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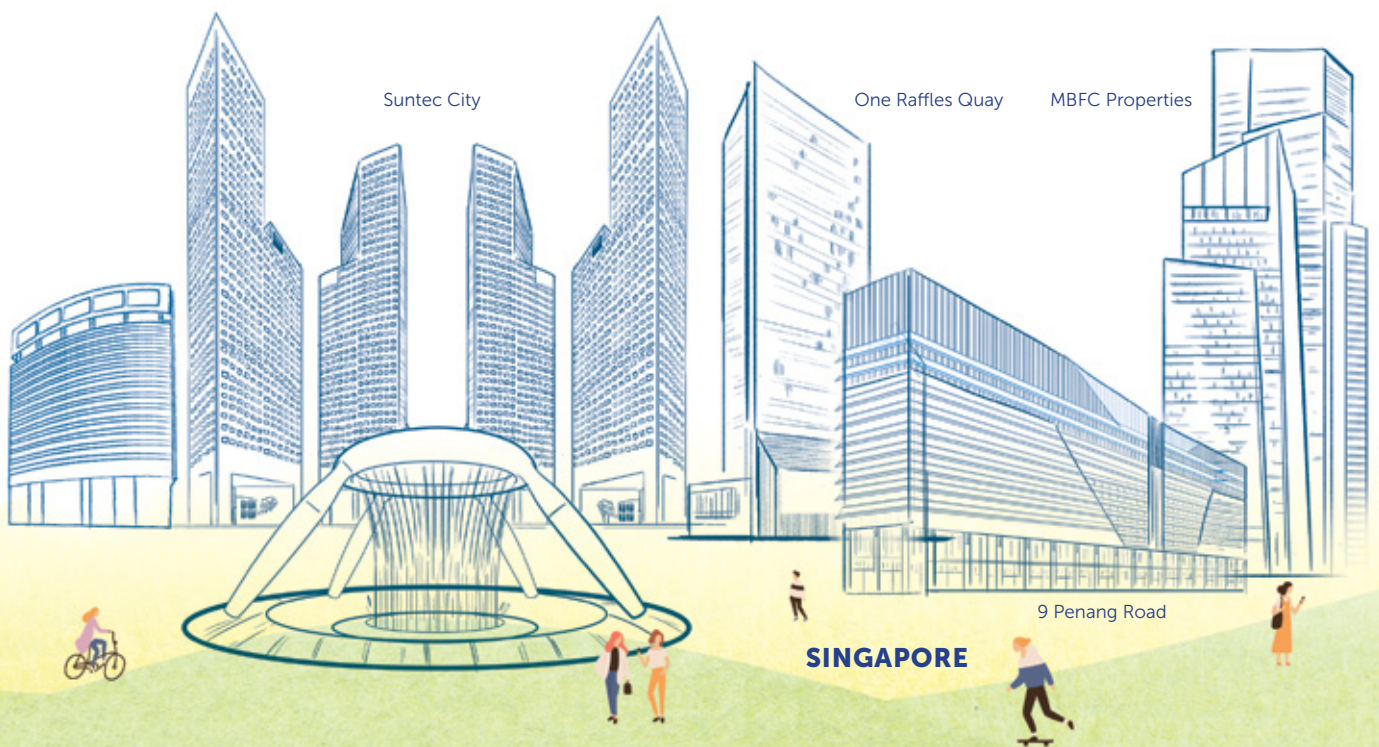
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# ABOUT THIS REPORT

## ABOUT SUNTEC REIT

Listed on 9 December 2004 on the Main Board of the Singapore Exchange Securities Trading Limited ("SGX-ST"), Suntec Real Estate Investment Trust ("Suntec REIT") is one of the leading real estate investment trusts in Singapore, owning income-producing real estate that is primarily used for office and/or retail purposes. As at 31 December 2020, Suntec REIT has assets under management of over S\$11 billion with properties in Singapore and key Australian cities of Sydney, Melbourne and Adelaide as well as in London, United Kingdom.

In Singapore, Suntec REIT's portfolio comprises office and retail properties in Suntec City, 66.3% interest in Suntec Singapore Convention & Exhibition Centre ("Suntec Singapore"), one-third interest in One Raffles Quay ("ORQ"), one-third interest in Marina Bay Financial Centre Towers 1 and 2 and the Marina Bay Link Mall ("MBLM" and collectively known as the "MBFC Properties"), and 30.0% interest in 9 Penang Road. The properties in Australia include 177 Pacific Highway and 21 Harris Street in Sydney, 50.0% interest in Southgate Complex and 50.0% interest in Olderfleet, 477 Collins Street in Melbourne and 55 Currie Street in Adelaide. In United Kingdom, Suntec REIT owns a 50.0% interest in Nova Properties in Victoria, West End, London.

Suntec REIT is managed by an external manager, ARA Trust Management (Suntec) Limited (the "Manager"). The Manager is focused on delivering regular and stable distributions to Suntec REIT's unitholders, and to achieve long-term growth in the net asset value per unit of Suntec REIT, so as to provide unitholders with a competitive rate of return on their investment.

## ABOUT ARA TRUST MANAGEMENT (SUNTEC) LIMITED

Suntec REIT is managed by ARA Trust Management (Suntec) Limited, a wholly-owned subsidiary of ARA Asset Management Limited ("ARA or the Group").

Founded in 2002 and driven by a mission to be best-in-class, ARA is a leading APAC real assets fund manager with a global reach.

ARA operates a diversified platform across assets, strategies and geographies, with approximately S\$116 billion<sup>1</sup> in gross assets under management globally, as at 31 December 2020. It offers a wide range of investment solutions in both public and private markets, managing listed and unlisted real estate investment trusts ("REITs") and private funds in real estate, infrastructure and credit across 28 countries. As part of its investor-operator philosophy, the Group also operates a real estate management services division with local teams to manage its assets worldwide.

ARA's multi-platform, multi-product global fund management business is driven by dedicated teams with in-depth market knowledge and local expertise in all countries where it operates and invests. The Group strives to work sustainably, is mindful of its impact on the environment, and aims to leverage technology to work smart and achieve better outcomes for its stakeholders. Built on a foundation of strong corporate governance and business integrity, ARA manages funds on behalf of many of the world's largest pension funds, sovereign wealth funds and financial institutions.

### Note:

<sup>1</sup> Includes assets under management by ARA Asset Management Limited and the Group of companies ("ARA Group") and its Associates.

177 Pacific Highway  
Sydney

Olderfleet, 477 Collins Street  
Melbourne

21 Harris Street  
Sydney

## UNITED KINGDOM

55 Currie Street  
Adelaide

Southgate Complex  
Melbourne

Nova Properties  
London

## AUSTRALIA



# ABOUT THIS REPORT

## BOARD STATEMENT

The Board of Directors of the Manager (the “Board”) is pleased to present Suntec REIT’s Sustainability Report for the financial year ended 31 December 2020 (“FY 2020”). This report discloses Suntec REIT’s environmental, social and governance (“ESG”) impacts and its progress towards the goal of sustainable management of its real estate portfolio.

Suntec REIT is focused on its mission in “forging ahead to create, provide and deliver value to all stakeholders”. In achieving the mission, the Board considers sustainability issues as part of its strategic formulation and sets the strategic direction in ensuring good corporate governance, prudent financial management, fair employment practices and efficient utilisation of resources. The Board has approved the material ESG matters and determined them to be relevant for the current year. The Board oversees that these ESG matters are monitored and managed. The Manager stays vigilant in upholding Suntec REIT’s commitments towards sustainability practices and creating value for its stakeholders.

The Manager believes in the importance of integrating sustainability into its business strategies and operations in achieving Suntec REIT’s sustainable economic growth<sup>2</sup> and delivering long-term unitholder value. Suntec REIT achieved the highest 5-star rating in its inaugural GRESB submission in 2020. This is testament to our commitment towards sustainability practices, making a positive impact on the community and the environment as well as our investment in people. Suntec REIT’s sustainability policies, practices and performance are detailed in this report, which are interrelated to its overall financial performance from the governance, socioeconomic and environmental perspectives.

## REPORTING FRAMEWORK

This report has been prepared in accordance with the Global Reporting Initiative (“GRI”) Standards – Core option and GRI Construction and Real Estate Sector Supplement (“CRESS”), as well as the relevant requirements under the 2021 Global Real Estate Sustainability Benchmark (“GRESB<sup>3</sup>”) Assessment. The GRI Standards were selected as it is an internationally recognised reporting framework that covers a comprehensive range of sustainability disclosures and is suited to Suntec REIT’s industry and business model. Reference has also been drawn from the Sustainability Reporting Guide of the SGX-ST Practice Note 7.6 in meeting the primary components as set out in the SGX-ST Mainboard Listing Rule 711B of the Listing Manual of the SGX-ST, where applicable. Please refer to the GRI Content Index attached at the end of this report for more information. In addition, this report together with other ESG information, will be submitted as part of Suntec REIT’s participation in the 2021 GRESB Assessment.

## REPORTING PERIOD AND SCOPE

The reporting period covered in this report is from 1 January to 31 December 2020, with relevant data from prior year(s) as comparison. Unless otherwise stated, this report covers the performance of properties<sup>4</sup> that have been in Suntec REIT’s portfolio and operational for at least one full financial year. Three assets, namely 21 Harris Street in Sydney, Olderfleet, 477 Collins Street in Melbourne are development projects that were completed in April 2020 and July 2020 respectively while Nova Properties in London, was acquired in December 2020 and therefore excluded from the scope of this report. For environmental performance, Suntec REIT uses the equity share approach, as outlined in the Greenhouse Gas Protocol Corporate Standard (“GHG Protocol Corporate Standard”) to consolidate the environmental performance data from its portfolio of properties based on ownership interest (see Figure 1). For socioeconomic and governance performance, this report covers primarily employees of the Manager.

FIGURE 1: REPORTING SCOPE

COUNTRY	PROPERTY	PROPERTY TYPE
Singapore	Suntec City	<ul style="list-style-type: none"> <li>Office (59.1%)</li> <li>Retail (100.0%)</li> </ul>
	Suntec Singapore Convention and Exhibition Centre (“Suntec Singapore”) <sup>5</sup>	<ul style="list-style-type: none"> <li>Meeting, Incentive, Convention and Exhibition (“MICE”) (Before 1 July 2020: 60.8%; 1 July 2020 onwards: 66.3%)</li> </ul>
	One Raffles Quay (“ORQ”)	<ul style="list-style-type: none"> <li>Office (33.3%)</li> </ul>
	Marina Bay Financial Centre Tower 1 and 2, and the Marina Bay Link Mall (“MBFC Properties”)	<ul style="list-style-type: none"> <li>Office (33.3%)</li> <li>Retail (33.3%)</li> </ul>
	9 Penang Road	<ul style="list-style-type: none"> <li>Office (30.0%)</li> </ul>
Australia	177 Pacific Highway	<ul style="list-style-type: none"> <li>Office (100.0%)</li> </ul>
	Southgate Complex	<ul style="list-style-type: none"> <li>Office (50.0%)</li> <li>Retail (50.0%)</li> </ul>
	55 Currie Street	<ul style="list-style-type: none"> <li>Office (100.0%)</li> </ul>

### Notes:

<sup>2</sup> For more details on Suntec REIT’s FY 2020 financial results, please refer to Suntec REIT’s Annual Report FY 2020.

<sup>3</sup> GRESB is the environmental, social and governance benchmark for real assets. Working in collaboration with the industry, GRESB defines the global standard for sustainability performance in real assets, providing standardised and validated ESG data to the capital markets. More than 100 institutional investors, including pension funds and insurance companies, use GRESB data and analytical tools to optimize the risk/return profile of their investments. In 2020, more than 1,200 property companies, real estate investment trusts, funds, and developers participated in the Real Estate Assessment, representing USD 4.8 trillion assets under management. The Assessment covers more than 96,000 assets across 64 countries.

<sup>4</sup> For more details on Suntec REIT’s property portfolio, please refer to pages 24 to 53 of Suntec REIT’s Annual Report FY 2020.

<sup>5</sup> Includes proportionate interest in Suntec Singapore (Retail) (Before 1 July 2020: 60.8%; 1 July 2020 onwards: 66.3%).

# ABOUT THIS REPORT

## ASSURANCE

The Manager has not sought external assurance for this report. However, the Manager may seek full assurance for future sustainability reports as its reporting matures over time.

## FEEDBACK

The Manager values all feedback from stakeholders as they are integral to Suntec REIT's sustainability reporting process. Please send all comments and suggestions to [enquiry@suntecreit.com](mailto:enquiry@suntecreit.com).



## STAKEHOLDER ENGAGEMENT

Regular engagement with stakeholders is important to Suntec REIT's long-term success. Frequent stakeholder engagements are undertaken to identify pertinent issues related to ESG matters to facilitate continuous improvement of the operations.

In 2020, despite the challenges posed by the COVID-19 pandemic, the Manager continued to engage key stakeholders through both virtual and in-person meetings. Regular meetings and conference calls were held with investors through virtual platforms to provide updates on Suntec REIT's performance and outlook, as well as communicate the REIT's ESG performance, including the measures implemented to protect the health and safety of its employees and tenants. The annual general meeting was also conducted virtually to protect the health and safety of investors and minimise physical interactions.





Figure 2 below details the Manager's engagement activities with its key stakeholders.

