have started disclosing the greenhouse gas emissions from properties within our operational control. Our emissions reporting aligns with the expectations set out in the MAS ERM guidelines and the TCFD Recommendations. This report lays down the basic foundation for undertaking the next steps to integrate the MAS ERM guidelines into our business risk management and sustainability reporting. The next steps would require a comprehensive assessment of climate-related risks and opportunities, including the transition and physical risks using scenario analysis.

We have also refined our previously disclosed sustainability targets and timelines to include short-term goals while maintaining long-term aspirations. As a result, this report provides a more specific account of significant ESG targets, metrics and performance.

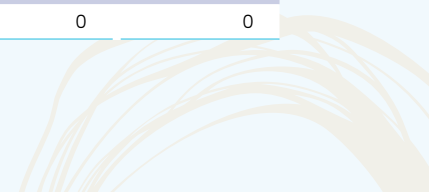


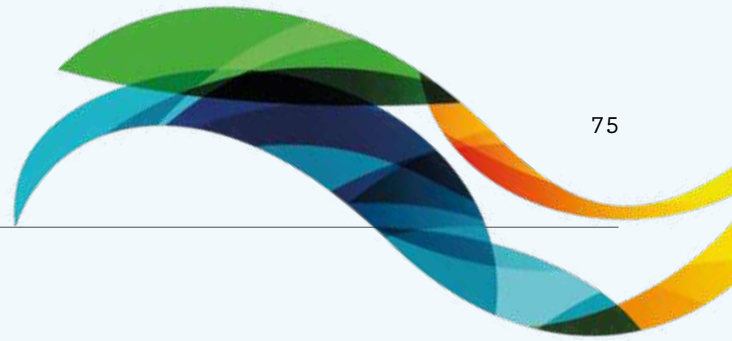
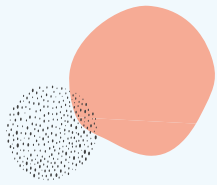
SUSTAINABILITY & GOVERNANCE

SUSTAINABILITY REPORT

Performance Summary

SUSTAINABILITY PERFORMANCE DATA				
ESG FACTORS	MEASUREMENT UNIT	FY 2018/19	FY 2019/20	FY 2020/21
ENVIRONMENTAL⁽¹⁾				
ELECTRICITY CONSUMPTION				
Total	MWh	10,009	9,674	9,575
Singapore	MWh	5,341	5,134	5,247
Australia	MWh	4,668 ⁽²⁾	4,540 ⁽²⁾	4,328 ⁽⁴⁾
FUEL CONSUMPTION				
Total	L	0	0	1,100
Singapore	L	Not available	Not available	1,100
Australia	L	0	0	0
ENERGY CONSUMPTION⁽³⁾				
Total	GJ	36,029	34,827	34,512
Singapore	GJ	19,226	18,483	18,931
Australia	GJ	16,803 ⁽²⁾	16,344 ⁽²⁾	15,581 ⁽⁴⁾
ENERGY (ELECTRICITY) INTENSITY				
Total	kWh/m ²	196	189	187
Singapore	kWh/m ²	445	428	438
Australia	kWh/m ²	119 ⁽²⁾	116 ⁽²⁾	110 ⁽⁴⁾
GREENHOUSE GAS (GHG) EMISSIONS				
Scope 1 (Direct) Emissions⁽⁵⁾				
Total		Not reported	Not reported	416
Singapore	tonnes CO ₂ e	Not reported	Not reported	416
Australia	tonnes CO ₂ e	Not reported	Not reported	0
Scope 2 (Indirect) Emissions⁽⁵⁾				
Total	tonnes CO ₂ e	5,933	5,683	5,563
Singapore	tonnes CO ₂ e	2,246	2,097	2,144
Australia	tonnes CO ₂ e	3,687 ⁽²⁾	3,586 ⁽²⁾	3,419
Total GHG Emissions⁽⁶⁾				
Total	tonnes CO ₂ e	5,933	5,683	5,979
Singapore	tonnes CO ₂ e	2,246	2,097	2,560
Australia	tonnes CO ₂ e	3,687 ⁽²⁾	3,586 ⁽²⁾	3,419
GHG Intensity				
Total	kgCO ₂ e/m ²	116	111	117
Singapore	kgCO ₂ e/m ²	187	175	213
Australia	kgCO ₂ e/m ²	94	92	87
WATER WITHDRAWAL⁽⁷⁾				
Total	ML	122	106	89
Singapore	ML	105	89	74
Australia	ML	17 ⁽²⁾	17 ⁽²⁾	15
WASTE GENERATED (NON-HAZARDOUS)				
Total	metric tons	1,956	1,564	1,486
Singapore	metric tons	1,532	1,236	1,093
Australia	metric tons	424	328	393
COMPLIANCE WITH ENVIRONMENTAL REGULATIONS				
Number of incident of non-compliance	Number	0	0	0





SUSTAINABILITY PERFORMANCE DATA				
ESG FACTORS	MEASUREMENT UNIT	FY 2018/19	FY 2019/20	FY 2020/21
SOCIAL				
OCCUPATIONAL HEALTH & SAFETY (EMPLOYEES)				
Fatalities	Number, Rate(%)	0, 0	0,0	0,0
High-consequences work-related injuries (excluding fatalities)	Number, Rate(%)	0, 0	0,0	0,0
Non-fatal workplace injuries	Number, Rate(%)	0,0	0,0	0,0
Occupational Disease	Number, Rate(%)	0,0	0,0	0,0
Number of man-hours worked	Number	60,320	62,400	64,120
PUBLIC, TENANT & VISITOR SAFETY				
No. of incidents involving public, tenants and visitors	Number	0	0	0
COMPLIANCE WITH HEALTH & SAFETY REGULATIONS				
Number of incidents of non-compliance	Number	0	0	0
EMPLOYEES (as at 30 June 2021)				
Permanent employees	Number	29	30	31
Temporary employees	Number	0	0	0
Fixed-term contract employees	Number	0	0	0
Full-time employees	Number	29	30	30
Part-time employees	Number	0	0	1
Rate of new hires	%	31	10	10
Employee turnover rate	%	14	7	6
Female employees	%	59	60	58
Female managers	%	64	64	64
Female Senior Management	%	29	29	25
Average training hours per employee (full-time)	Hrs	30.5	20.9	27.2

Notes:

- (1) Scope of data reporting covers Wisma Atria (Singapore), Myer Centre Adelaide (Australia), David Jones Building (Australia), and Plaza Arcade (Australia).
- (2) Data has been restated to account for consumption at the common areas of the properties only.
- (3) Energy refers to purchased electricity, and in FY 2020/21, fuel (diesel) consumption was added.
- (4) Data has been adjusted due to improvement in data collection.
- (5) Scope 1 (Direct) GHG emissions include emissions from fuel (diesel) and fugitive emissions from refrigerants. Scope 2 (Indirect) GHG emissions are derived from purchased electricity. Grid electricity emission factors from the Singapore Energy Market Authority (EMA) and Australia Government were used to derive Scope 2 emissions.
- (6) GHG emissions calculations are based on the Greenhouse Gas (GHG) Protocol. Gases included in calculation include CO₂, CH₄ and N₂O.
- (7) All water withdrawal comes from third-party water source. In Singapore, the water supply from the Public Utilities Board ("PUB"), comprises water from local catchment, imported water (from neighbouring country's water catchment), reclaimed water (known as NEWater) and desalinated water. In Australia, water supply from SA Water and Water Corporation which manages water services in South Australia, and Perth and Western Australia respectively, comprises water from reservoirs, rivers, groundwater and seawater.



SUSTAINABILITY & GOVERNANCE

SUSTAINABILITY REPORT

STAKEHOLDERS

The Manager interacts with a diverse range of stakeholders in managing the portfolio properties. We consider it vital to build trusted relationships with our stakeholders to deliver value for all. Therefore, we prioritise engagement with those affected by our operations or who can affect our business goals and objectives. Regular engagement with stakeholders helps us understand their needs and address their concerns effectively. An overview of our stakeholder engagement is presented in the following table.