FIGURE 2: STAKEHOLDER ENGAGEMENT

STAKEHOLDER GROUP	MODE OF ENGAGEMENT	FREQUENCY OF ENGAGEMENT	KEY INTERESTS BY STAKEHOLDER GROUP	SUNTEC REIT'S RESPONSES IN FY 2020
<b>Business partners (strategic partners, banks)</b> 	Corporate events	Regular	<ul style="list-style-type: none"> <li>• Alignment of interests</li> <li>• Good corporate governance</li> <li>• Sustainable performance</li> </ul>	Suntec REIT publishes annual reports and sustainability reports to inform our business partners on our governance and sustainability practices.
	Meetings and discussions	Regular		
<b>Employees (REIT Manager)</b> 	Orientation programme for new employee	Regular	<ul style="list-style-type: none"> <li>• Employee welfare management</li> <li>• Fair employment practices</li> <li>• Good corporate governance</li> <li>• Skills development and career progression</li> <li>• Health and safety</li> </ul>	Suntec REIT helps its employees develop their careers through regular performance appraisals and training programmes. We are committed to good governance and fair employment practices and communicate our efforts through internal staff newsletters. Welfare care packs which included a thermometer and hand sanitiser were given to employees at the onset of the pandemic.
	Employee satisfaction survey	Ad hoc		
	Team cohesion activities	Regular		

# ABOUT THIS REPORT

FIGURE 2 (CONT'D): **STAKEHOLDER ENGAGEMENT**

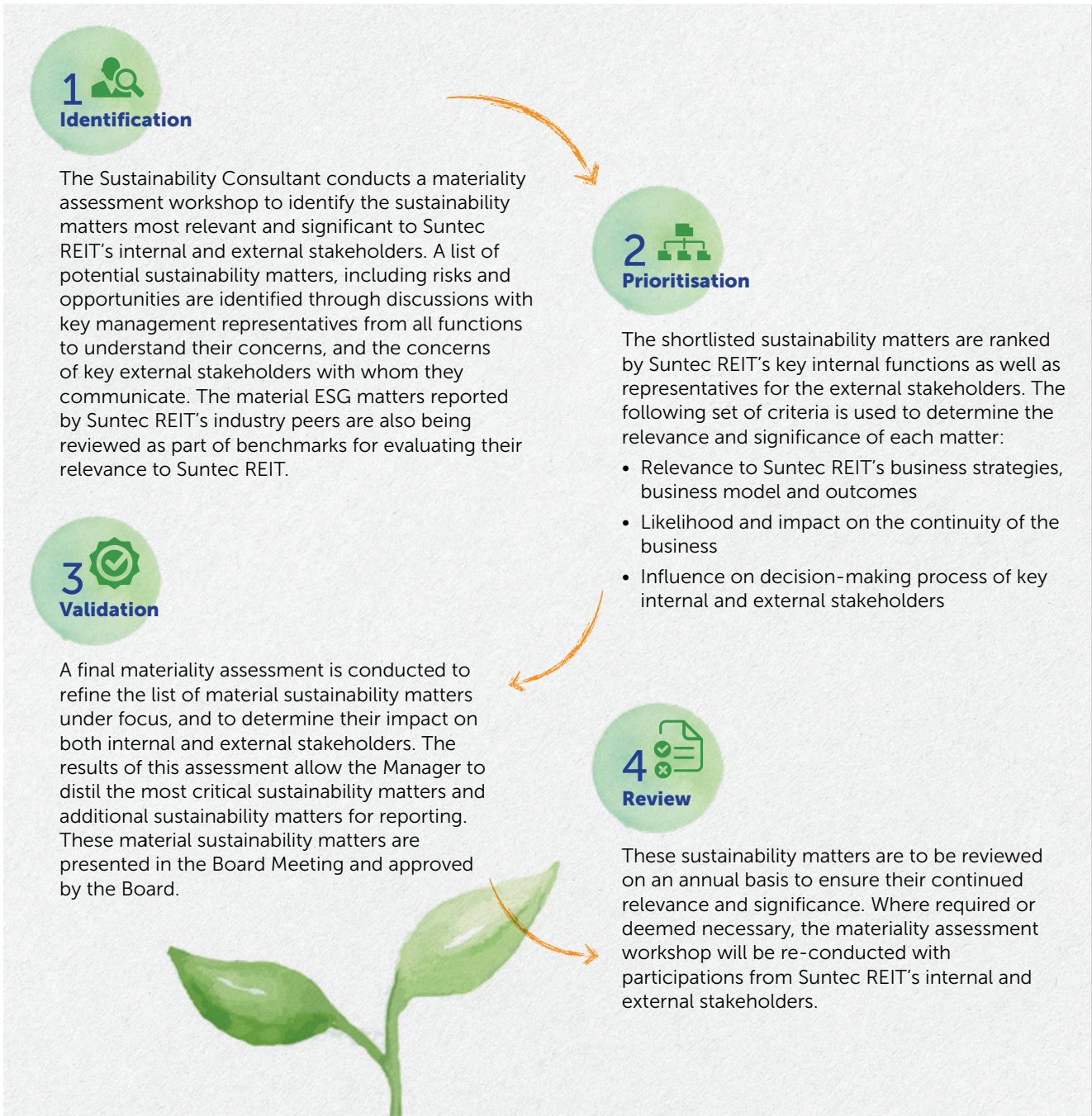
STAKEHOLDER GROUP	MODE OF ENGAGEMENT	FREQUENCY OF ENGAGEMENT	KEY INTERESTS BY STAKEHOLDER GROUP	SUNTEC REIT'S RESPONSES IN FY 2020
<b>Government agencies and industry organisations</b> 	Communication and consultation with government and authorities	Regular	<ul style="list-style-type: none"> <li>• Compliance with regulatory requirements</li> <li>• Contributions to industry</li> <li>• Environmental impact</li> <li>• Good corporate governance</li> <li>• Health and safety</li> </ul>	<p>Suntec REIT shares its compliance practices through consultation forums with regulators such as the Monetary Authority of Singapore (MAS). ARA also contributes to the real estate industry by sharing our sustainability efforts at dialogue sessions organised by industry organisations such as GRESB. The Manager also attended dialogue sessions with the various ministries regarding the COVID-19 impact to Singapore retail and convention business.</p>
	Participation in industry associations, forums and dialogues e.g. Building and Construction Authority, Investor Relations Professional Association (Singapore), Green Building Council of Australia, International WELL Building Institute, New South Wales and Victoria State Governments, Office of Environment and Heritage, Property Council of Australia, REIT Association of Singapore (REITAS), Singapore Green Building Council (SGBC), Singapore Institute of Directors, Singapore Retailers Association and Urban Redevelopment Authority, Asia Pacific Real Estate Association and Securities Investors Association (Singapore)	Regular		
<b>Investment community (institutional and retail investors, analysts)</b> 	Annual General Meeting	Annual	<ul style="list-style-type: none"> <li>• Good corporate governance</li> <li>• Performance of assets</li> <li>• Suntec REIT's outlook and strategic plans</li> <li>• Market Outlook</li> <li>• Stable and sustainable distribution</li> <li>• Timely and transparent reporting</li> <li>• Net asset value growth</li> </ul>	<p>In addition to sharing its financial and sustainability performances in annual reports and sustainability reports, Suntec REIT updates the investment community on its business performance on a quarterly basis. The Manager also publishes ad-hoc announcements and circulars to update the investment community. These reports and announcements can be easily accessed on Suntec REIT's website.</p>
	Investor conferences	Regular		
	Investor relations channel	Active		
	Meetings and teleconferences with investors and analysts	Regular		
	Non-deal roadshows	Regular		
<b>Tenants</b> 	Enquiries and feedback channel	Active	<ul style="list-style-type: none"> <li>• Good property maintenance</li> <li>• Health and safety</li> <li>• Shoppers' traffic (for retail)</li> <li>• Mall publicity (for retail)</li> </ul>	<p>To promote a healthy lifestyle, both virtual and physical wellness programmes are organised for tenants. At Suntec City, virtual and outdoor workout sessions were held in partnership with the Health Promotion Board. The Manager also works closely with retail tenants to promote the shopping malls and increase shopper traffic. In 2020, rent assistance and additional measures were also implemented to support tenants through the challenging period.</p>
	Meetings and discussions	Regular		
	Tenant satisfaction survey	Regular		
	"By the Bay" and "Host" community engagement apps	Active		
<b>Retail shoppers</b> 	Enquiries and feedback channel	Active	<ul style="list-style-type: none"> <li>• Availability of promotional campaigns</li> <li>• Diversity of retail mix</li> <li>• Health and safety</li> <li>• Accessibility</li> <li>• Family friendly</li> </ul>	<p>Suntec REIT strives to maintain a diverse mix of retail options for shoppers. Working closely with retail tenants, marketing and promotional events are organised regularly and publicised on Suntec City's website and social media platforms.</p>
	Suntec+ lifestyle app and loyalty programme	Active		

# ABOUT THIS REPORT

## MATERIALITY ASSESSMENT

The Manager defines material sustainability matters as issues with significant ESG impact on Suntec REIT and its stakeholders. These matters will substantially influence the decision-making process of its stakeholders and affect the achievement of short and long-term goals. To identify the material sustainability matters, the Manager adopts a rigorous four-step Materiality Assessment process, as summarised below in Figure 3.

FIGURE 3: FOUR-STEP PROCESS FOR MATERIALITY ASSESSMENT



In FY 2020, the Manager conducted a review of Suntec REIT's material ESG matters that were finalised and approved by the Board after a formal assessment workshop conducted in the financial year ended 31 December 2019 ("FY 2019") based on the above Four-step process. The review concluded that the list of material ESG matters and performance targets set continue to be relevant and was presented and approved by the Board.

# ABOUT THIS REPORT

FIGURE 4: SUNTEC REIT'S MATERIAL SUSTAINABILITY MATTERS

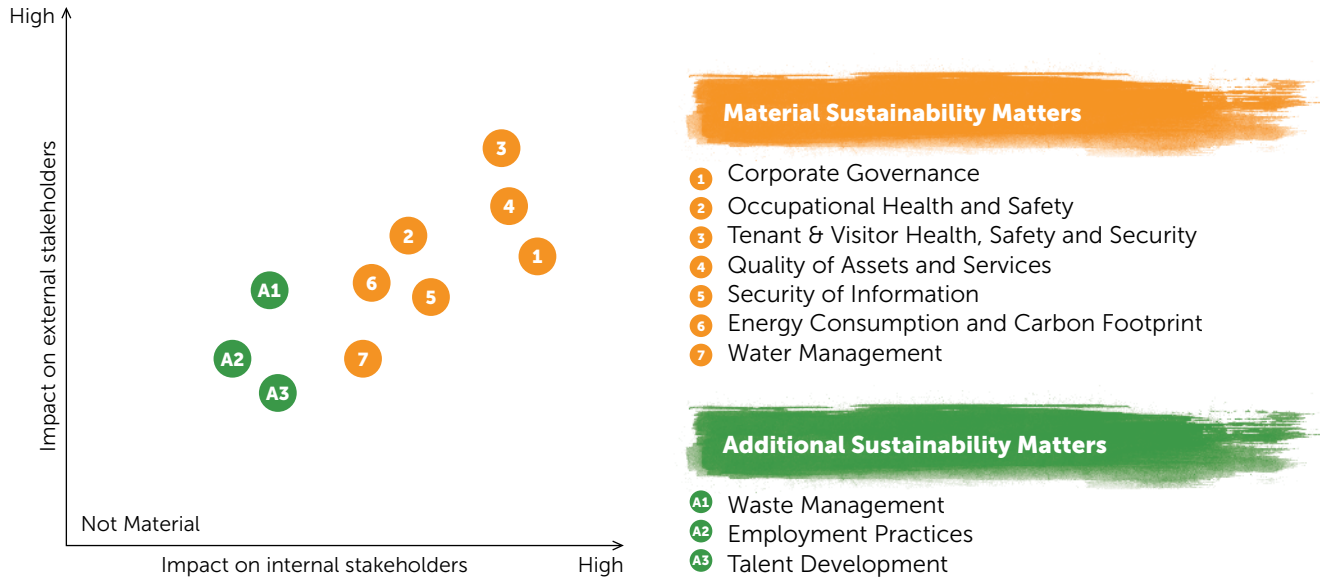
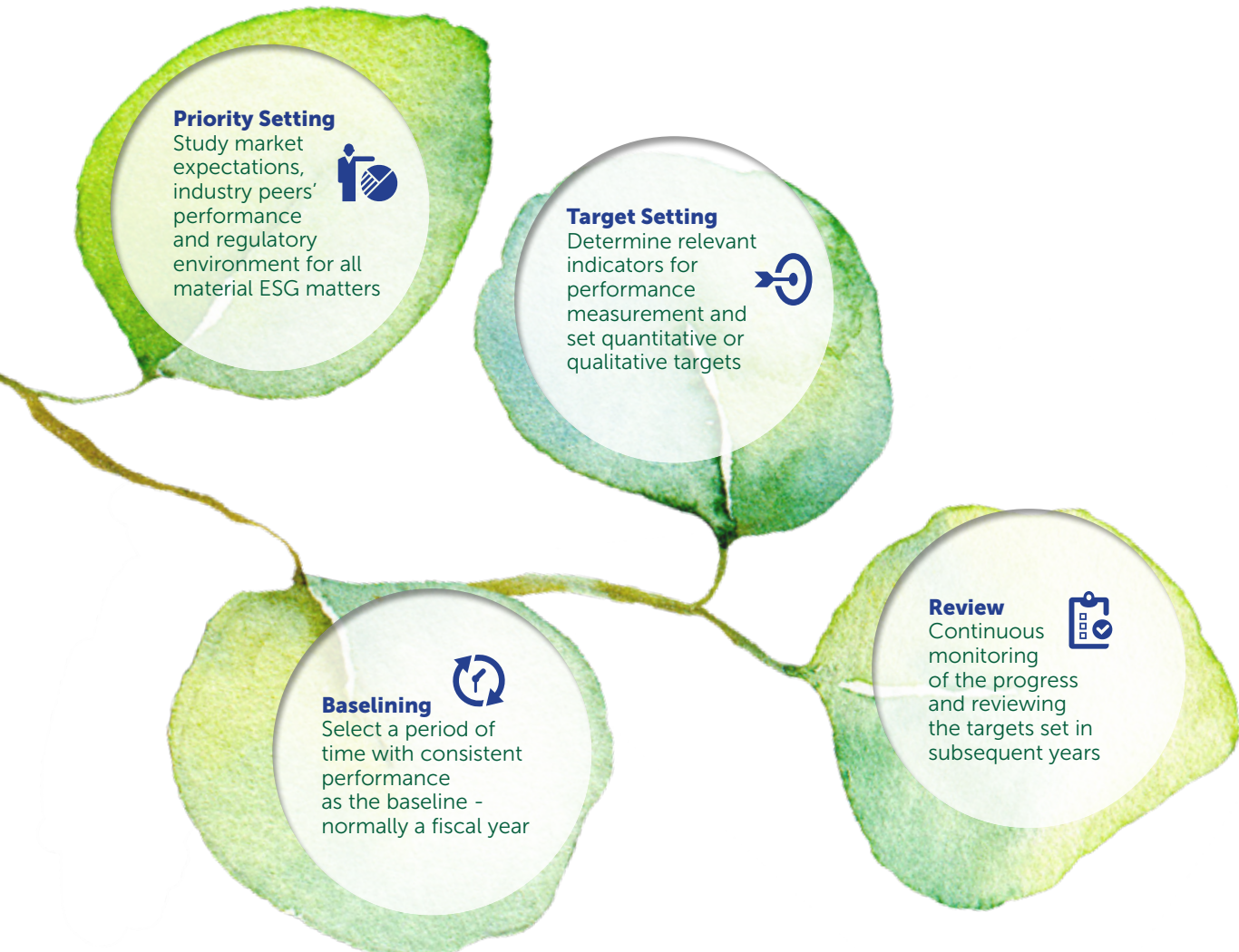


FIGURE 5: TARGET SETTING PROCESS





# GOVERNANCE

Suntec REIT’s unitholders place their trust in the Manager to deliver regular and stable distributions and achieve long-term growth. In upholding this trust, the Manager believes it has an obligation to act honestly, with due care and diligence, in the unitholders’ best interests.

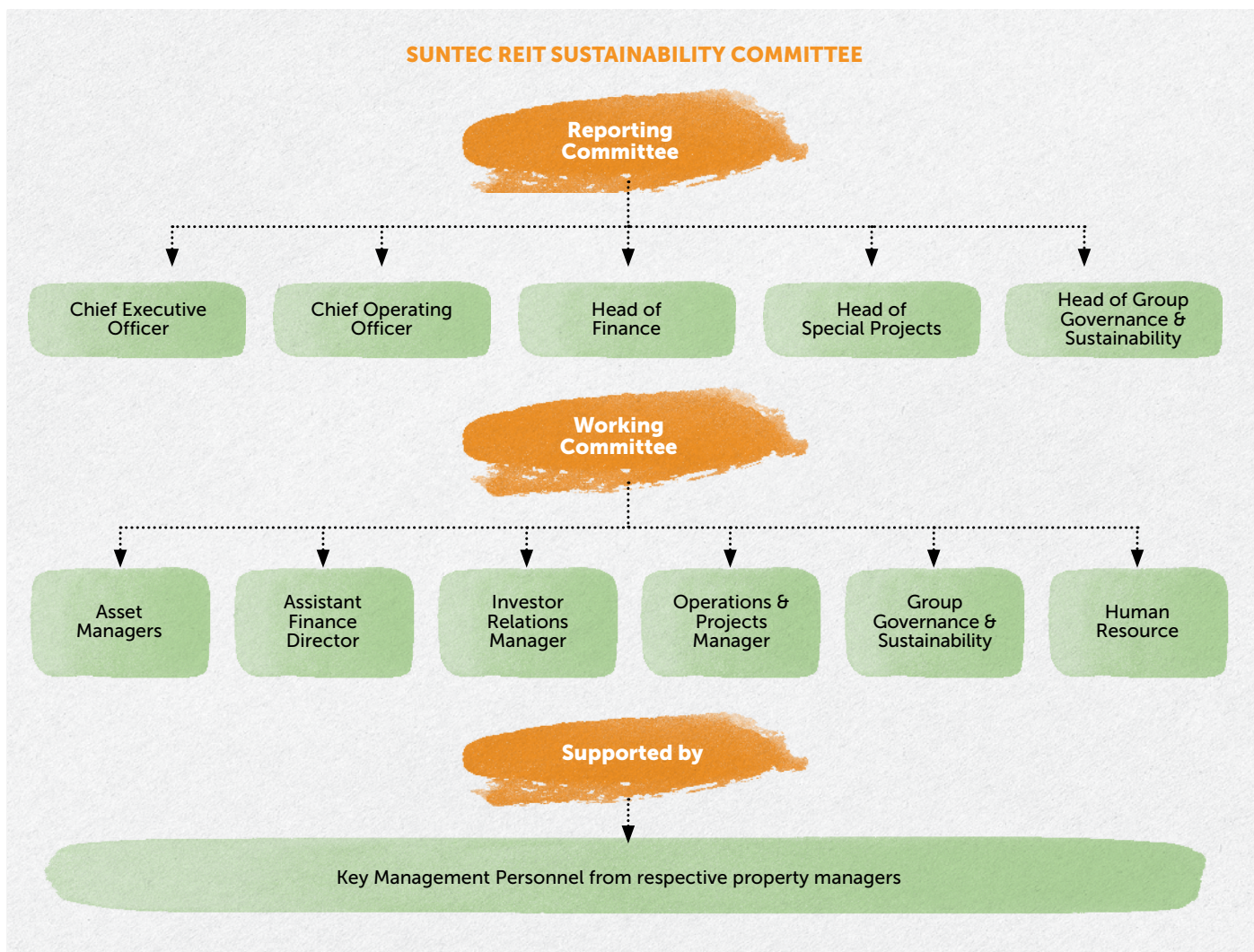
The Manager has adopted an overall corporate governance framework<sup>6</sup> designed to meet best practice principles. The Manager recognises that an effective corporate governance culture is critical to its performance and consequently, the success of Suntec REIT.

In line with the corporate governance framework, the Manager has established a formal Suntec REIT Sustainability Committee led by the Chief Executive Officer (“CEO”) with senior representatives from the finance, investor relations, special projects and asset management functions (see Figure 6).

The Suntec REIT Sustainability Working Committee takes the lead in enhancing the sustainability report’s disclosures, performance targets and systems, and driving responsible business practices in accordance with Suntec REIT’s sustainability philosophy. The Suntec REIT Sustainability Working Committee has also set up a green finance framework for financing and refinancing eligible properties with green finance, that includes loans, bonds and trade facilities. In FY 2020, Suntec REIT raised its first sustainability-focused funding with an A\$450 million green loan facility.

The Suntec REIT Sustainability Working Committee, in consultation with the ARA Group Sustainability Steering Committee, reports to the Board on sustainability policies and practices. The table below presents a summary of sustainability policies which apply to all ARA entities.

FIGURE 6: SUNTEC REIT SUSTAINABILITY COMMITTEE



**Note:**

<sup>6</sup> For more details on Suntec REIT’s corporate governance, please refer to pages 66 to 87 of Suntec REIT’s Annual Report FY 2020.

# GOVERNANCE

FIGURE 7: SUSTAINABILITY POLICIES AT SUNTEC REIT<sup>7</sup>

CATEGORY	TOPIC	CATEGORY	TOPIC	
<b>Governance</b> 	Board Diversity	<b>Social</b> 	Diversity and Equal Opportunities	
	Board Performance Evaluation		Employment	
	Governance Matrix		Performance and Career Development	
	Authorisation Grid		Stakeholder Engagement	
	Code of Corporate Governance		Labour Management Relations	
	Code of Ethics		Quality of Assets and Services	
	Enterprise Risk Management		Personal Data Protection	
	Deal Allocation		Community Development	
	Whistle Blowing		<b>Environment</b> 	Climate Change
	Shareholder Rights			Pollution Prevention
	Group Compliance	Biodiversity and Habitat		
	Internal Code on Securities Dealing	Resilience to Catastrophe and Disaster		
	Communications	Environmental Management System		
	Crisis Management	Energy Consumption and Management		
	Intellectual Property Rights	GHG Emissions and Management		
	Staff Declaration	Water Consumption and Management		
	Treasury	Waste Management		
	Valuation	Material Sourcing and Sustainable Procurement		
	Supplier Code of Conduct	Indoor Environmental Quality		
	Outsourcing			
Cybersecurity				
Compliance with ESG Laws and Regulations				
Anti-Money Laundering and Countering the Financing of Terrorism				

## RISK MANAGEMENT

Suntec REIT has an Enterprise Risk Management (“ERM”) Framework<sup>8</sup> which covers the management of its strategic enterprise, operational, financial and compliance risks. The ERM Framework considers the governance, socioeconomic and environmental aspects of the business and aims to provide reasonable assurance on compliance with relevant legislations and safeguarding of assets against material losses.

The strategic risks relate to sustainable long-term growth of Suntec REIT through sound investment strategies, asset management and clear communications with stakeholders. The Manager is focused on achieving sustainable profitability, and balances risks and returns across its property portfolio, with strong corporate

governance, accountability and transparency. The operational risks relate to the day-to-day management of the property portfolio, including human capital where there are established remuneration policies on compensation, benefits and succession planning. The financial risks relate to the impact to Suntec REIT’s financial position, arising from changes in market conditions such as liquidity, interest rates and credit exposures. The Manager’s approach is to ensure sufficient liquidity of Suntec REIT to meet its liabilities when due, under both normal and stressed conditions in its cash-flow projections. The compliance risks relate to adherence to applicable laws and regulations which Suntec REIT is subjected to in the various jurisdictions which it operates.

### Notes:

<sup>7</sup> ARA Group has recently reviewed and updated its corporate policies on ESG topics to reflect new trends and developments in the business environment. The refreshed set of group-level policies took effect on 1 February 2021.

<sup>8</sup> For more details on Suntec REIT’s risk management, please refer to page 65 of Suntec REIT’s Annual Report FY 2020.

# GOVERNANCE

## BUSINESS ETHICS

The Manager seeks to uphold its ethical principles based on ARA's core values of Respect, Excellence, Integrity and Teamwork in all its business activities. The Manager adheres to ARA's Governance Policies and measures put in place against fraud, corruption, insider trading and misuse of confidential information.

The Manager's zero tolerance towards wrongdoings and breaches of the policies is communicated to all employees during the induction training. This is further confirmed by all employees during their annual declaration on compliance with these Governance Policies. Any non-compliance with these policies will result in disciplinary action and/or immediate dismissal of the staff. All of Suntec REIT's employees have received communication and mandatory trainings on anti-corruption and business ethics. Anti-corruption policies

were communicated to all Suntec REIT's suppliers through ARA Group's Supplier Code of Conduct. The Manager requires all suppliers to adopt a zero tolerance stand towards all forms of corruption including bribery, extortion, personal or improper advantage.

## COMPLIANCE

The Manager adopts a comprehensive Compliance Framework established by the ARA Group. The Manager works closely with external legal professionals and the ARA Corporate Division on legal and regulatory matters, including changes to requirements. Adopting a proactive approach, the Manager participates regularly in consultations with authorities such as the Monetary Authority of Singapore and the SGX-ST and provides feedback on the regulatory regimes.

The Manager's approach towards compliance is further detailed below in Figure 8.

FIGURE 8: APPROACH TOWARDS COMPLIANCE



### Compliance Control Self-Assessment

The Compliance Control Self-Assessment process evaluates the adequacy and effectiveness of internal controls in addressing compliance risks in specific areas. It is annually certified by the Manager and audited by independent professionals.



### Training on the Latest Regulatory Development

Directors and management receive regular updates on regulatory requirements, such as the Securities & Futures Act, Common Reporting Standards, Foreign Account Tax Compliance Act and Singapore Financial Reporting Standards. This is facilitated by the ARA Corporate Division and/ or external professionals.



### Monitoring

The Company Secretaries and Internal Auditors ensure that Board procedures are duly followed and regularly reviewed for compliance. Any material non-compliance or weakness, including recommendations for improvements, is reported to the Audit Committee.

For FY 2020, the Manager has met its perpetual target of zero validated cases of corruption, fraud or non-compliance with relevant laws, regulations and Governance Policies.

#### PERPETUAL TARGET

0 validated cases of corruption, fraud and non-compliance with relevant laws, regulations and Governance Policies

#### FY 2020 PERFORMANCE

 Achieved

# DELIVERING EXCEPTIONAL VALUE

## QUALITY OF ASSETS AND SERVICES

The Manager believes that high quality assets attract good tenants and high footfall to the properties and therefore deliver greater returns to the unitholders. Strategically, the focus is on acquiring stable income-producing properties in strategic locations, while continuously improving the operational efficiency of the invested assets.