Stakeholders	Engagement Methods	Stakeholder Concerns and Expectations	How We Respond
Tenants	<ul style="list-style-type: none"> Joint promotional and strategic partnerships Tenant satisfaction survey 	<ul style="list-style-type: none"> Create a conducive mall environment Differentiated tenant mix Stable shopper traffic 	<ul style="list-style-type: none"> Conduct annual tenant surveys to gather feedback Analyse the survey results to identify potential areas of improvement and implement appropriate follow-up actions
Investors	<ul style="list-style-type: none"> Dedicated Investor Relations section on the company's website SGXNET announcements Annual General Meeting Annual Report Results briefings to analysts, investors, and the media Meetings with investors and participation in roadshows and conferences Mall tours upon request Corporate video 	<ul style="list-style-type: none"> Access to high-quality real estate investments Business performance and strategy Risk management Sustainable returns 	<ul style="list-style-type: none"> Provide accurate information to the investing public through timely communication
Shoppers	<ul style="list-style-type: none"> Marketing and promotional programmes and events Online and mobile platforms Social media 	<ul style="list-style-type: none"> Conducive mall environment Differentiated tenant mix 	<ul style="list-style-type: none"> Improve shoppers' shopping experience in the mall through various promotional events
Employees	<ul style="list-style-type: none"> Weekly department meetings Annual performance appraisals Recreational and team building activities Training courses and workshops Employment incentives and benefits 	<ul style="list-style-type: none"> Communicating business strategy and developments Reward and recognition Training and career development Employee wellness activities 	<ul style="list-style-type: none"> Create an inclusive work environment Provide opportunities for employees to develop skills and gain knowledge
Governments and Regulators (e.g. SGX, MAS)	<ul style="list-style-type: none"> Meetings, feedback and correspondences 	<ul style="list-style-type: none"> Compliance with rules and regulations Sustainability Environmental risk management Adopt best practices 	<ul style="list-style-type: none"> Implement policies and procedures to ensure regulatory compliance Regularly monitor and review regulatory issues and performance Annual Reports, Sustainability Reports Annual reporting to MAS
Suppliers and Contractors	<ul style="list-style-type: none"> Requests for Proposal Meetings and visits 	<ul style="list-style-type: none"> Fair procurement policy and practices Workplace safety Timely payment 	<ul style="list-style-type: none"> Ensure compliance with government policies, rules and regulations
Community	<ul style="list-style-type: none"> Corporate social responsibility ("CSR") programme 	<ul style="list-style-type: none"> Environment Support for social causes 	<ul style="list-style-type: none"> Ongoing CSR activities Employee volunteering to support community programmes

Membership of Associations

We engage with relevant industry and professional bodies through membership and active participation in events and dialogues organised by them. Our memberships include:

- REIT Association of Singapore ("REITAS")
- Investor Relations Professionals Association (Singapore) ("IRPAS")

SUSTAINABILITY FRAMEWORK



Embracing The Marketplace

- Corporate Governance
- Anti-Corruption and Whistleblowing
- Risk Management
- Customer Health and Safety
- Customer Privacy
- Tenant Satisfaction
- Unitholder Communications
- Supply Chain



Environmental Conservation

- Sustainable Certification of our properties
- Energy Efficiency
- Water Conservation
- Waste Management



Empowering Our People

- Fair Employment
- Occupational Health and Safety
- Employee Well-Being and Active Engagement
- Talent Management and Development



Enriching Communities

- Helping Local Communities

MATERIALITY

Our sustainability report focuses on our performance against the most material ESG factors. In past years, we have used GRI’s materiality principle to identify, evaluate and prioritise topics that reflect the most significant impacts of our operations and the issues that are of interest to our key stakeholders.

Our constant engagement with external stakeholders helps us consider their expectations and concerns while prioritising material issues for reporting. For example, our member representations in strategic associations, including REITAS and engagement with government agencies and regulators including the Building and Construction Authority (“BCA”), MAS, SGX and the Urban Redevelopment Authority (“URA”) of Singapore provides valuable insights for materiality assessment. The property manager is also a member of the Orchard Road Business Association.

In Adelaide, the centre manager of Myer Centre Adelaide serves

as the primary contact for the Adelaide City Council. In addition, Myer Centre Adelaide is associated with the Rundle Mall Management Authority, which focuses on promoting the Rundle Mall precinct.

In Malaysia, we engage with the Bukit Bintang Kuala Lumpur City Centre (“BBKLCC”) Tourism Association, chaired by Mr Joseph Yeoh, Vice President of YTL Land & Development Berhad. BBKLCC Tourism Association works with selected malls within the precinct to promote shopping tourism.

In addition, we periodically review our material topics in line with new developments in sustainability and emerging stakeholder expectations.

For this report, we also used SASB Real Estate Standards to guide our materiality assessment. The SASB Standards are sector-specific and focus on financially material sustainability issues. Additionally, we have considered broader sustainability trends, reporting by peers, the UN SDGs and the MAS ERM Guidelines to strengthen our materiality assessment.

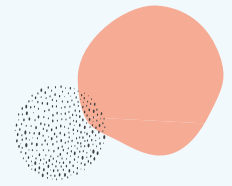
Based on the latest review undertaken in FY 2020/21 with the help from external sustainability experts, we have updated the material topics list. Accordingly, greenhouse gas emissions, environmental compliance and anti-corruption have been added as material topics. We have also expanded the number of disclosures for existing material topics to provide more comprehensive information to our stakeholders.

APPROACH TO SUSTAINABILITY

The Manager is dedicated to our core values of integrity, client commitment, strive for profitability, fulfilment for our people, teamwork and maintaining the highest standards.

SUSTAINABILITY & GOVERNANCE

SUSTAINABILITY REPORT



A summary of material ESG topics, their boundaries and our management approach is provided in the following table.

Material Topic	Impact Boundary	Management Approach	SDGs Supported
ENVIRONMENTAL			
Energy	Consumption in portfolio properties	Minimise energy consumption by implementing building energy efficiency measures, promote clean energy adoption	
Water	Mainly used for washing, sanitation and air-conditioning in portfolio properties	Save and conserve water by implementing building water efficiency measures	
GHG Emissions and Climate Change	From purchased electricity and other energy sources	Reduce portfolio carbon emissions, assess and mitigate climate-related risks	
SOCIAL			
Occupational Health and Safety	Property management, operations and maintenance involving employees and contractors	Assess safety and health risks and take preventive measures for risk mitigation, aimed at having a zero-accident workplace	
Training	Reflected in skills and knowledge of the REIT Manager's employees	Promote a fair and inclusive workplace to nurture a high-performing workforce	
Customer Health and Safety	Tenants, occupants and visitors at our portfolio properties	Promote safety, hygiene and cleanliness across our properties to offer a safe, clean and pleasant environment for tenants, occupants and visitors	
Customer Privacy	Information management systems across our portfolio properties	Implement IT security and data protection measures to protect personal information	
GOVERNANCE			
Anti-corruption	REIT management and Property management	Maintain a zero-tolerance approach against corruption, bribery, fraud and money laundering	
Regulatory Compliance	REIT management and Property management	Implement policies and procedures to ensure compliance with applicable regulations, including environmental, safety and health and socio-economic laws	



Supporting Sustainable Development Goals

We are committed to contributing to sustainable development through minimising our operations' environmental impact, promoting responsible business practices and upholding high standards of governance and ethics. The UN SDGs, adopted by the international community in 2015, provide a clear roadmap for addressing a range of global economic, social and environmental challenges by 2030. We have examined the 17 SDGs and accompanying targets and indicators to align with our material ESG topics that reflect our contribution to sustainable development.



Our Approach

- Delivering profitable and sustainable business growth through effective compliance and risk management
- Operating our business responsibly with accountability
- Strengthening responsible stewardship of our assets, products and services

SGREIT is committed to delivering profitable and sustainable growth by operating responsibly and upholding high standards of governance, ethics, compliance and risk management.

Corporate Governance

The Manager is dedicated to adopting the best practices in corporate governance in the management of SGREIT. Adhering to the Code of Corporate Governance 2018 (“Code”), a comprehensive set of policies and principles have been implemented to ensure transparency and accountability.

For more details on SGREIT’s Corporate Governance, please refer to pages 98 to 124 of this Annual Report.

ESG Governance

The governance of sustainability issues is integrated into our corporate governance. The Board has overall responsibility and oversight over the management of sustainability issues and sustainability reporting. The Manager continues to be responsible for implementing sustainability strategies approved by the Board. For effective management, the Manager has established a Sustainability Management Council (“SMC”) to implement and monitor sustainability strategies, including managing environmental risks and opportunities across the property portfolio. Led by the Chief Executive Officer, the SMC comprises representatives from various functions. The SMC assists the board in identifying the most material ESG factors that also include environmental and climate-related risks and opportunities concerning the portfolio properties. In addition, a project team supports the SMC by collecting property-level ESG performance data for review by the Manager and the Board.

At the Board level, the Audit Committee (“AC”) is responsible for sustainability issues, including climate-related risks and opportunities. SMC reports to the AC on the management and implementation of sustainability strategies. The AC regularly updates the Board on the progress on sustainability issues.