Sustainable design and planning are considered, where feasible, during the decision-making process for acquisition and asset enhancement of the properties. Relevant environmental and technical assessments are conducted on areas such as structural safety, mechanical & electrical, and energy efficiencies. In addition, the Manager strives to maintain the environmental and energy efficiency ratings of the properties owned. This was achieved in FY 2020. Furthermore, in its day-to-day management, the Manager works closely with the property managers to optimise the sustainability performance of the properties. This involves the use of technology to monitor system performance and improve the efficiencies of facilities by fine-tuning the operation. Additionally, strict management during the renovation and upgrading works ensures high fit-out standards which will contribute to an improvement in the assets' overall environmental performances.

Tenant satisfaction is integral to Suntec REIT's continued commitment towards quality and business excellence. The Manager strives to maintain high tenant satisfaction within its properties. Feedback from tenants and visitors

are gathered through the property managers, virtual and face-to-face meetings, telephone conversations and/or online surveys. The upgraded end-of-trip ("EOT") facilities at 177 Pacific Highway, Sydney was well received by tenants. Based on new feedback from tenants, the Manager is working with the property manager to develop a community social engagement calendar for the occupiers.

In several properties, external consultants had been engaged periodically to study the tenants' views on areas such as cleanliness, indoor air quality, thermal comfort and availability of natural light. Through these various engagements, the Manager can better understand the needs of tenants and tailor its efforts to meet them.

In addition, regular training has been provided to staff of the property managers to deliver service excellence. In line with the Singapore Workforce Skills Qualifications (WSQ)<sup>9</sup>, staff of the property managers in Singapore continued to attend employee trainings during FY 2020 to upgrade their skills, enhance productivity and obtain certifications. These trainings enable the property managers to uphold the quality of assets and services of Suntec REIT. The Manager and property managers have clinched numerous accolades over the years, which reflect their commitment towards maintaining excellent standards in the quality of assets and services. Figure 9 shows the key awards and accolades attained. For other social and environmental awards and certifications relevant to the Manager and property managers, refer to pages 13 of this report.

### PERPETUAL TARGET

### FY 2020 PERFORMANCE

Maintain environmental and energy efficiency ratings of Suntec REIT's properties  Achieved

#### Note:

<sup>9</sup> National Credential system that trains, develops, assesses and certifies skills and competencies for the workforce, both general and industry specific.

FIGURE 9: LIST OF KEY AWARDS AND ACCOLADES FOR EXCELLENCE

### PROPERTY KEY AWARDS & ACCOLADES FOR EXCELLENCE (2018-2020)

PROPERTY	KEY AWARDS & ACCOLADES FOR EXCELLENCE (2018-2020)
Suntec City	<ul style="list-style-type: none"> <li>SRA Excellent Service Award (EXSA) 2019 - 2 Star awards, 5 Gold awards and 16 Silver awards (property manager)</li> </ul>
Suntec Singapore	<ul style="list-style-type: none"> <li>Asian Federation of Exhibition &amp; Convention Associations Awards 2019 – Outstanding Consumer Exhibition (First Place)</li> <li>Asian Federation of Exhibition &amp; Convention Associations Awards 2019 – Outstanding Technology Solutions &amp; Services Award (Runner-up)</li> <li>Best Convention Centre 2019 – 9th Global Eventex Awards</li> <li>Corporate Excellence Award 2019 – Asia Pacific Entrepreneurship Awards</li> <li>Friend of the Arts Award 2019 – National Arts Council</li> <li>World Travel Awards 2019, 2018 – Asia's Leading Meetings &amp; Convention Centre</li> </ul>

# DELIVERING EXCEPTIONAL VALUE

FIGURE 9 (CONT'D): LIST OF KEY AWARDS AND ACCOLADES FOR EXCELLENCE

PROPERTY	KEY AWARDS & ACCOLADES FOR EXCELLENCE (2018-2020)
<b>Suntec Singapore</b>	<ul style="list-style-type: none"> <li>• Asia Pacific Entrepreneurship Awards – Corporate Excellence Award 2019</li> <li>• Dun &amp; Bradstreet - Business Eminence Award 2019</li> <li>• AFECA Outstanding Consumer Exhibition 2019 – Sprout Singapore (First Place)</li> <li>• AFECA Outstanding Technology Solutions &amp; Services Award 2019 – Suntec HybriD (Runner-up)</li> <li>• "Passion Made Possible" Unsung Hero Award 2019 - Siva Ramalinggam – Singapore Tourism Board &amp; Northstar Meetings Group</li> <li>• AFECA Young Professional Award 2019 - Edmund Quek (Runner-up)</li> <li>• APAC Insider Singapore Business Awards 2018 – Meetings &amp; Conference Venue of the Year</li> <li>• Global Association of the Exhibition Industry (UFI) Awards 2018 – Digital Innovation Award</li> <li>• Marketing Events Awards 2018 – Best Homegrown Event</li> <li>• World Travel Awards 2018 – World’s Leading Meetings &amp; Conference Centre</li> </ul>
<b>ORQ</b>	<ul style="list-style-type: none"> <li>• SRA Excellent Service Award (EXSA) 2019 – 2 Star awards and 9 Silver awards (property manager)</li> </ul>
<b>MBFC Properties</b>	<ul style="list-style-type: none"> <li>• SRA Excellent Service Award (EXSA) 2019 – 2 Star awards and 9 Silver awards (property manager)</li> </ul>

## SUPPLY CHAIN MANAGEMENT

Suntec REIT promotes sustainability in its supply chain processes. The supply chain ranges from cleaning, security, landscaping and renovation contractors, to professional service providers of banking, audit and tax services. The Manager conducts the relevant supplier pre-qualification assessment prior to the tender exercises and works closely with the property managers to ensure that service providers have sound business ethics and comply with the applicable employment and environmental laws and regulations. These include Singapore’s Workplace Safety and Health Act and Australia’s Work Health and Safety Act. On an annual basis, the Manager and property managers evaluate the performance of these suppliers and service providers to provide them feedback for improvements. Non-compliant suppliers and service providers are penalised or terminated based on the contractual terms and are barred from providing services to the properties in the future. The Manager also ensures that suppliers are duly paid to safeguard creditor’s rights and interests.

## SECURITY OF INFORMATION

The ever-changing information technology (“IT”) landscape and emerging cyber threats pose risks and vulnerabilities to the stakeholders’ confidential data and information. Any breakdown in IT controls could cause data breaches and result in significant legal and

reputational costs to the organisation. Guided by the ARA Group’s Cybersecurity Policy, the Manager and property managers have established the IT controls and processes to safeguard the privacy and confidential information of stakeholders as well as to comply with the Personal Data Protection Act in Singapore and the Privacy Act in Australia. In addition, all ARA employees are required to attend mandatory cybersecurity training.

Various IT controls are established to prevent, detect and respond to threats concerning security and confidentiality of data at the properties. These controls include firewalls, server encryption and restricted access rights. All ARA employees are required to attend mandatory cyber security trainings annually. In addition, the ARA Group has established an IT Disaster Recovery Plan (“IT DRP”) that serves to minimise the Manager’s operational downtime and data loss, while ensuring a level of stability and orderly recovery. Briefings are held on a periodic basis to familiarise employees with the IT DRP procedures. Regular IT DRP exercises are carried out to simulate the scenario of a disaster and participants are relocated to an offsite centre with ready access to IT systems and restored database and files from the cloud backup.

For FY 2020, the Manager has met its target of zero validated cases of data breaches, non-compliance and substantiated complaints.

## PERPETUAL TARGET

0 validated cases of data breaches, non-compliance with privacy laws and substantiated complaints relating to breaches of confidential information.

## FY 2020 PERFORMANCE

 Achieved

# SOCIAL

## TENANT AND VISITOR HEALTH, SAFETY AND SECURITY

The Manager recognises its responsibilities in ensuring the health, safety and security of its stakeholders, and works to inculcate a “safety first mindset” throughout its operations. Prudent management of this matter is vital for the Manager to enhance business resilience and respond swiftly to potential disruptions and challenges such as a pandemic. The Manager ensures the safety and security of the properties through the installation of security access control system (i.e. access barriers, facial-recognition access control, electromagnetic lock), closed-circuit television, deployment of security guards and put in place measures to comply with health and safety advisories directed by the authorities.

Regular inspections are carried out by the property managers to ensure a safe environment at the properties. To raise tenants’ and visitors’ awareness, fire drills and evacuation exercises are conducted to cover safety principles, fire hazards, use of preventive gears and exit routes.

In addition, the property managers ensure that all fitting out works are carried out in a safe and socially responsible manner, based on approved drawings which comply with regulations and fitting out guidelines. Regular on-site meetings and inspections are held together with the tenants to ensure safety and compliance.

Throughout FY 2020, as the COVID-19 pandemic spread through communities around the world, additional measures such as temperature screening and more



frequent cleaning of high-touch points were swiftly implemented in order to protect our tenants’ and visitors’ health and safety, while continuing to provide a high level of services. In Sydney, we implemented a booking system for the EOT facilities at 177 Pacific Highway to enable safe use and contact tracing. We have also applied durable self-disinfecting coatings at many high-touch areas (e.g. lift buttons) in our assets.

For FY 2020, the Manager met its perpetual target of zero validated cases of non-compliance with relevant regulations and voluntary codes concerning health and safety across all properties. In addition, the Manager and property managers have received numerous accolades which are described in Figure 10, as a testimony of the effectiveness of the properties’ health and safety management systems.

## CASE STUDY: R U OK DAY AT 177 PACIFIC HIGHWAY AND 55 CURRIE STREET

In addition to ensuring a safe environment for tenants and visitors, the Manager works with property managers to promote tenants’ health and well-being. To promote mental well-being, the property management teams at 177 Pacific Highway and 55 Currie Street, organised an R U OK Day event. By transforming the office building lobby into a welcoming space with beanbag chairs and music, the event encouraged tenants to start a conversation about mental health and send positive messages to each other. Before the COVID-19 pandemic, our local partners in Adelaide, Australia organised yoga sessions, flu vaccination drives, and health screenings through collaborations with on-site medical centres.



### PERPETUAL TARGET

0 validated cases of non-compliance with relevant regulations and voluntary codes concerning health and safety across all properties

### FY 2020 PERFORMANCE

 Achieved

FIGURE 10: LIST OF KEY SOCIAL AWARDS AND ACCOLADES

PROPERTY	KEY SOCIAL AWARDS & ACCOLADES (2018-2020)
<b>Suntec City</b>	<ul style="list-style-type: none"> <li>• ISO 45001:2018 Occupational Health &amp; Safety ("OH&amp;S") Management Systems (2020-2023) (property manager)</li> <li>• Singapore Security Industry Awards 2019 – Excellence in Job Redesign Award</li> <li>• Restroom Association (Singapore) 6 Star Certificate Of Accreditation (2020-2021)</li> <li>• Workplace Safety and Health Council ("WSHC") – bizSAFE STAR Certification (2020-2023) (property manager)</li> <li>• WSHC – bizSAFE Partner Certification (2019-2021) (property manager)</li> <li>• Singapore Security Industry Awards 2019 – Excellence in Job Redesign Award</li> <li>• National Fire and Civil Emergency Preparedness Council ("NFEC") 2018 – Fire Safety Excellence Award</li> <li>• National Safety and Security Watch Group Award 2018</li> <li>• Company Emergency Response Team Challenge 2018</li> </ul>
<b>Suntec Singapore</b>	<ul style="list-style-type: none"> <li>• Enterprise Singapore (ESG) SG CLEAN Quality Mark Certification (2020-2021)</li> <li>• ISO 45001:2018 OH&amp;S Management Systems (2020-2023) (property manager)</li> <li>• WSHC– bizSAFE STAR Certification (2018-2020), (2020-2023)</li> <li>• WSHC – bizSAFE Partner Certification (2019 - 2021)</li> <li>• National Safety and Security Watch Group Cluster Award 2018</li> <li>• Recognised by WSG and Tripartite Partners as a Human Capital Partner</li> <li>• Employer Branding Institute – India - Top 100 Asia's Best Employer Brand Awards 2019-2020</li> <li>• HR Excellence Awards 2019 – HR Leader of the Year (Special Mention) 2019 – Grace Yang</li> <li>• National Trades Union Congress ("NTUC") Health Volunteer Friends Award 2018</li> <li>• Singapore Corporation of Rehabilitative Enterprises ("SCORE") Sparks of Hope Award 2018</li> <li>• Asia Best Employer's Award 2018 – Hospitality Sector</li> <li>• The Global Association of the Exhibition Industry ("UFI") Awards 2018 – Human Resources Award</li> <li>• May Day Award Plaque of Gold 2018 – Progressive Employer Award</li> </ul>
<b>ORQ</b>	<ul style="list-style-type: none"> <li>• ISO 45001:2018 OH&amp;S Management Systems (2020-2023) (property manager)</li> <li>• Occupational Health and Safety Assessment Series 18001 Occupational Health and Safety Management (2017-2020) (property manager)</li> <li>• WSHC – bizSAFE Star Certification (2020-2023) (property manager)</li> <li>• WSHC – bizSAFE Partner Certification (2020-2022) (property manager)</li> <li>• WSHC – Safety and Health Award Recognition For Projects – SHARP Award (2020, 2018)</li> <li>• WSHC – Workplace Safety and Health Performance Award 2018 (Silver) (property manager)</li> </ul>
<b>MBFC Properties</b>	<ul style="list-style-type: none"> <li>• ISO 45001:2018 OH&amp;S Management Systems (2020-2023) (property manager)</li> <li>• OHSAS 18001 Occupational Health and Safety Management (2017-2020) (property manager)</li> <li>• WSHC – bizSAFE Star Certification (2020-2023) (property manager)</li> <li>• WSHC – Workplace Safety and Health Performance Award 2018 (Silver) (property manager)</li> <li>• WSHC – bizSAFE Partner Certification (2020-2022) (property manager)</li> <li>• Enterprise Singapore (ESG) SG CLEAN Quality Mark Certification (2020-2021)</li> <li>• WSHC - Safety and Health Award Recognition For Projects – SHARP Award (2020, 2018)</li> </ul>
<b>9 Penang Road</b>	<ul style="list-style-type: none"> <li>• ISO 45001:2018 OH&amp;S Management Systems (2020-2023) (property manager)</li> <li>• WSHC – bizSAFE STAR Certification (2020-2023) (property manager)</li> <li>• WSHC – bizSAFE Partner Certification (2019-2021) (property manager)</li> </ul>

# SOCIAL

## HUMAN CAPITAL

Human capital and development is a key part of Suntec REIT’s growth strategy. This is achieved by continuously engaging and developing all employees through five main strategic focuses as described below:



### Talent Strategy & Planning

Enhance internal talent bench strength to support business growth through talent development and retention.