Risk Management

A comprehensive Enterprise Risk Management (“ERM”) framework, supported with Board-approved policies, has been implemented to ensure a structured approach in identifying and managing material risks that could arise in managing SGREIT. In addition, an Operational Risk Self-Assessment (“ORSA”) is in place to ensure risks are assessed and reviewed at least on an annual basis.

The Board regularly reviews SGREIT’s significant risk exposure, including operational, financial, business continuity, regulatory and environmental sustainability.

For more details on risk management, please refer to page 70 of this Annual Report.

Environmental Risk Management

We are stepping up SGREIT’s enterprise risk management strategies by incorporating environmental risks such as climate change, emissions, water, and changes in land use while considering acquisitions, divestments and enhancement of the assets.

The 2020 Global Status Report for Buildings and Construction estimates that CO₂ emissions from the operation of buildings account for 28% of total global energy-related CO₂ emissions. Furthermore, the International Energy Agency (“IEA”) estimates that direct building CO₂ emissions



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would need to decrease by 50% to be on track to achieving a net-zero carbon building stock by 2050. Therefore, the decarbonisation of the real estate sector is a critical component in the fight against climate change.

The Manager is committed to examining SGREIT’s climate-related financial risks and opportunities by applying the MAS ERM guidelines and the TCFD Recommendations. The process will strengthen SGREIT’s governance, strategy, risk management and ESG reporting to build resilience, considering different climate-related scenarios.

Climate-related risks include transition risks and physical risks. As calls for a transition to net-zero economy gain momentum, a range of new risks may emerge which may be relevant to SGREIT’s portfolio of properties. In general

terms, transition risks may include policy and legal risk, technology risk, market risk and reputation risk.

Policy and legal risks refer to regulations to limit GHG emissions and support climate adaptation, such as carbon pricing and carbon tax. For example, carbon pricing can increase energy costs for operating existing buildings.

Technology risks refer to the innovative development of low carbon and energy-efficient technologies affecting the competitiveness of businesses that fail to adapt in time. As the race to net-zero intensifies, new technologies will emerge, making carbon-intensive technologies and systems obsolete. In the construction and building sector, innovative technologies will be vital to achieving the target levels of decarbonisation.

Market risks may present themselves in the form of supply and demand for low carbon products and services. For example, demand for carbon-intensive real estate assets may fall in favour of green buildings.

Finally, climate change can be a potential source of reputation risk as communities and customers increasingly expect businesses to work toward achieving a net-zero economy.

Physical risks of climate change can have a serious impact on for communities and economies. Climate-related physical risks can be event-driven (acute) or longer-term shifts (chronic) in climate patterns. Examples of physical events may include cyclones, hurricanes, floods, extreme heat waves, water stress, and longer-term changes in weather patterns

ENTERPRISE RISK MANAGEMENT (ERM) FRAMEWORK



such as rising sea levels. Physical risks can affect the valuation and sustainability of real estate assets.

Anti-Corruption

We maintain a zero-tolerance policy against corruption, bribery, fraud and money laundering. All employees are required to comply with the Manager’s anti-corruption policy. Compliance training, covering anti-corruption and ethics, is held annually for all employees to reinforce ethical conduct in business dealings. The compliance training for FY 2020/21 included the following topics:

- Anti-Corruption
- Code of Conduct
- Conflicts of Interest
- Related Party Transactions
- Personal Trading
- Gifts and Entertainment
- Whistleblowing
- Obligations of Appointed Representatives of Manager
- Training requirements
- Personal Data Protection
- Crisis Management and Data Breach Management Procedures
- Outsourcing Arrangements
- Anti-Money Laundering & Countering Financing of Terrorism

All employees, including the CEO, who is also a Board member, attended the compliance training which was conducted virtually due to COVID-19.

A whistleblowing policy is also in place as a secure channel for employees and other persons to report potential or actual improprieties in financial and operational matters.

Whistleblowers’ identities are kept in confidence to the extent possible to facilitate independent investigations for appropriate remedial and follow-up actions. Complaints can be made verbally or in writing to whistleblowing@ytlstarhill.com.

For more details on whistleblowing, please refer to pages 110 to 111 of this Annual Report.

Target and Performance

Our target is to have no incidents of corruption. There were no confirmed cases of corruption in the reported period.

Customer Health and Safety

The health and safety of our tenants, shoppers and visitors remain high priority areas for the Manager. Therefore, the appropriate safety and hygiene measures and standard operating procedures are in place across our properties to mitigate risk and deal with emergencies.

Adequate safety and health measures, including fire safety, first aid, safety training, emergency evacuation drills, and preventive maintenance of lifts and escalators, have been implemented across properties, complying with local regulations.

All properties have implemented standard fire safety operating procedures following local building fire safety regulations. Properties are equipped with firefighting equipment such as fire hoses, fire extinguishers, illuminated exit signage and fire alarms. In addition, periodic fire safety audits are conducted to test the equipment and systems. Fire and evacuation drills are conducted

at least once a year for the malls and office towers in Singapore, Australia and Malaysia Properties to familiarise tenants and staff with emergency response plans.

In Australia, emergency procedures training is provided to all Myer Centre Adelaide CBRE staff. Also, an external consultant carries out an annual inspection on fire and emergency controls for compliance. In Malaysia, tenants, management staff, security and fire wardens work together with the Fire and Rescue Department of Malaysia to conduct fire drills. Property management teams in Singapore are trained in first aid. In Japan, fire drills are planned annually but have been put on hold during the reporting period due to COVID-19.

The Manager has implemented policies to ensure that renewals of required certificates and permits or inspections for fire safety, lifts and escalators are regularly reported and monitored. In Singapore, the Codes of Practice includes these requirements. In Australia, lift maintenance is carried out monthly at Myer Centre Adelaide and an annual safety test is carried out on each lift. The maintenance of elevators within the David Jones department store is carried out by the tenant, who provides periodic updates to the Manager.

HEALTH & SAFETY

Zero Reported Major Incidents

of non-compliance with regulations and/or voluntary codes relating to customer health & safety occurring on the premises of our properties.



CUSTOMER HEALTH AND SAFETY

FY 2020/21 Target	FY 2020/21 Performance	FY 2021/22 Target
Zero accidents involving severe injuries within our properties		

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In Malaysia, the Department of Occupational Safety and Health conducts the assessment of lifts. Additionally, internal audits are conducted to periodically review the operating effectiveness of key controls over the fire safety arrangements of assets.

At Wisma Atria in Singapore, ground staff such as security officers, property officers and mall technicians have been trained to respond to incidents within a reasonable and practicable time frame. Procedures have been laid down for the ground staff to update the Operations team promptly through any available communication means – WhatsApp messages or telephone calls. Incidents involving any business disruption, property loss, or loss of life are immediately escalated to the Management team. As a standard practice, the operations team is required to submit an incident report within 24 hours of its occurrence.

A 360 degree video camera mounted on safety helmets as digital site inspection tool was also adopted to track and monitor refurbishment works at Wisma Atria, reducing the number of people required for physical inspections.

In Australia, in the event of an emergency, the property manager will adhere to the Emergency Communication Protocol established in each respective property. As part of the protocol, the property manager will be alerted immediately, and the property manager will in turn inform the Manager.

Myer Centre Adelaide hosts the monthly Adelaide CBD BusinessWatch meetings where the various security divisions at South Australia Police Division and

representatives from major organisations discuss security, safety, threats and risk related issues. The ongoing engagement enables a strong working relationship between the centre management

and South Australia Police Division. The meetings are currently on hold due to COVID-19 restrictions.

COVID-19 MEASURES

Since the beginning of the COVID-19 pandemic, the Manager has implemented enhanced health and hygiene measures to prevent outbreaks. Working closely with local regulators and stakeholders, the Manager has constantly stepped up or adjusted the safe management measures to minimise the risk of infections.