### Talent Acquisition

Hire the right talent and profile to grow with the organisation.



### High Performance Culture

Build a high-performance culture that drives the individual and corporate to achieve superior results.



### Employee Connectivity & Engagement

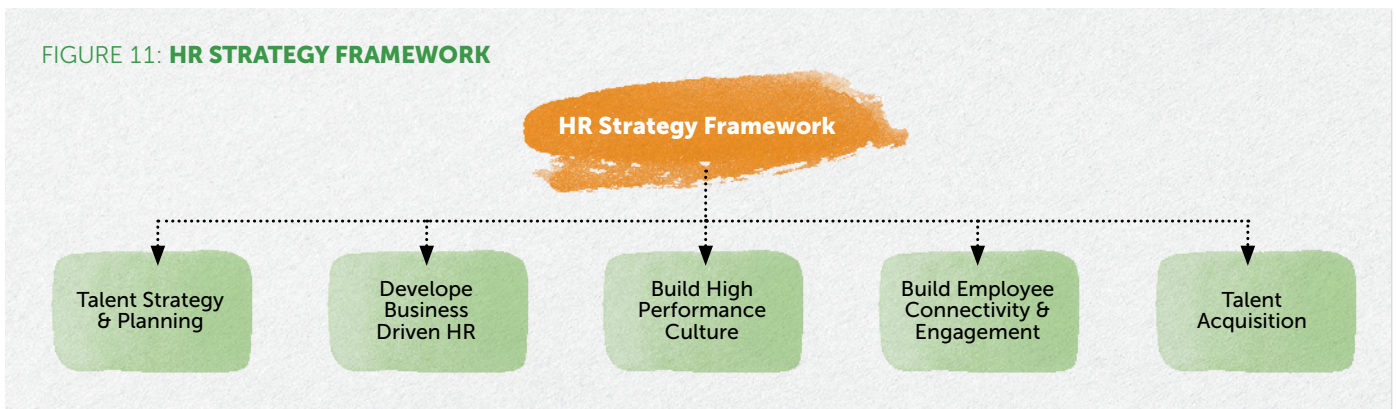
Enhance employee connectivity and engagement through creating a family-oriented culture within a multinational corporation environment.



### Business Driven

Align human resources (“HR”) framework with business needs and place it in the centre of business growth.

FIGURE 11: HR STRATEGY FRAMEWORK

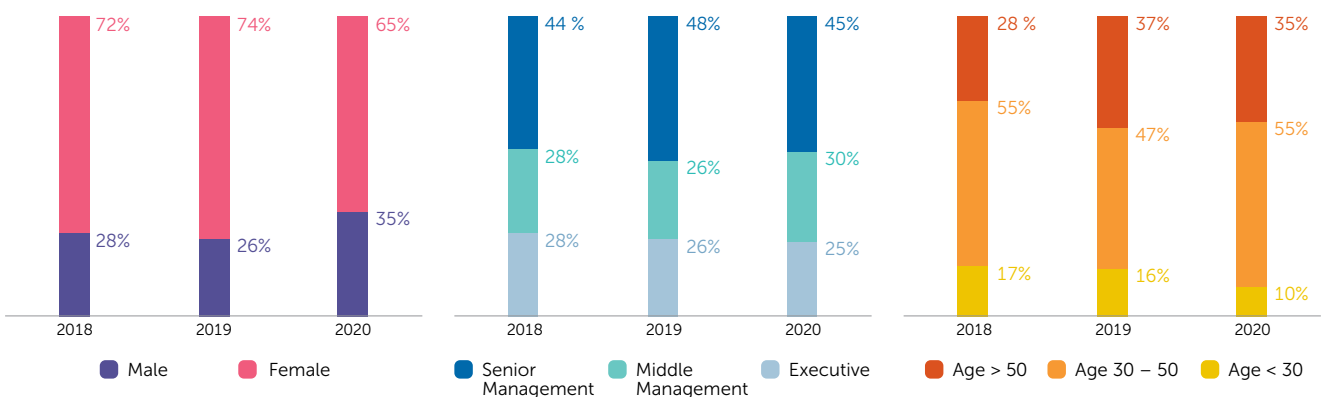


## PROFILE OF THE WORKFORCE

Suntec REIT’s success is achieved through the dedication and contributions of the Manager’s employees from diverse backgrounds and age groups. All the employees of the Manager are based in Singapore and more than half of them are women who hold middle and senior management positions. The Manager has been providing stable employment in the past with no layoff through redundancy and its staff turnover is low despite the competitive nature of the fund management industry.

The Manager’s team comprises 20 (female: 13; male: 7) full-time permanent employees based in Singapore, an overall increase of 1 employee from 2019. During FY 2020, there were 5 new hires, 4 resignations, 1 internal transfer from the ARA Group and 1 internal transfer to the ARA Group. In FY 2019, there were 3 new hires and 2 resignations.

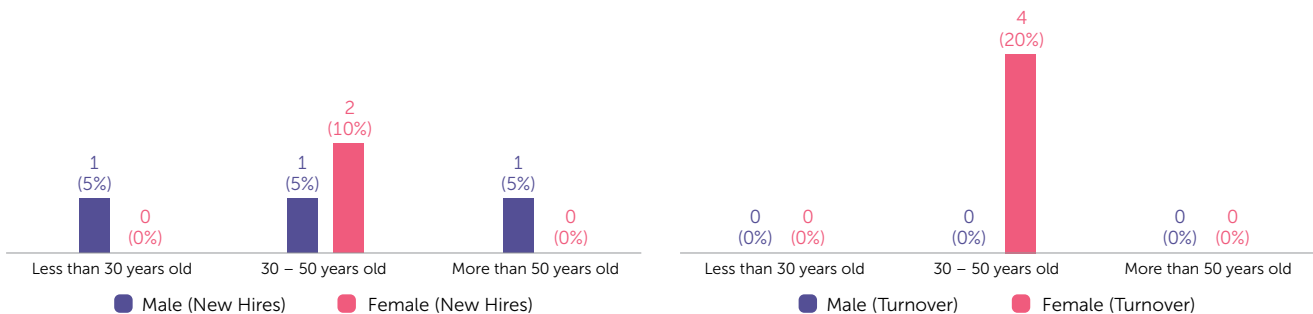
FIGURE 12: PERCENTAGE COMPOSITION OF TOTAL EMPLOYEES, BY GENDER, EMPLOYEE CATEGORY AND AGE





# SOCIAL

FIGURE 13: **BREAKDOWN BY GENDER & AGE GROUP FOR NEW HIRES AND TURNOVER**



## EMPLOYMENT PRACTICES

Fair employment practices are some of the key factors in attracting and retaining employees. The Manager strives to be an employer of choice by promoting diversity, equality, personal development, mutual trust and teamwork at the workplace. Taking reference from the Tripartite Alliance for Fair Employment Practices in Singapore, the Manager embraces diversity by hiring talent from different backgrounds and cultures based on meritocracy and providing equitable opportunities and treatment to its employees. The Manager complies with the Singapore’s labour laws and employment acts and it also supports the national Work Right initiative in relation to the Employment Act and CPF Act.

Employees are provided with the Employee Handbook which details the HR terms and conditions of employment, benefits and entitlements. The Manager adopts the ARA Group’s open-door policy in sharing ideas and feedback during luncheons and get-togethers with senior management, team-building activities and cohesion programmes.

Employee wellness and work-life balance is a key emphasis at the workplace. Benefits such as health care, disability and invalidity coverage, marriage leave, parental leave and retirement provision are provided to all employees. In FY 2020, despite restrictions on social gatherings, we leveraged online platforms, to conduct well-being programs and enhance connectivity across ARA teams. For example, “Stay Home, Stay Healthy” is a series of online workshops, which focus on employee well-being while working from home. Topics that were covered include Nutrition, Tips to prevent Neck and Back Aches, Aromatherapy, to help staff stay healthy, both physically and mentally.

To maintain a sense of connectedness and promote mental well-being, we leveraged on technology to enable effective

For FY 2020, the Manager has met its target of zero validated cases of non-compliance with employment regulations or acts concerning employee rights.

virtual communications during lockdown. Business units have adapted to the new working environment and keeping everyone connected through daily team meetings, virtual coffee catch-up and weekly company updates. A weekly newsletter, InsideARA - Staying Connected, was launched to keep all staff engaged and united during this difficult time. Colleagues shared stories on coping with the pandemic and lockdowns in their respective countries, reminding one another that we are all in this fight together. Tips and resources were included to maintain mental and physical wellness.

ARA is a big supporter of Corporate Social Responsibility (“CSR”) and annually plans and involves employees in various CSR activities. In 2020, Suntec City was a supporting partner for the virtual Purple Parade for the fifth consecutive year. The Purple Parade is Singapore’s largest movement that supports inclusion and celebrates the abilities of People with Disabilities. Additional information on CSR initiatives by ARA and Suntec REIT are provided in Figure 13 below. These CSR activities provides a platform for employees and business partners to give back to society and individuals who contributed greatly to these activities and initiatives are recognised biannually with the ARA CSR Champion Award.



### PERPETUAL TARGET

0 validated cases of non-compliance with employment regulations or acts concerning employee rights

### FY 2020 PERFORMANCE

Achieved

# SOCIAL



## CASE STUDY: COMMUNITY ENGAGEMENTS AND CSR INITIATIVES IN FY 2020

### SME Help Fund

ARA, together with The Straits Trading Company and JL Family Office, launched a S\$5 million SME Help Fund to help local small and medium enterprises tide over the COVID-19 outbreak by providing cheaper, quicker access to short-term funding for working capital. The fund was later increased to S\$8 million with additional contributions.

### LifeHouse Singapore Carepack Initiative

Volunteers from ARA joined LifeHouse Singapore and National Cancer Centre Singapore (NCCS) in an initiative to prepare 16,000 care packs for cancer patients from NCCS as well as 3,000 care packs for children patients from KK Hospital. Suntec Singapore sponsored over 2,000 sqm of event space for the massive undertaking.

### Children's Wishing Well – Bring Smiles to Children this Christmas Initiative

ARA partnered with Children's Wishing Well to run an employee fundraising campaign "Bringing Smiles to Children this Christmas", sponsoring a total of 220 gifts, inclusive of 100 Christmas gifts requested by the children from Children's Wishing Well and 120 "back-to-school" gift sets for the children.

### SGX Bull Charge Virtual Charity Run 2020

ARA sponsored a team of runners for the SGX Bull Charge Virtual Charity Run 2020 in support of the Autism Association (Singapore), AWWA Ltd, Fei Yue Community Services, HCSA Community Services and Shared Services for Charities

### Arts and Culture

Donations to Singapore Art Museum Redevelopment project and Asian Civilisation Museum Gala 2020 in support of arts and culture education



Preparation of care packs

## TALENT DEVELOPMENT

The Manager is committed to investing in employee training and development to build a competitive and sustainable workforce. In line with ARA Group's Performance and Career Development policy, a well-structured employment category and grading system is put in place to provide a clear progression path for all employees.

The ARA Group's HR department works closely with the CEO and Heads of Department to identify learning needs of employees based on the ARA Competency Framework of Self Mastery, People Skills, Business Alignment, and Strategic Alignment. The HR department supports the Manager with suitable training programmes, where employees are kept updated on their individual training needs as well as the relevant courses and seminars to attend. A bi-annual training newsletter is also circulated to all employees, to keep them informed of the latest training trends and developments.