Singapore

- Adoption of air cleaning technology, which uses photo-catalytic oxidation (PCO) and ultraviolet wavelength (UVC) in the air handling units (AHUs) to oxidise and decompose biological contaminants, sanitising the air in our retail and office assets
- Purging indoor air of the building is conducted at night to allow an intake of outdoor air at least once a day
- Temperature screening and queue management for shoppers, tenants and visitors
- Equipping all sliding doors with auto-sensor capabilities for contactless entry
- Application of antivirus, antimicrobial and antifungal coating spray onto high-touch points such as lift buttons and escalator handrails, railings, taxi stand seats, and door handles
- Autonomous UV-C Disinfection Robot deployed during non-operational hours for thorough cleaning of surfaces, especially hard-to-reach surfaces at common circulation areas
- Increased cleaning and disinfection frequency
- Plans to install contactless elevator buttons in Wisma Atria (retail mall) as part of the ongoing interior upgrading works

Australia

- Installation of Perspex screens at the Reception and Customer Service Desk of Myer Centre Adelaide
- Increased cleaning of high traffic and high-touch points
- Installation of hand sanitiser stations near all amenities, the food court and adjacent to store directories
- Social distancing posters, signage and floor decals to remind shoppers to keep a safe distance
- Reducing maximum capacity of lifts to comply with South Australian physical distancing requirements
- Protective equipment and sanitisers or wipes provided to all staff
- Encouraging tenants to provide contactless payment option to reduce risk of the spread of virus at the Plaza Arcade

Malaysia

- Public hand sanitiser stations installed
- Latest pandemic statements located at entrance
- White Factor Air-Humidifier installed at cheerleader counter; lift capacity restrictions at Lot 10

Target and Performance

Our ongoing target is to have zero accidents involving severe injuries within our properties. There were no reportable accidents or significant incidents of non-compliance with regulations or voluntary codes relating to customer health and safety occurring on the premises of our properties in the reported period.

Customer Privacy

We are committed to safeguarding the personal data of employees and other stakeholders. Accordingly, the Manager has implemented a personal data protection policy in compliance with the Singapore Personal Data Protection Act ("PDPA") 2012. The policy provides clear guidelines governing the collection, use, protection and disclosure of individuals' personal data. For example, at Wisma Atria, the measures include seeking consent from shoppers before collecting, using, or disclosing their personal data in compliance with the PDPA.

In addition, their personal data is protected through encryption or passwords.

Target and Performance

Our target is to have zero breaches of data protection and privacy laws. There were no substantiated complaints concerning breaches of customer privacy in the reported period.

Tenant Satisfaction

We proactively engage with our tenants and seek their feedback to improve customer service and experience. Our annual tenant surveys aim to gather feedback from our tenants covering areas such as tenant management services, effectiveness of promotional events, building security and building safety as well as maintenance. We analyse survey results to identify potential gaps and areas of improvement and appropriate follow-up actions. Our tenant survey score indicates a high satisfaction level at all stages of service to our customers.

Support for Tenants Amidst the COVID-19 Pandemic

We stand in solidarity with our tenants during these unprecedented times, proactively implementing various initiatives to boost shopper traffic. For example, Wisma Atria held monthly lucky draws, leveraging our social media presence to motivate shoppers to spend and win. We purchased vouchers in excess of S\$200,000 from tenants for this project, which received a lot of support.

Free parking at Wisma Atria was also offered during Phase 2 (Heightened Alert) in June 2021 to encourage shopper traffic. We started a promotional campaign to offer customers S\$5 off all F&B orders placed through the Grab Food platform as the government introduced dining-in restrictions to curb the number of COVID-19 cases.

In FY 2020/21, approximately S\$9.6 million of rental assistance for eligible tenants was provided, including an allowance for rental arrears and rebates for the tenants in Australia.

TENANT SATISFACTION SURVEY RESULTS

61.6% of relevant tenants responded to the survey



Retail	Number of Tenants	
		%
● Satisfied	705	94.8
● Not Satisfied	39	5.2
Total	744	100



Office	Number of Tenants	
		%
● Satisfied	874	97.1
● Not Satisfied	26	2.9
Total	900	100

Unitholder Communications

Timely and effective communications with all stakeholders, particularly Unitholders, is crucial for building trust and promoting transparency and accountability. Therefore, the Manager shares the necessary information using a wide range of communication channels, such as SGX announcements, press releases, briefing sessions, investor presentations and conferences, annual reports, corporate videos, corporate website, and emails to disseminate information on its financial and operational performance, business plans and latest developments.

Due to COVID-19 restrictions on physical gatherings, the Manager has conducted most meetings with investors via electronic means in FY 2020/21.



SUSTAINABILITY & GOVERNANCE

SUSTAINABILITY REPORT

Supply Chain

Our supply chain includes our property managers, tenants and suppliers for various goods and services. We require our suppliers to comply with local government and legal requirements as a condition for being appointed as contractors and service providers. Potential tenants and suppliers are also evaluated and selected based on their reputation, track records and expertise in their field to ensure common standards across SGREIT's business units. Due diligence is carried out for engagements that are complex or entail high financial risks to ascertain their financial standing and track record for heightened risk.

Socio-economic Compliance

We are committed to lawfully conducting SGREIT's operations, complying with applicable rules and regulations, including in the socio-economic area. Accordingly, the Manager has adopted policies and measures to ensure legal compliance.

Target and Performance

Our target is to have zero incidents of significant non-compliance with socio-economic regulations.

In FY 2020/21, there were no cases of significant non-compliance with socio-economic regulations.

Environmental Conservation



Our Approach

- Promoting energy efficiency in our properties
- Mitigating climate-related risks in our portfolio
- Improving water efficiency
- Managing waste responsibly

We are committed to minimising the environmental footprint of our portfolio properties.

Our policy is to address the most significant environmental impacts, risks and opportunities associated with our properties. Based on a materiality assessment, the most relevant issues we focus on are energy, carbon emissions, and water consumption. Buildings consume significant energy to power lighting systems and ensure comfortable indoor temperatures for our tenants and shoppers. Our target is to improve energy efficiency across our properties continuously, lowering our operational carbon emissions.

Water is essential for our tenants, shoppers, and visitors to our malls and office buildings. Yet, at the same time, water is also increasingly a scarce resource that requires conservation efforts.

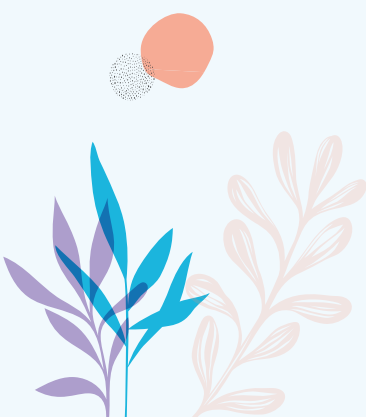
Our approach is to make our properties water-efficient to reduce consumption.

Waste is generated across our properties by tenants and shoppers. While this is no longer assessed to be a material topic, we continue to monitor waste generation and engage with our tenants to minimise waste.

Green building certifications, asset enhancements, upgrades and retrofits are some of the strategies we have for improving energy and water efficiencies in our properties. For example, in Singapore, our property Ngee Ann City was awarded the BCA Green Mark Platinum certification in 2019 by the BCA. In addition, we aim to conduct a gap analysis in FY 2021/22, with a goal to achieve Green Building status in six to eight years for Wisma Atria.

The green efforts of the Manager and property manager's offices in Singapore were re-certified by the Singapore Environment Council (SEC) under the Eco Office programme from May 2021 to May 2023. The Eco Office programme recognises effective environmentally-friendly and responsible workplace practices.

We track and report energy, emissions, water and waste data for properties where the Manager has direct operational control. Please refer to our environmental performance data in this report.



SUSTAINABLE CERTIFICATION OF OUR PROPERTIES

Certification	Description of Awards / Certifications / Ratings / Labelling Schemes	Property	Year of Award
NABERS Energy Base Building – 5.0-star rating	A national rating system that measures the environmental performance of Australian buildings, tenancies and homes	Myer Centre Adelaide (Terrace Towers)	August 2020 to August 2021
BCA Green Mark Platinum Award 2019	A national initiative by the BCA to shape a more environmentally friendly and sustainable built environment in Singapore	Ngee Ann City	2019

Climate Change

We recognise climate change as a significant environmental risk that needs to be managed carefully. This report includes carbon emissions from the properties under the Manager’s direct control. We are also embarking on a systematic assessment of climate-related risks and opportunities for our portfolio to develop a coherent strategy to stay relevant in a net-zero world.

Energy

Purchased electricity remains the primary form of energy used in SGREIT properties. Our target is to achieve a 15% reduction in energy use for Wisma Atria over 10 years compared to the base year FY 2016/17.

Targets and Performance

For Wisma Atria in Singapore, we recorded a marginal increase of 2.2% in electricity consumption y-o-y in FY 2020/21. This can be attributed to extra measures to purge indoor air in the mall daily, in line with government guidelines, as well as a lower base in FY 2019/20 owing to the Circuit Breaker measures and work-from-home arrangements. In Australia, electricity consumption was reduced by 4.7% y-o-y in FY 2020/21. Overall our portfolio saw a 1.0% decrease in electricity consumption y-o-y in FY 2020/21.

In Singapore, renewal of the Green Mark for the Ngee Ann City is targeted to be completed in FY 2021/22. For Wisma Atria, we aim to conduct a gap analysis in FY 2021/22, with a goal to achieve Green Building status in six to eight years. We also target to

continue reducing our electricity consumption at Wisma Atria in line with our target set in FY 2016/17, to achieve a 15% reduction in energy consumption over a 10-year period. This goal will be attained through a gap analysis and various enhancement initiatives. As at FY 2020/21, we have achieved an 11.4% reduction in electricity consumption at Wisma Atria, as compared to the base level at FY 2016/17.

In Australia, we target to replace 30% of the lights at Myer Centre Adelaide with energy efficient LED lights by FY 2021/22. This will generate an estimated 20% in energy savings for the respective lights. By 2025, we aim to have 100% of conventional lighting replaced with LED lights. We also target for the property to improve the Building Management System’s (BMS) operating schedules so as to optimise lighting, air-conditioning and heating costs. Also, our target is to establish a roadmap for obtaining NABERS Retail Shopping Centre rating, with a view to achieving a NABERS rating for Myer Centre Adelaide (Retail) in six to eight years.

For our Singapore and Australia properties, we aim to incorporate green practices in our tenant fit-out guidelines for new tenants in the medium term.

Our performance relating to energy efficiency initiatives is described in the following sections.

Energy Efficiency Initiatives

We have implemented several initiatives to reduce energy consumption in our properties. For example, the mechanism for passenger lifts has been switched to energy-saving models to reduce energy use in Wisma Atria.


The lights at Wisma Atria’s common spaces have been replaced with LED lights to

ENERGY

TOTAL ENERGY CONSUMPTION at Wisma Atria has seen a **REDUCTION OF**

11.4%

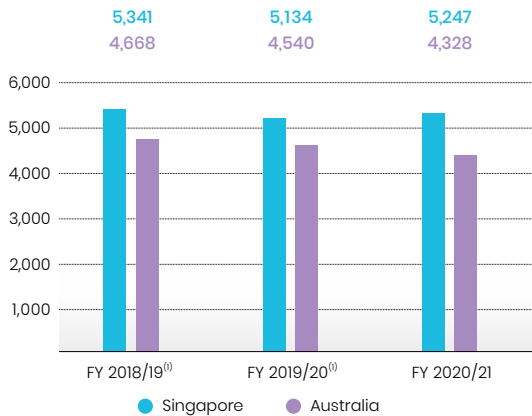
from the base year of FY 2016/17, on track to meeting our 10-year target of reducing electricity consumption by 15%



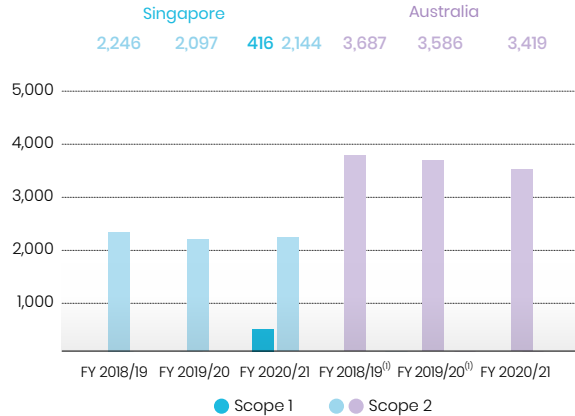
SUSTAINABILITY & GOVERNANCE

ENERGY PERFORMANCE CHARTS

Electricity Consumption (MWh)



GHG Emissions (tonnes CO₂e)



Note:
SGREIT commenced the reporting of Scope 1 emissions in FY 2020/21.

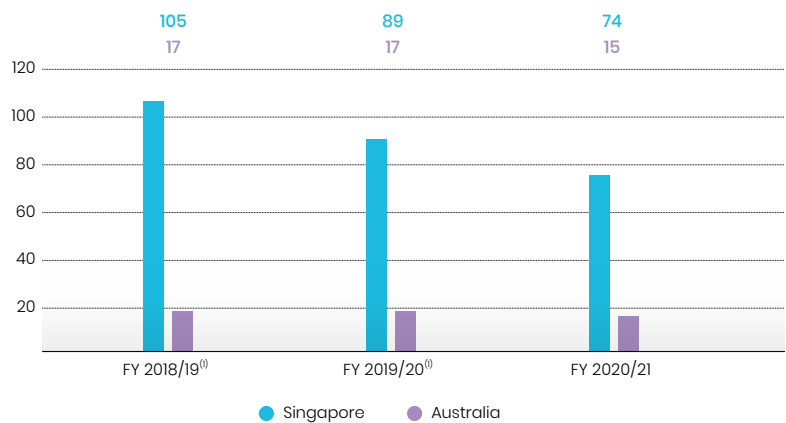
increase energy efficiency. Additionally, motion sensors have been installed on every LED fixture at the mid-landing of all staircases, which switch off the lights automatically after 30 seconds if there is no activity. Furthermore, in FY 2020/21, we also completed the overhaul of three less-efficient chiller systems at Wisma Atria which will reduce energy consumption.

In Australia, we continue to progressively upgrade our existing infrastructure with energy saving alternatives. Work is currently in progress to upgrade two escalators at the retail podium of Myer Centre Adelaide.

We have stipulated in our fit-out guide for tenants of Myer Centre Adelaide that only LED fittings would be approved at the design stage to ensure the use of energy efficient fittings.

In FY 2020/21, some of the food court light fittings were replaced with LED to save energy. The project was completed in May 2021.

WATER WITHDRAWAL (ML)



The fluorescent lighting in the main mall of Perth’s Plaza Arcade has been replaced with energy-efficient LED lighting. To reduce electricity consumption, the property management has implemented an electricity schedule that only turns on required lights at night.

In Malaysia, fluorescent lights have been replaced by LED lights in all parking places and common areas of both complexes. In

addition, the master tenant requires that incoming tenants use LED lights in their fit-out or renovation works. Also, one parking lot has been reserved for electric vehicles at Lot 10 for green-conscious drivers.

Note:
⁽ⁱ⁾ Data for Australia has been restated to account for consumption at the common areas of the properties only.



GHG Emissions

GHG emissions, or carbon emissions, result from the use of purchased electricity (Indirect Scope 2 Emissions) and fuel and refrigerants (Direct Scope 1 Emissions) in our properties. As part of our climate strategy, we measure and monitor Scope 1 and Scope 2 emissions relating to the properties within our operational control. The total Scope 1 and Scope 2 emissions in FY 2020/21 in Singapore amounted to 2,560 metric tonnes of CO₂e. The total emission for our boundary properties in Australia was 3,419 metric tonnes of CO₂e for the same period. This is our first year of reporting emissions. As the next step, we will establish an emissions target in FY 2021/22.

Water Conservation

We are committed to constantly improving water efficiency in our properties. We have carried out a water risk analysis using the WRI’s Aqueduct tool and identified Singapore, Adelaide and Malaysia as areas where the water stress score is projected to be ‘high’ or ‘extremely high’ in the year 2030. Therefore, we will be working to develop water conservation strategies to enhance the water resilience of our properties in these locations.

Target and Performance

In FY 2020/21, Wisma Atria registered a 16.9% reduction in water consumption y-o-y. There was also a 14.7% reduction in water consumption at our Australia Properties. Overall, there was a 16.6% decrease on a portfolio level y-o-y in FY 2020/21. This is mostly due to reduced usage of common facilities such as toilets due to a fall in shopper traffic as a result of COVID-19.

In Singapore, for Wisma Atria, our target is to replace 80% of fittings with 3-tick water-efficient fittings in FY 2021/22 and 100% replacement by FY 2022/23. We also aim to conduct a gap analysis in FY 2021/22, which will include the setting of water-related targets, with a goal to achieve Green Building status in six to eight years.

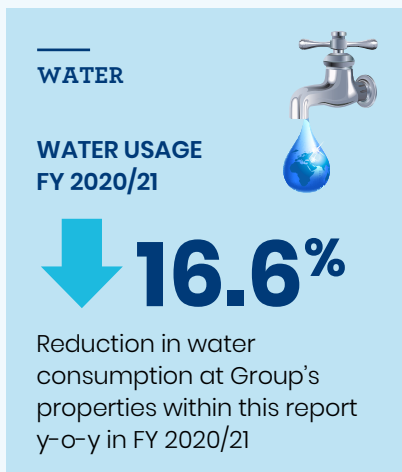
In Australia, we will be installing water-saving taps and reducing water temperatures in customer toilets in Myer Centre Adelaide. Also, our roadmap for NABERS Retail rating will include water-related targets. Our target is to achieve a NABERS rating for Myer Centre Adelaide (Retail) in the next six to eight years. In FY 2021/22, we plan to enhance our engagement with tenants in Singapore and Australia to encourage water conservation.