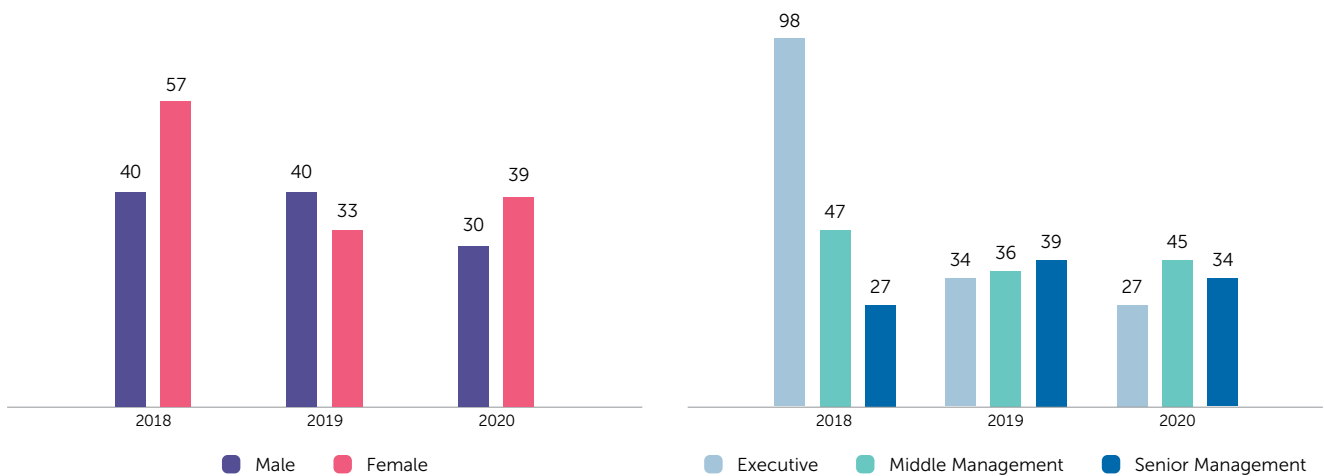
Adopting an Open Appraisal System, the CEO and Heads of Department conduct face-to-face meetings with each employee to discuss his or her job performance, including the areas of responsibilities and improvements. In addition, review sessions are done mid-year to provide feedback and guidance to employees to ensure that the work plan progress toward the goals set is on track. The Manager also promotes a responsible culture by integrating performance of the ESG targets in the remuneration package of the employees. In FY 2020, all employees received their performance review.

The Manager surpassed its target of providing an average of 26 training hours per employee in FY 2020. The average training hours per employee was 36 hours for FY 2020, a slight increase as compared to 35 hours in FY 2019 despite unavailability of large-scale in-person trainings during the COVID-19 pandemic.

For the financial year ending 31 December 2021, the Manager maintains the target of providing an average of 26 training hours per employee.

# SOCIAL

FIGURE 14: AVERAGE TRAINING HOURS OF EMPLOYEES, BY GENDER AND EMPLOYEE CATEGORY



## PERPETUAL TARGET

## FY 2020 PERFORMANCE

Providing an average of 26 training hours per employee per annum

Achieved

## OCCUPATIONAL HEALTH AND SAFETY

The Manager values the health, safety and well-being of its employees, as positive morale and satisfaction directly contribute to productivity and retention levels.

In line with the Tenant and Visitor Health, Safety and Security initiatives mentioned in earlier section, the Manager actively promotes a safety culture that has no tolerance for injuries at the workplace. The Manager is committed to ensure that its operations comply with the relevant Occupational Health and Safety (“OHS”) regulations. Fire drills and evacuation exercises are conducted to cover safety principles, fire hazards, preventive gears, exit routes, and raise employee awareness and preparedness. Regular safety inspections are also carried out at the workplace to identify work-related hazards and ensure the workplace is a safe environment.

During FY 2020, the Manager has achieved its perpetual target of zero cases of reportable work-related injuries for its employees.

The Manager works closely with the property managers to drive the occupational health and safety message at various offices. The Manager has implemented an OHS management system by establishing policies which govern the management and monitoring of health and safety risks. In addition, formal joint management-worker committees are set up at the properties’ level to cultivate a positive health and safety mind-set for its employees. These committees monitor and implement health and safety programmes as well as encourage employees to participate actively. Employees of the Manager receive regular trainings and workshops on occupational health and safety. In line with ARA Group’s Supplier Code of Conduct, the Manager engages suppliers with established OHS systems that provides safe working environment, monitors workplace conditions, and addresses work-related hazards.

## PERPETUAL TARGET

## FY 2020 PERFORMANCE

0 cases of reportable work-related injuries for employees

Achieved

# ENVIRONMENT

The Manager is committed to identifying and responding to climate change risks and environmental impacts on its portfolio of properties. Adopting a holistic approach in addressing the threat of climate change through mitigation and adaptation efforts, the Manager focuses on improving energy performance and efficiency measures, as well as building resilience across our properties. In this report, the environmental data on fuel, electricity, water and waste are presented with narratives on the consumption trends and fluctuations.

In 2020, many cities implemented lockdown measures for parts of the year to curb the spread of COVID-19. In Singapore, for example, a Circuit Breaker was implemented by the government for almost 2 months. During the Circuit Breaker, only essential services were allowed to operate. Even after the lockdowns were lifted, remote working arrangement continued to be the default mode of operation for many of the tenants. Additional safe management and social distancing measures were also put in place to restrict the number of occupants and visitors on our properties. The combined effects of lockdown measures, remote working arrangement, and social distancing measures resulted in lower footfall and physical occupancy in our properties, which in turn caused a decrease in consumption of energy and water. As such, the 2020 performance data included in this report are not representative of normal operations.

## ENERGY CONSUMPTION AND CARBON FOOTPRINT

The Manager recognises the impact of its business on the environment. With grid electricity being the main source of energy for its properties, higher electricity consumption would directly translate into higher carbon emissions. The Manager seeks to improve the energy efficiency of the properties to reduce its carbon footprint and thereby reducing utility costs. While the Manager and property managers do not have operational control over tenants' electricity consumption, resources have been deployed at the property-level to enhance the ecosystem of the buildings, raise environmental awareness and foster energy conservation. The environmental data and graphs in this section are based on the equity share approach, and include both the tenanted and common areas of the properties.

The Manager strives to achieve and maintain green building certifications and ratings for its properties. These include Singapore Building and Construction Authority ("BCA") Green Mark certification, the National Australian Built Environment Rating System ("NABERS") and the Green Building Council of Australia ("GBCA") Green Star rating. The certifications and ratings for each property are highlighted in Figure 15.



### CASE STUDY: ENVIRONMENTAL MANAGEMENT PLAN FOR 177 PACIFIC HIGHWAY, NORTH SYDNEY

Since it was completed in 2016, additional utility sub-metering were linked to the building management system (BMS) to improve the building's operational efficiency. Building upon this strong foundation, Suntec REIT worked closely with the property management team to develop and implement an updated Environmental Management Plan that include specific improvement actions such as revising cooling tower operation protocols to reduce energy consumption, enhance tenant engagement on green initiatives including waste segregation for more effective recycling, and monitoring indoor air quality (IAQ).

Together, these efforts resulted an improvement to NABERS 6 Star Energy Rating (from 5.5 Star) in October 2020.

### CASE STUDY: SUSTAINABILITY PLAN FOR SOUTHGATE COMPLEX, MELBOURNE

In FY 2020, the Manager engaged an external consultant to develop a Sustainability Plan for Southgate Complex. The Sustainability Plan aims to establish a roadmap for continuous improvements of Southgate Complex's operational performance over the next 5 years. The roadmap covers ongoing and future initiatives on energy efficiency, water efficiency, on-site renewables, biodiversity, indoor environmental quality and waste management.

### CASE STUDY: NABERS IMPROVEMENT PLAN FOR 55 CURRIE STREET, ADELAIDE

After acquiring 55 Currie Street in 2019, the Manager has been working closely with the property management team to improve the building's operational performance. An external consultant was engaged in FY 2020 to develop an action plan to improve the property's energy and water efficiencies. The Improvement Plan includes a detailed list of actions, ranging from engaging tenants on green initiatives and replacement of the cooling towers.

# ENVIRONMENT

FIGURE 15: LIST OF KEY ENVIRONMENTAL AWARDS AND ACCOLADES

PROPERTY	KEY ENVIRONMENTAL AND GREEN BUILDING CERTIFICATIONS FOR SUNTEC REIT'S PROPERTIES (2018 – 2020)
Suntec City	• BCA – Green Mark Gold (2019-2022)
Suntec Singapore	• BCA – Green Mark Gold (2019-2022)
ORQ	• BCA – Green Mark Platinum (2019-2022)
MBFC Properties	• BCA – Green Mark Platinum (2020 – 2023) • NEA – 3R Award (2019)
9 Penang Road	• BCA – Green Mark Platinum (2018 – 2020)
177 Pacific Highway	• GBCA – 5 Star Green Star, Office Design v3 Certified Rating (As-Built) • NABERS – 6 Star Energy Rating and 4 Star Water rating (2020 – 2021)
Southgate Complex	• 4 Star Energy Rating (2020-2021) and 3.5 Star Water Rating (2020-2021) for IBM Tower • 4.5 Star Energy Rating (2020-2021) and 3.5 Star Water Rating (2020-2021) for HWT Tower
55 Currie Street	• NABERS – 5 Star Energy Rating (2020-2021) and 4 Star Water Rating (2020-2021)

## TOTAL ENERGY CONSUMPTION AND ENERGY INTENSITY

In FY 2020, Suntec REIT's total energy consumption (i.e. fuel, electricity and district cooling) was 131,112 MWh and the average energy intensity was 218 kWh/sqm. Compared to FY 2019, total energy consumption and energy intensity decreased in Singapore and Australia due to the combined effects of energy efficiency measures and lower building usage during the COVID-19 pandemic. Electrical consumption accounted for about 92.5% of total energy consumption, with the remaining 5% from district cooling in Singapore and 2.5% from fuel (i.e. natural gas,

diesel and cooking gas) consumption. Majority of the fuel consumption arose from our properties in Australia, where natural gas is required for heating during the winter months.

In relation to properties located in Australia where climate conditions, building systems and energy consumption differ from the Singapore properties, the operation demand and climate conditions specific to these countries are being reflected in the energy consumption trends accordingly.

FIGURE 16: TOTAL ENERGY CONSUMPTION BY COUNTRY (MWH)

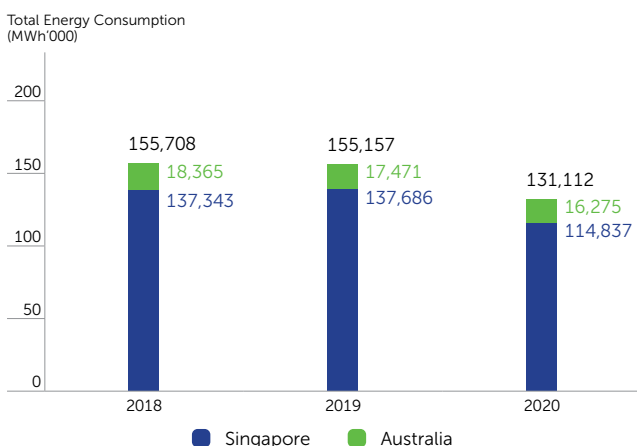
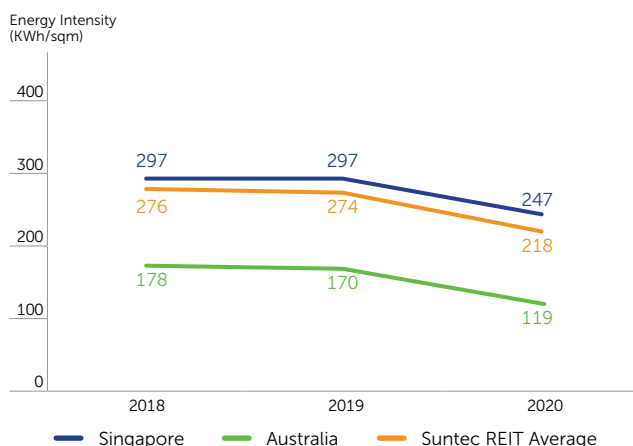


FIGURE 17: ENERGY INTENSITY BY COUNTRY (KWH/SQM)



Note to above graph: Suntec REIT average energy intensity is computed based on total energy consumption divided by total gross floor area ("GFA") of Suntec REIT properties prorated by ownership.

# ENVIRONMENT

## TOTAL CARBON EMISSION AND CARBON EMISSION INTENSITY

In FY 2020, Suntec REIT procured renewable energy as part of the efforts to reduce carbon emissions. A total of 547.6 MWh of renewable energy was consumed in FY 2020 across three properties (9 Penang Road, 55 Currie Road and 177 Pacific Highway). To reflect the impacts of renewable energy consumption on carbon emissions, the Manager is adopting the market-based approach to account for Scope 2 emissions in this report.

Of the total 57,682 tonnes CO<sub>2</sub> carbon emission for FY 2020, direct (Scope 1) GHG emission was 653 tonnes (1.13%) and the indirect (Scope 2) GHG emission was 57,030 tonnes (98.87%).<sup>10</sup> Compared to FY 2019, the total carbon emission and carbon emission intensity reduced by 18.5% and 23.4% respectively mainly due to the lower building usage during the COVID-19 pandemic in 2020.