Water Conservation Initiatives

In Singapore, property managers attended the Water Efficiency Manager Course to develop their skills and knowledge about water conservation. Our properties in Singapore have also achieved Water Efficient Building Certification from the Public Utilities Board (“PUB”), Singapore’s national water agency.

We have progressively increased the proportion of high-grade reclaimed water (“NEWater”) used in our malls in Singapore. NEWater is now used for cooling towers, fire protection systems such as sprinklers and wet risers, taps for AHU rooms, bin centre and ad-hoc cleaning like façade cleaning.

Wisma Atria in Singapore boasts water-saving features and fittings approved by the PUB’s Water Efficiency Labelling Scheme (“WELS”). Our buildings are also equipped with Water Efficiency Management Plans (“WEMPs”), which help the Manager understand how water is used within the building and identify ways to reduce water usage and increase water efficiency. As mandated by PUB, private water meters have been installed at critical areas to provide an early warning of possible water leaks and monitor water consumption. These measures reduce water consumption and save costs for tenants.



SUSTAINABILITY & GOVERNANCE

SUSTAINABILITY REPORT

Waste Management

Waste is generated in our properties mainly by our tenants. Therefore, we encourage our tenants to reduce and recycle their waste. We appoint licensed contractors to collect and safely dispose of waste at our Singapore Properties in compliance with local regulations.

Target and Performance

Our waste-related targets focus on tenant engagement and awareness. Targets for FY 2021/22 include tenant engagement and

education to encourage recycling via circulars, and posters to encourage recycling of paper, plastic and carton waste. In Singapore, our target is to establish a food waste management system in Wisma Atria by 2024.

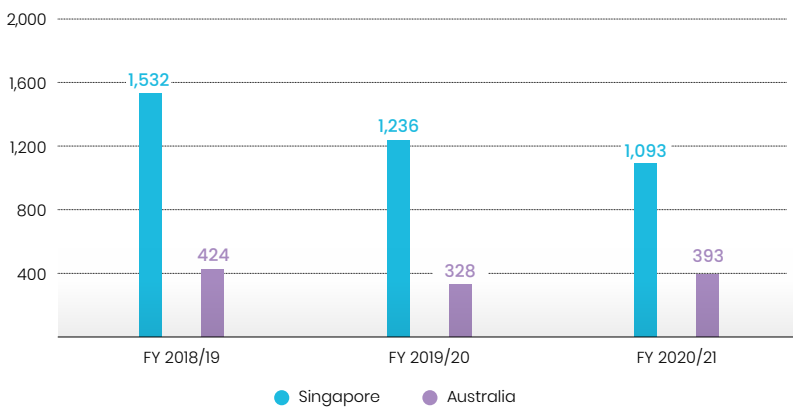
We collected 1,486 tonnes of waste from our Singapore and Australia Properties in FY 2020/21. A total of 115 tonnes of waste was recycled, representing 7.8% of our total waste.

In Singapore, our e-waste collection campaign aims to collect e-waste from our tenants in Wisma Atria. The programme has received a positive response. In FY 2020/21, a total of 550 kg of e-waste, such as information technology (IT) peripherals, was collected for recycling. Since the launch in FY 2018/19, the total weight of e-waste collected is 1,675kg.

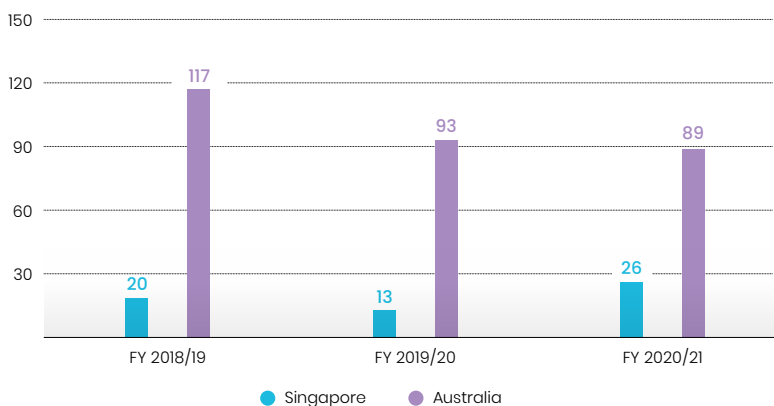
Lot 10 Hutong is also participating in the YTL Group SNAP campaign (Say No to All Plastics), focusing on F&B takeaway plastic related containers, cutlery, cups, bags, etc., to reduce plastic waste.

In Australia, waste from Plaza Arcade and David Jones Building is collected by the City of Perth. We support these recycling efforts by working with the City of Perth to place recycling bins at Plaza Arcade. Waste generated at Myer Centre Adelaide is collected for recycling by our waste removal contractor, Veolia Environment Services SA, who collects, sorts and delivers the waste to the respective facilities for recycling. In addition, Myer Centre Adelaide has a compactor dedicated to cardboard waste, and recycles cooking oil. The Myer Centre has a dedicated cardboard skip to collect carton waste. On average, 25% (or approx. 8,000 kg) of the site's waste is diverted from landfill and taken to a recycling facility.

NON-HAZARDOUS WASTE GENERATED (metric tons)



TOTAL RECYCLED WASTE (metric tons)



Environmental Compliance

We are committed to abiding by all applicable environmental rules and regulations. Our ongoing target is to strive for zero non-compliance with environmental laws. There were no cases of non-compliance with environmental regulations in the reported period.



Initiatives

Earth Hour Participation

Date: 27 March 2021

As a dedicated supporter of the Earth Hour cause, we switch off the façade lights of our properties such as Wisma Atria, Lot 10 and The Starhill annually and continued to do so this year. Some mall tenants also participated and turned off non-essential lights from 8.30 p.m. to 9.30 p.m. in support of Earth Hour. This year, Wisma Atria was the only Orchard Road mall to be featured in the post-event report of Singapore’s First Virtual Earth Hour event hosted online by World Wide Fund for Nature (“WWF”) Singapore. Together, we play our part to contribute to the global movement and raise awareness about global warming.



Initiatives

Recycling Bins

Date: Ongoing



In Singapore, to encourage tenants and employees to recycle more, we have provided recycling bins at the Wisma Atria office building and the bin centre.

In Malaysia, we have been encouraging the public to recycle their pre-owned clothes, handbags, belts, linen and soft toys. For example, recycling bins have been placed at Lot 10 in an initiative organised in collaboration with Kloth Cares by Kloth Lifestyle, a sustainable fashion brand based in Malaysia. The collection drive reduces the waste sent to landfills and extends the life of clothing items, avoiding the ecological impact of manufacturing new clothes. Old fabrics are repurposed in a variety of ways, including donations to underserved communities, usage as clothing and industrial wiring cloth, conversion to refuse-derived fuel as designed fuel, and even repurposing to produce blankets and other products.

Lot 10 collected 7,000 kg of fabric in FY 2020/21, and close to 12,000 kg since June 2017.

The National Cancer Council Malaysia (“MAKNA”), Malaysia Association for the Blind (“MAB”), and Recycle Community Malaysia Lestari (“RCOMM Lestari”) receive all proceeds from the sale of items in this campaign.



SUSTAINABILITY & GOVERNANCE

SUSTAINABILITY REPORT



Our Approach

- Creating a well-balanced workplace that is healthy and safe
- Fostering fair and equitable workplace conditions
- Caring for our employees through active engagement
- Nurturing human capital through learning and development

Our employees are our greatest asset. We are committed to empowering and developing our people to be their best. Accordingly, our human resource policies promote a fair, inclusive and safe working environment. Our people-centric business philosophy is reflected in SGREIT's values statement, where two of the six operating principles - Fulfilment for our people and Teamwork - relate to our employees.

Employees

As at 30 June 2021, the Manager has 31 employees⁽ⁱ⁾, all located in Singapore, holding permanent positions and no temporary employees. We have only one part-time employee for the reported period.

In FY 2020/21, we hired three new employees, resulting in a hiring rate of 9.7%.

Diversity and Inclusion

Our human resource policies promote diversity and inclusion at the workplace. With a diverse portfolio of properties located in Singapore, Australia, Malaysia, Japan and China, we consider cultural diversity a strength. Women account for 58.1% of the Manager's employee base. Women also hold 64.3% of managerial roles and 25.0% of the senior management roles. New hires in FY 2020/21 comprised 66.7% female employees. Our workforce is also representative of diverse age groups.