FIGURE 18: TOTAL CARBON EMISSION BY COUNTRY (TONNES CO<sub>2</sub>)

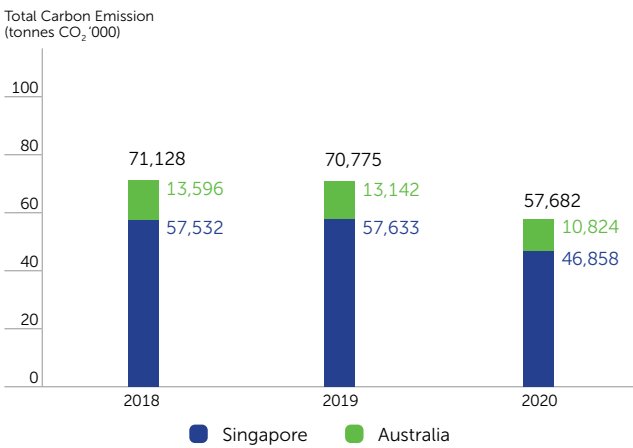
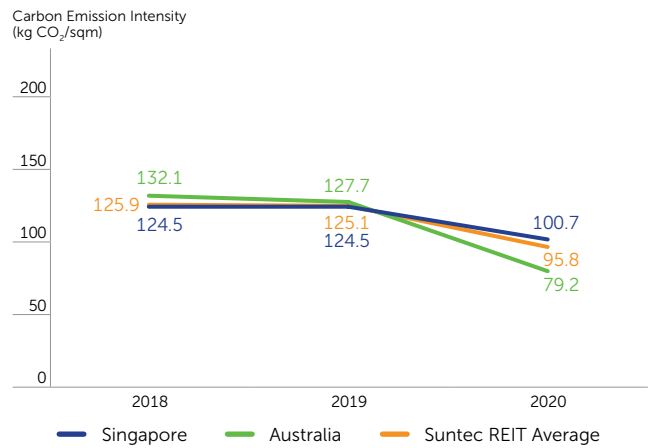


FIGURE 19: CARBON EMISSION INTENSITY BY COUNTRY (KG CO<sub>2</sub> /SQM)



Note to above graph: The carbon emission factors are different for the two countries and are dependent on the type of electricity generating plant (e.g. coal fired or natural gas fired). The carbon emission factor in Australia is higher than Singapore. Carbon emission is computed based on conversion factor applicable for that country and the average carbon emission intensity is the total carbon emission divided by total GFA of Suntec REIT properties.

## INITIATIVES ON ENERGY OPTIMISATION

In FY 2020, the Manager continued to roll out automated electricity meters and energy efficient LED lighting fixtures across its portfolio despite the ongoing COVID-19 pandemic. For several of the properties, the existing chiller plants were re-programmed and air handling units (AHU) replaced with more energy-efficient EC motor units. At Southgate Complex, following the equipment life cycle assessment, the building

management system will be upgraded and incorporated with the latest chiller energy optimisation system.

In FY 2020, the Manager achieved a 20.5% reduction in energy intensity from FY 2019 levels, partly because of the lower building usage during COVID-19 pandemic. The Manager will continue to monitor and review the energy performance of its portfolio.

### FY 2024 TARGET

To reduce energy intensity by 3% in 2024 from FY 2019 levels

### FY 2020 PERFORMANCE

Achieved

**Note:**

<sup>10</sup> Using a location-based method, Suntec REIT's 2020 Scope 2 and total GHG emissions are 57,389 and 58,041 tonnes of CO<sub>2</sub> respectively.

# ENVIRONMENT

## WATER MANAGEMENT

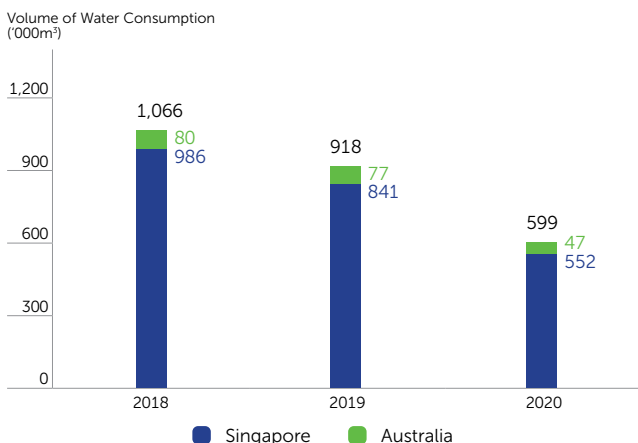
The Manager recognises that water scarcity has an immense impact to the society and environment. In line with ARA Group’s Water Consumption and Management Policy, the Manager seeks to promote the responsible use and management of water and improve its efficiencies across the properties. Working with the property managers, collaborative efforts have been taken in educating tenants, who account for the bulk of water consumption, and raising awareness on water conservation. In addition to the existing rainwater collection and automatic leak detection systems, condensate water from AHUs are used to feed chiller plants in some of our properties. Across Suntec REIT’s portfolio, existing water fixtures continues to be upgraded to more efficient models and submeters are being installed to monitor water consumption in common facilities.

## TOTAL WATER CONSUMPTION AND WATER CONSUMPTION INTENSITY

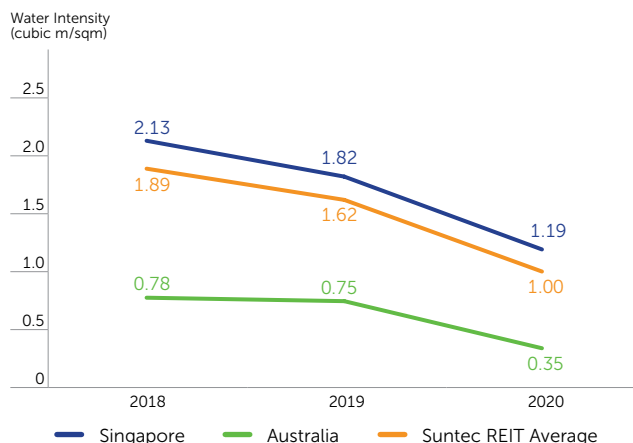
Suntec REIT’s properties source water from the local municipal water supply and also utilise on-site reclaimed water. In FY 2020, the total water consumption was 599,096 m<sup>3</sup>, representing a 34.7% reduction from FY 2019 levels.

Specifically, the water consumption intensity of the Australia properties recorded a 53.9% reduction while the water consumption intensity of the Singapore properties reduced 34.9% in FY 2020. The decrease in water consumption level was mostly attributed to the significant reduction in building usage during the COVID-19 pandemic. Accordingly, the aggregated water consumption intensity was 1.00 m<sup>3</sup>/m<sup>2</sup> which was 38.6% lower than FY 2019 level of 1.62 m<sup>3</sup>/m<sup>2</sup>. The Manager will continue to monitor and review the water performance of its portfolio.

**FIGURE 20: WATER CONSUMPTION BY COUNTRY ('000 M<sup>3</sup>)**



**FIGURE 21: WATER INTENSITY BY COUNTRY (M<sup>3</sup>/M<sup>2</sup>)**



Note to the above graph: Suntec REIT average water intensity is computed based on total water consumption divided by total GFA of Suntec REIT properties prorated by ownership.

### FY 2024 TARGET

To maintain water intensity in FY 2024 from FY 2019 levels

### FY 2020 PERFORMANCE

 Achieved

# ENVIRONMENT



## WASTE MANAGEMENT

The Manager believes that proper waste management is important for the environment and human health. In line with ARA Group's Waste Management Policy, various steps and initiatives are undertaken to manage the generation and disposal of waste. In addition, concerted measures are taken by the Manager together with the property managers to drive waste reduction and raise awareness on recycling as described below.

In FY 2020, as a result of lower building usage during the COVID-19 pandemic and new waste management measures which were implemented, the amounts of both recyclable (456 tonnes, including compostable) and non-recyclable (3,624 tons) waste were substantially reduced compared to FY 2019 (700 tonnes of recyclable and 6,784 tonnes of non-recyclable). Across a number of our assets in Australia, compostable food waste is segregated from other wastes and sent to an anaerobic digester for safe and sustainable disposal. In Singapore, as part of our contribution to the national Zero Waste Masterplan, the Manager is exploring implementing onsite food waste treatment systems for our assets.

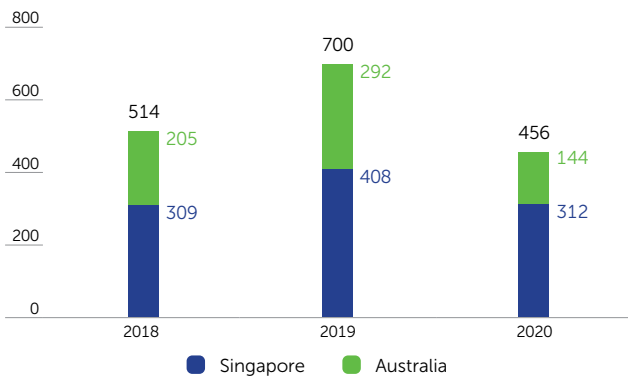
## CASE STUDY: REPURPOSE PLASTIC BOTTLES

At 9 Penang Road, Singapore, the Manager collaborated with the anchor tenant UBS, community partners from Care Corner Senior Singapore and volunteers from BCA Academy's Student Council to create a series of art installations. The installation features 3600 butterflies and birds made from repurposed plastic bottles.

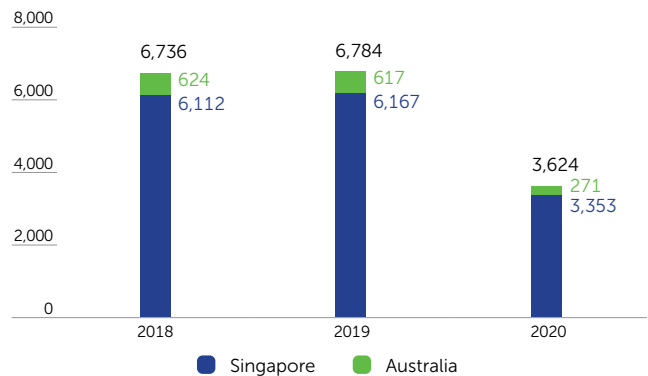


FIGURE 22: TOTAL WEIGHT OF RECYCLABLE AND NON-RECYCLABLE WASTE BY COUNTRY (TONNES)

Total Recyclable and Compostable (tonnes)



Total Non-Recyclable (tonnes)



To align with the portfolio's long-term asset planning and management strategy, the Manager will continue to drive waste reduction and raise awareness on recycling.

## CASE STUDY: FROM OLD SPORTS SHOES TO NEW STADIUMS

Being a small island state with very limited land space, effective waste management is a key priority for Singapore. As we embark on the national journey towards a Zero Waste Singapore, the property managers at ORQ and MBFC Properties partnered with ActiveSG to launch a sports shoe collection drive in 2020. Through this initiative, collected used sports shoes will be recycled into construction materials for environmentally-friendly sports facilities that continue to help people stay active and healthy.





# METHODOLOGICAL REVIEW

This section explains the key definitions and methodologies applied for Suntec REIT's sustainability report. These are adapted in the context of the GRI Standards Glossary and the Reporting Requirements, Recommendations and Guidance set out in the respective disclosures and various authoritative intergovernmental instruments.

## SOCIAL

### Employees

Employees are defined as individuals who are in an employment relationship with the Manager.

### New Hires and Turnover

Employee movement within each financial year is recorded and presented as at year-end headcount. New hires are defined as new employees that have joined the Manager during the year. Turnover is defined as all employees that have left the Manager voluntarily, or due to dismissal, retirement or death in service during the year.

### Training Hours

Average training hours per employee is the total number of training hours provided to employees, relative to the total number of employees, during the year.

Average training hours per female/male employee is the total number of training hours provided to female/male employees, relative to the total number of female/male employees, during the year.

Average training hours per employee category is the total number of training hours provided to each category of employees, relative to the total number of employees in the category, during the year.

## ENVIRONMENT

### Consolidation Approach

The equity share approach, as outlined in the GHG Protocol Corporate Standard, is used to determine organisational boundaries for Suntec REIT's environmental reporting. The respective ownership for each property as reflected in the reported environmental data is as follows:

PROPERTY	OWNERSHIP		
	2018	2019	2020
Suntec Office	59.1%	59.1%	59.1%
Suntec City Mall	100.0%	100.0%	100.0%
Suntec Singapore	60.8%	60.8%	66.3% <sup>11</sup>
ORQ	33.3%	33.3%	33.3%
MBFC Properties	33.3%	33.3%	33.3%
9 Penang Road	Not in scope	Not in scope	30.0%
117 Pacific Highway	100.0%	100.0%	100.0%
Southgate Complex	50.0%	50.0%	50.0%
55 Currie Street	N.A.	Not in scope	100.0%

**Note:**

<sup>11</sup> Suntec REIT increased its equity interest in Suntec Singapore from 60.8% to 66.3% on 1 July 2020. In this report, the time-weighted average of 63.55% was used to consolidate environmental performance data.

# METHODOLOGICAL REVIEW

For GRESB 2021 submission, the whole building energy consumption, water consumption, GHG emissions and waste generation and disposal data are summarised below:

PROPERTY TYPE	TOTAL ENERGY CONSUMPTION (MWh)	TOTAL ON-SITE AND OFF-SITE RENEWABLE ENERGY CONSUMPTION (MWh)	SCOPE 1 GHG EMISSIONS (tonnes of CO <sub>2</sub> )	MARKET-BASED SCOPE 2 GHG EMISSIONS (tonnes of CO <sub>2</sub> )	LOCATION-BASED SCOPE 2 GHG EMISSIONS (tonnes of CO <sub>2</sub> )	TOTAL WATER CONSUMPTION (cubic meter)	TOTAL CONSUMPTION OF RECYCLED WATER (cubic meter)	TOTAL WASTE GENERATED (tonnes)
Office	154,724	2,243	1,221	68,429	69,872	414,293	81,136	2,677
Retail	50,326	-	-	20,558	20,558	324,466	96,991	2,777
Other	19,703	-	5	8,036	8,036	118,449	72,743	128

## Energy Consumption within the Organisation

Purchased electricity is the most significant form of energy that Suntec REIT properties consume. Other forms of consumed energy are district cooling, natural gas, cooking gas and diesel fuel. The total energy consumption is expressed in megawatt hours (symbol: MWh).