Employee Well-being

Our employees' health and well-being are vital areas for us. In the persisting COVID-19 pandemic, our people's health, welfare and well-being have become ever more critical. We have taken several measures to ensure our employees remain safe, healthy and well supported as they mostly worked from home due to lockdowns or other restrictions imposed by the local government to control outbreaks.

We believe in nurturing a pleasant and friendly work culture to promote a happy and satisfying workplace. We have implemented ongoing programmes that support work-life balance, bonding and teamwork.

The Manager provides government-paid maternity and paternity leave to all eligible female and male employees in Singapore. In FY 2020/21, one male and one female employee were entitled to parental leave. Other employee benefits include medical insurance, birthday leave, wedding leave and vouchers, childbirth vouchers, and service awards.

PROTECTING EMPLOYEES FROM COVID-19

Working closely with regulatory agencies, we have implemented a range of measures to protect our employees. Some of the measures included the following:

- Split teams and staggered working hours to avoid crowding in offices and public transport
- Work-from-home arrangements for employees where possible
- Company-provided surgical masks and individual thermometers
- Enhanced cleaning of high-touch points and placing hand sanitisers at these touchpoints
- Encouraging employees to participate in webinars and workshops on mental health during World Mental Health Month in October
- A paid day off for staff when they take their COVID-19 vaccination
- Employees were given a one-off cash allowance to facilitate the work-from-home arrangement

Read more about our COVID-19 measures on page 82.

Note:

⁽ⁱ⁾ SGREIT is managed by YTL Starhill Global REIT Management Limited. The data reported is in relation to the Manager in Singapore.



	FY 2020/21		
	Male	Female	Total
Parental Leave			
a. Total no. of employees that were entitled to parental leave	1	1	2
b. Total no. of employees that took parental leave	1	1	2
c. Total no. of employees that returned to work after parental leave ended	1	1	2
d. Total no. of employees that returned to work after parental leave ended that were still employed 12 months after their return to work	No employees took parental leave in FY 2019/20		
e. i) Return to work rate	100%	100%	100%
ii) Retention rate	No employees took parental leave in FY 2019/20		
Total no. of employees that took Childcare Leave	5	7	12

Talent Management and Development

We are committed to investing in our people's learning and development to help them realise their full potential. We believe ongoing training drives productivity, personal and professional development and employee satisfaction. Our investment in training also means that our people are future-ready by constantly updating their skills and knowledge to stay relevant.

Our employees get regular opportunities to attend training, workshops and seminars on management, technical skills, communication, leadership and other topics relevant to their work.

Due to the COVID-19 pandemic and the safe management measures implemented locally and globally, we encourage employees to participate in online learning and training.

Target and Performance

Our target is to provide average 25 hours of training per employee. In FY 2020/21, the average training hours per employee was 27.2 hours, up from 20.9 hours achieved in FY 2019/20. Our target is to maintain 75 hours of average training hours per employee over the three-year block beginning in FY 2020/21.

Performance Management

A fair and objective performance management system is essential for maintaining high-performance teams. Therefore, our performance appraisal system measures performance, recognises employee achievements, and identifies areas of development. The annual performance appraisal process covers all employees to assess performance against established objectives.

We recognise each employee for their valuable contributions at work, highlight areas for development, and set realistic goals for the next review period during staff appraisal. In FY 2020/21, all employees participated in the annual appraisal exercise.

Occupational Health and Safety

We are committed to promoting a safety culture among our employees and contractors who perform various services in our properties. We do so by identifying and mitigating safety and health

hazards through preventive measures and staff training. In line with local building safety regulations, we engage in regular inspections for safety, health and hygiene. We require external contractors to abide by safety-related rules while performing work in our properties.

For its workplace safety measures, the Manager was awarded a BizSAFE Level 3 Certification by the Workplace Safety and Health Council, Singapore, in September 2018 with a three-year validity. BizSAFE Level 3 recognises that a company has put in place systems to manage workplace risks and complies with WSH (Risk Management) Regulations. The Manager plans to renew the certification in September 2021.

There were no incidents of fatal accidents, severe workplace injury or occupational diseases among our employees or onsite contractors in the reported period. Total man-hours worked amounted to 64,120 hours.

EMPLOYEE TRAINING

FY 2020/21 Target	FY 2020/21 Performance	FY 2021/22 Target
Average 25 hours per employee	27.2 training hours per employee	Average 25 hours per employee

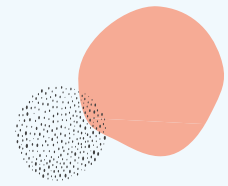
OCCUPATIONAL HEALTH AND SAFETY

FY 2020/21 Target	FY 2020/21 Performance	FY 2021/22 Target
Zero accidents involving severe injuries		
No incidents of occupational diseases		
Zero work-related fatalities		

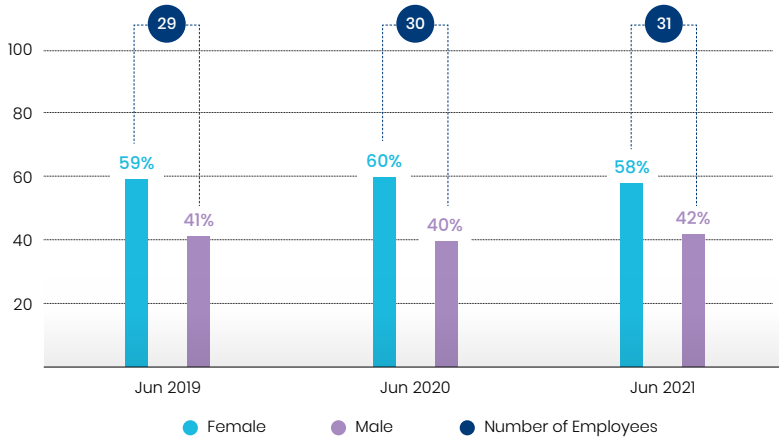


SUSTAINABILITY & GOVERNANCE

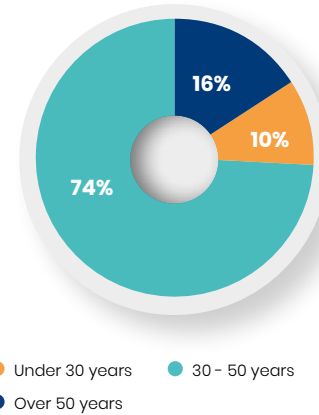
SUSTAINABILITY REPORT



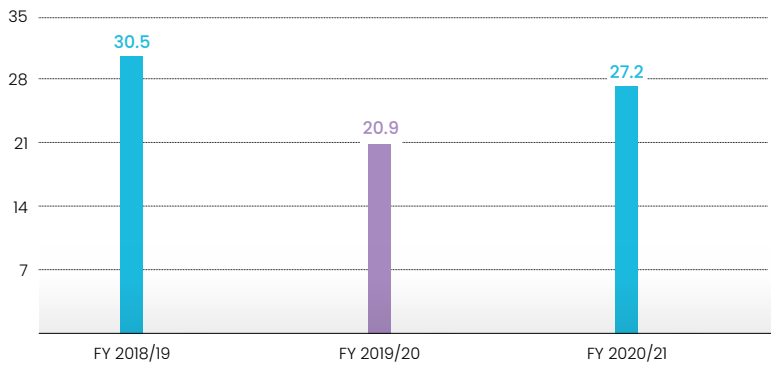
TOTAL EMPLOYEES BY GENDER



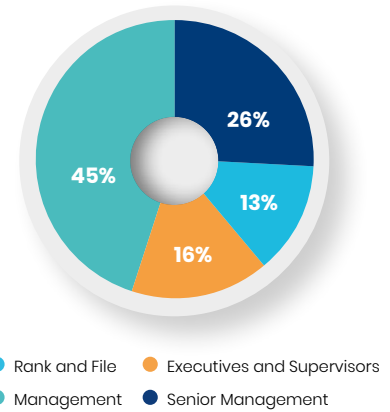
EMPLOYEES BY AGE GROUP (As at Jun 2021)



AVERAGE TRAINING HOURS PER EMPLOYEE (FULL-TIME EMPLOYEES)



EMPLOYEE BY EMPLOYMENT CATEGORY (As at Jun 2021)



Average Training Hours per Employee by Category and Gender (Full-time Employees)	FY 2020/21	
	Male	Female
Rank and file	0.0	7.7
Executives and Supervisors	25.0	44.6
Management	31.7	24.1
Senior Management	22.9	56.0
Average	26.9	27.4





TOTAL NUMBER OF EMPLOYEES
By Employment Category and Gender

Employment Type	Jun 2019		Jun 2020		Jun 2021	
	% Male	% Female	% Male	% Female	% Male	% Female
Rank and file	0%	100%	0%	100%	0%	100%
Executives and Supervisors	50%	50%	40%	60%	40%	60%
Management	36%	64%	36%	64%	36%	64%
Senior Management	71%	29%	71%	29%	75%	25%



TOTAL NUMBER OF EMPLOYEES
By Employment Category and Age Group

Employment Type	Jun 2019			Jun 2020			Jun 2021		
	< 30 years	30 - 50 years	> 50 years	< 30 years	30 - 50 years	> 50 years	< 30 years	30 - 50 years	> 50 years
Rank and file	25%	50%	25%	25%	50%	25%	25%	50%	25%
Executives and Supervisors	25%	75%	0%	20%	80%	0%	20%	80%	0%
Management	21%	79%	0%	14%	86%	0%	7%	93%	0%
Senior Management	0%	71%	29%	0%	57%	43%	0%	50%	50%

EMPLOYEE HIRES IN FY 2020/21
By Age Group and Gender

Employment Type	Age group	Male	Female	Total	%
Hires	Below 30	0	0	0	0%
	30-50	0	2	2	67%
	Above 50	1	0	1	33%
	Total	1	2	3	100%
% Gender		33%	67%		



EMPLOYEE TURNOVER IN FY 2020/21
By Age Group and Gender

Employment Type	Age group	Male	Female	Total	%
Turnovers	Below 30	0	0	0	0%
	30-50	0	2	2	100%
	Above 50	0	0	0	0%
	Total	0	2	2	100%
% Gender		0%	100%		



SUSTAINABILITY & GOVERNANCE

SUSTAINABILITY REPORT

Enriching Communities



Our Approach

- Strive to positively impact and enrich the lives of people in the communities where we operate

We are committed to making a positive contribution to the local communities we operate in through corporate social responsibility initiatives. Despite the challenges imposed by the COVID-19 restrictions, we continued our community engagement where possible.

An Inspiring Christmas at Wisma Atria’s Christmas 2020

Wisma Atria was decked out in pink Christmas decorations, and featured a model train, which ran around a lighted Christmas town crafted from reclaimed wood chips and plant fibres. Christmas gift wrap, distributed via the mall’s spend-and-redeem tiers, was made from recycled materials.

Singapore Water Day 2021

In March 2021, Wisma Atria collaborated with PUB to raise awareness for climate change. The outdoor steps at Wisma Atria building were lit blue for the entire month as part of this initiative.

Walk for Rice and Sing It Louder Concert screening

Wisma Atria sponsored airtime on its façade screen and contributed S\$2,500 worth of vouchers to the “Walk for Rice” and “Sing It Louder” concert screening charity events. Both were part of a collaboration with Harvest Care Centre and South East Community Development Council to help less privileged youth and families residing in South East District who were affected by COVID-19.

“Kita Jaga Kita”

In collaboration with The Little Giant, Lot 10 in Malaysia held the “Kita Jaga Kita” pop-up market. The initiative was organised to support home-grown entrepreneurs and small business owners. A total of 24 vendors participated in this event held in October 2020, which was well-received.



1. Sustainable christmas decorations at Wisma Atria.
2. The outdoor steps at Wisma Atria were lit blue for the entire month of March for Singapore Water Day.
3. Participants deposit check point maps for the Virtual Walk for Rice.
4. The “Sing it Louder” concert screening in support of Harvest Care Centre and the South East Community Development Council.



GRI CONTENT INDEX

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GRI 102: GENERAL DISCLOSURES 2016		
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GRI 102-2	Activities, brands, products, and services	About Starhill Global REIT
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GRI 102-5	Ownership and legal form	About Starhill Global REIT
GRI 102-6	Markets served	About Starhill Global REIT, 12-15
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	78
	103-2 The management approach and its components	78, 88
	103-3 Evaluation of the management approach	74, 88
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GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	94
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SASB INDEX

Real Estate Sustainability Accounting Standard.

Topic	SASB Code	Accounting Metric	Property Subsector	FY 2020/21	
Energy Management	IF-RE-130a.1	Energy consumption data coverage as a percentage of total floor area, by property subsector	Shopping Centre (N761)	30.4%	
	IF-RE-130a.2	(1) Total energy consumed by portfolio area with data coverage, (2) percentage grid electricity, and (3) percentage renewable, by property subsector	Shopping Centre (N761)	(1) 34,512GJ (2) 100% (3) 0%	
	IF-RE-130a.3	Like-for-like percentage change in energy consumption for the portfolio area with data coverage, by property subsector	Shopping Centre (N761)	-1.0%	
	IF-RE-130a.4	Percentage of eligible portfolio that (1) has an energy rating and (2) is certified to ENERGY STAR, by property subsector	Shopping Centre (N761)	(1) 7.2% (2) Not applicable in SG and AUS	
	IF-RE-130a.5	Description of how building energy management considerations are integrated into property investment analysis and operational strategy	Shopping Centre (N761)	Pg 85	
Water Management	IF-RE-140a.1	Water withdrawal data coverage as a percentage of (1) total floor area and (2) floor area in regions with High or Extremely High Baseline Water Stress, by property subsector	Shopping Centre (N761)	(1) 30.4% (2) 22.8%	
	IF-RE-140a.2	(1) Total water withdrawn by portfolio area with data coverage and (2) percentage in regions with High or Extremely High Baseline Water Stress, by property subsector	Shopping Centre (N761)	(1) 88,576m ³ (2) 16.6%	
	IF-RE-140a.3	Like-for-like percentage change in water withdrawn for portfolio area with data coverage, by property subsector	Shopping Centre (N761)	-16.6%	
	IF-RE-140a.4	Description of water management risks and discussion of strategies and practices to mitigate those risks	Shopping Centre (N761)	Pg 87	
Management of Tenant Sustainability Impacts	IF-RE-410a.1	(1) Percentage of new leases that contain a cost recovery clause for resource efficiency-related capital improvements and (2) associated leased floor area, by property subsector	Shopping Centre (N761)	Not reported	
	IF-RE-410a.2	Percentage of tenants that are separately metered or sub-metered for (1) grid electricity consumption and (2) water withdrawals, by property subsector	Shopping Centre (N761)	Not reported	
	IF-RE-410a.3	Discussion of approach to measuring, incentivising, and improving sustainability impacts of tenants	Shopping Centre (N761)	Not reported	
Climate Change Adaptation	IF-RE-450a.1	Area of properties located in 100-year flood zones, by property subsector	Shopping Centre (N761)	Not reported	
	IF-RE-450a.2	Description of climate change risk exposure analysis, degree of systematic portfolio exposure, and strategies for mitigating risks	Shopping Centre (N761)	Not reported	
Activity Metric			Property Subsector	FY 2020/21	SASB Code
		Number of assets, by property subsector	Shopping Centre (N761)	4	IF-RE-000.A
		Leasable floor area, by property subsector	Shopping Centre (N761)	1,224,436 sq ft	IF-RE-000.B
		Percentage of indirectly managed assets, by property subsector	Shopping Centre (N761)	0%	IF-RE-000.C
		Average occupancy rate, by property subsector	Shopping Centre (N761)	93.8%	IF-RE-000.D

Note:

Reported data refers to the following four properties that we have covered in this report: Wisma Atria (Singapore), Myer Centre Adelaide, David Jones Perth and Plaza Arcade Perth (Australia).

TCFD DISCLOSURES

TCFD DISCLOSURES

From this report, we have started aligning our sustainability report with the Task Force on Climate-Related Financial Disclosures (TCFD) recommendations. The following table indicates our progress toward TCFD recommended reporting.

Code	TCFD Recommendations	2020 Disclosures
GOVERNANCE		
TCFD 1(a)	Describe the board's oversight of climate-related risks and opportunities.	79
TCFD 1(b)	Describe management's role in assessing and managing climate-related risks and opportunities.	80
STRATEGY		
TCFD 2(a)	Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term.	80
TCFD 2(b)	Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning.	80
TCFD 2(c)	Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Not reported
RISK MANAGEMENT		
TCFD 3(a)	Describe the organisation's processes for identifying and assessing climate-related risks.	80
TCFD 3(b)	Describe the organisation's processes for managing climate-related risks.	80
TCFD 3(c)	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management.	79, 80
METRICS AND TARGETS		
TCFD 4(a)	Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.	79, 80
TCFD 4(b)	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	74, 86
TCFD 4(c)	Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	87