## Energy Intensity

The metric selected to calculate the respective energy intensity ratios is the square metre (symbol: m<sup>2</sup>). The ratio is calculated by the energy consumed, relative to the total gross floor area of Suntec REIT properties.

## GHG Emissions

This report discloses the Scope 1 and Scope 2 GHG emissions for Suntec REIT properties.

- Scope 1 GHG emissions are emissions from sources that are owned or controlled by the organisation. In the scope of reporting, this relates to natural gas, cooking gas and diesel fuel consumed and it is expressed in tonnes of CO<sub>2</sub>. The fossil fuels' emission factors follow the 2006 IPCC Guidelines for National Greenhouse Gas Inventories.
- Scope 2 GHG emissions are emissions that result from the generation of purchased or acquired electricity, heating, cooling, and steam consumed by the organisation. In the scope of reporting, this only relates to purchased electricity and is expressed in tonnes of CO<sub>2</sub>. A market-based method is adopted, which reflects the energy procurement choices made by Suntec REIT in addition to the GHG emissions of the grids on which energy consumption occurs. In Singapore, the emission factor used is obtained from "Singapore Energy Statistics 2020" published by the Energy Market Authority. In Australia, the emission factors used are the latest estimate of the grid emission factors of New South Wales, Victoria and South Australia, the territories where the Australian properties are located in. Data is obtained from the "National Greenhouse Accounts Factors", published by the Department of the Environment and Energy in 2020.

## GHG Emissions Intensity

The metric selected to calculate the respective GHG emissions intensity ratios is the kilogramme of Carbon Dioxide / square metre (symbol: (kg CO<sub>2</sub> /m<sup>2</sup>). The ratio is calculated by the GHG emissions relative to the total gross floor area of Suntec REIT properties.

## Water Consumption

Municipal water utilities are the only significant sources of water withdrawn by Suntec REIT properties and it is expressed in cubic metres (symbol: m<sup>3</sup>). For some properties, rainwater is collected directly and stored for usage. However, rainwater data is currently unavailable for disclosure. The total volume of water consumed is provided with a breakdown by country.

## Water Intensity

The metric selected to calculate the respective water intensity ratio is the cubic metres / square metre (symbol: m<sup>3</sup>/m<sup>2</sup>). The ratio is calculated by the volume of water consumed, relative to the total gross floor area of Suntec REIT properties.

## Waste

Waste generated and disposed by the properties and are expressed in tonnes, with a breakdown of recyclable and non-recyclable waste, by country.

# GRI CONTENT INDEX

TOPIC	GRI STANDARDS		DISCLOSURE NUMBER	DISCLOSURE TITLE	REFERENCES OR REASONS FOR OMISSION (WHERE APPLICABLE)
<b>General Disclosure</b>	GRI 102: General Disclosure 2016	Organisational profile	102-1	Name of the organization	About Suntec REIT (SR Pg 1)
			102-2	Activities, brands, products, and services	About Suntec REIT (SR Pg 1), Property Portfolio (AR Pg 24 - 53)
			102-3	Location of headquarters	Address of the Manager: ARA Trust Management (Suntec) Limited 5 Temasek Boulevard, #12-01 Suntec Tower Five Singapore 038985
			102-4	Location of operations	About Suntec REIT (SR Pg 1)
			102-5	Ownership and legal form	Trust Structure and Organisation Chart (AR Pg 14), Notes to the Financial Statements (AR Pg 104 - 168)
			102-6	Markets served	Property Portfolio (AR Pg 24 - 53)
			102-7	Scale of the organization	Profile of the Workforce (SR Pg 14), Financial Highlights (AR Pg 12), Unit Performance (AR Pg 13), Manager's Report (AR Pg 20-23)
			102-8	Information on employees and other workers	Profile of the Workforce (SR Pg 14), Management Team (AR Pg 19)
			102-9	Supply chain	Supply Chain Management (SR Pg 11)
			102-10	Significant changes to the organization and its supply chain	Year in Review (AR Pg 9), Chairman's Report (AR Pg 10 - 11)
			102-11	Precautionary Principle or approach	Risk Management (SR Pg 8), Risk Management (AR Pg 65)
			102-12	External initiatives	The Manager participates in various national and industry efforts towards economic growth, good corporate governance, environmental conservation, education, and community development.
Strategy			102-14	Statement from senior decision-maker	Board Statement (SR Pg 2), Chairman's Report (AR Pg 10 - 11)
Ethics and integrity			102-16	Values, principles, standards, and norms of behavior	Business Ethics (SR Pg 9)
			102-17	Mechanisms for advice and concerns about ethics	Whistle-Blowing Policy (AR Pg 78)
Governance			102-18	Governance structure	Governance (SR Pg 7), Trust Structure and Organisation Chart (AR Pg 14)
			102-20	Executive-level responsibility for economic, environmental, and social topics	Governance (SR Pg 7), The Board's Conduct of Affairs (AR Pg 67)
			102-22	Composition of the highest governance body and its committee	Board of Directors (AR Pg 15 - 18), Board Composition and Guidance (AR Pg 70 - 72)
			102-23	Chair of the highest governance body	Chairman and Chief Executive Officer (AR Pg 72)
			102-24	Nominating and selecting the highest governance body	Board Membership and Performance (AR Pg 72 - 74)

# GRI CONTENT INDEX

TOPIC	GRI STANDARDS		DISCLOSURE NUMBER	DISCLOSURE TITLE	REFERENCES OR REASONS FOR OMISSION (WHERE APPLICABLE)		
<b>General Disclosure</b>	GRI 102: General Disclosure 2016	Governance	102-25	Conflicts of interest	Dealings in Suntec REIT units (AR Pg 84), Dealing with Conflicts of Interest (AR Pg 85 -86), Dealing with Interested Person Transactions (AR Pg 86 – 87)		
			102-26	Role of highest governance body in setting purpose, values, and strategy	Board Statement (SR Pg 2), The Board’s Conduct of Affairs (AR Pg 67), Risk Management and Internal Controls (AR Pg 77 – 78)		
			102-29	Identifying and managing economic, environmental, and social impacts	Board Statement (SR Pg 2), The Board’s Conduct of Affairs (AR Pg 67), Risk Management and Internal Controls (AR Pg 77 – 78)		
			102-30	Effectiveness of risk management processes	Risk Management and Internal Controls (AR Pg 77 – 78)		
			102-32	Highest governance body’s role in sustainability reporting	Board Statement (SR Pg 2), Governance (SR Pg 7)		
			102-35	Remuneration policies	Remuneration Matters (AR Pg 74 – 76)		
			102-36	Process for determining remuneration	Remuneration Matters (AR Pg 74 – 76)		
			Stakeholder engagement	102-40	List of stakeholder groups	Stakeholder Engagement (SR Pg 3-4)	
				102-41	Collective bargaining agreements	All employees within the scope of this report are not covered by collective bargaining agreements, as they are professionals.	
				102-42	Identifying and selecting stakeholders	Stakeholders are entities or individuals that can reasonably be expected to be significantly affected by the Manager’s activities, portfolio and services, or whose actions can reasonably be expected to affect the ability of the Manager to successfully implement its strategies and achieve its objectives.	
				102-43	Approach to stakeholder engagement	Stakeholder Engagement (SR Pg 3-4)	
				102-44	Key topics and concerns raised	Stakeholder Engagement (SR Pg 3-4)	
				Reporting practice	102-45	Entities included in the consolidated financial statements	Notes to the Financial Statements (AR Pg 104 - 168)
					102-46	Defining report content and topic Boundaries	Reporting Framework (SR Pg 2), Materiality Assessment (SR Pg 5-6)
			102-47		List of material topics	Materiality Assessment (SR Pg 6)	
	102-48	Restatements of information	There is no restatement of information in this report.				
	102-49	Changes in reporting	No change in the list of material topic and topic boundaries (SR Pg 5 – 6)				
	102-50	Reporting period	Reporting Period and Scope (SR Pg 2)				
	102-51	Date of most recent report	Suntec REIT’s third sustainability report was published in May 2020.				
	102-52	Reporting cycle	Annual				
	102-53	Contact point for questions regarding the report	Feedback (SR Pg 3)				
	102-54	Claims of reporting in accordance with the GRI Standards	Reporting Framework (SR Pg 2)				
	102-55	GRI content index	GRI Content Index (SR Pg 25 – 29)				
	102-56	External assurance	Assurance was not obtained for this report				

# GRI CONTENT INDEX

TOPIC	GRI STANDARDS		DISCLOSURE NUMBER	DISCLOSURE TITLE	REFERENCES OR REASONS FOR OMISSION (WHERE APPLICABLE)
<b>Corporate Governance</b>	GRI 103: Management Approach 2016	Management approach	103-1	Explanation of the material topic and its Boundary	Governance (SR Pg 7 – 9)
			103-2	The management approach and its components	Governance (SR Pg 7 – 9)
			103-3	Evaluation of the management approach	Governance (SR Pg 7 – 9)
	GRI 205: Anti-Corruption 2016	Topic-specific disclosure	205-2	Communication and training about anti-corruption policies and procedures	Business Ethics (SR Pg 9)
			205-3	Confirmed incidents of corruption and actions taken	Business Ethics (SR Pg 9)
	GRI 307: Environmental Compliance 2016		307-1	Non-compliance with environmental laws and regulations	Compliance (SR Pg 9)
	GRI 419: Socioeconomic Compliance 2016		419-1	Non-compliance with laws and regulations in the social and economic area	Compliance (SR Pg 9)
<b>Energy and Carbon Footprint</b>	GRI 103: Management Approach 2016	Management approach	103-1	Explanation of the material topic and its Boundary	Energy Consumption and Carbon Footprint (SR Pg 18 – 20)
			103-2	The management approach and its components	Governance (SR Pg 7 – 9), Energy Consumption and Carbon Footprint (SR Pg 18 – 20)
			103-3	Evaluation of the management approach	Energy Consumption and Carbon Footprint (SR Pg 18 – 20)
	GRI 302: Energy 2016	Topic-specific disclosure	302-1	Energy consumption within the organization	Energy Consumption and Carbon Footprint (SR Pg 19)
			302-3	Energy Intensity	Energy Consumption and Carbon Footprint (SR Pg 19)
	GRI G4 Construction and Real Estate Sector Disclosures	Sector specific indicators	CRE 1	Building energy intensity	Energy Consumption and Carbon Footprint (SR Pg 19)
	GRI 103: Management Approach 2016	Management approach	103-1	Explanation of the material topic and its Boundary	Energy Consumption and Carbon Footprint (SR Pg 18 – 20)
			103-2	The management approach and its components	Governance (SR Pg 7 – 9), Energy Consumption and Carbon Footprint (SR Pg 18 – 20)
			103-3	Evaluation of the management approach	Energy Consumption and Carbon Footprint (SR Pg 18 – 20)
	GRI 305: Emissions 2016	Topic-specific disclosure	305-1	Direct (Scope 1) GHG emissions	Energy Consumption and Carbon Footprint (SR Pg 20)
			305-2	Energy indirect greenhouse gas (GHG) emissions (scope 2)	Energy Consumption and Carbon Footprint (SR Pg 20)
			305-4	GHG emissions intensity	Energy Consumption and Carbon Footprint (SR Pg 20)
	GRI G4 Construction and Real Estate Sector Disclosures	Sector specific indicators	CRE 3	Greenhouse gas emissions intensity from buildings	Energy Consumption and Carbon Footprint (SR Pg 20)
	<b>Water Management</b>	GRI 103: Management Approach 2016	Management approach	103-1	Explanation of the material topic and its Boundary
103-2				The management approach and its components	Governance (SR Pg 7 – 9), Water Management (SR Pg 21)
103-3				Evaluation of the management approach	Water Management (SR Pg 21)
GRI 303: Water and Effluents 2018			303-1	Interactions with water as a shared resource	Water Management (SR Pg 21)
			303-2	Management of water discharge-related impacts	No applicable as Suntec REIT does not discharge effluents directly into the environment. All effluents are discharged through municipal sewage systems.

# GRI CONTENT INDEX

TOPIC	GRI STANDARDS		DISCLOSURE NUMBER	DISCLOSURE TITLE	REFERENCES OR REASONS FOR OMISSION (WHERE APPLICABLE)
<b>Water Management</b>	GRI 303: Water and Effluents 2018	Topic-specific disclosure	303-3	Water withdrawal	Water Management (SR Pg 21)
	GRI G4 Construction and Real Estate Sector Disclosures	Sector specific indicators	CRE-2	Building water intensity	Water Management (SR Pg 21)
<b>Occupational Health and Safety</b>	GRI 103: Management Approach 2016	Management approach	103-1	Explanation of the material topic and its Boundary	Occupational Health and Safety (SR Pg 17)
			103-2	The management approach and its components	Governance (SR Pg 7 – 9), Occupational Health and Safety (SR Pg 17)
			103-3	Evaluation of the management approach	Occupational Health and Safety (SR Pg 17)
	GRI 403: Occupational Health and Safety 2018	Topic-specific disclosure	403-1	Occupational health and safety management system	Occupational Health and Safety (SR Pg 17)
			403-2	Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety (SR Pg 17)
			403-3	Occupational health services	No applicable as employees of the Manager are not exposed to significant occupational health hazards.
			403-4	Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety (SR Pg 17)
			403-5	Worker training on occupational health and safety	Occupational Health and Safety (SR Pg 17)
			403-6	Promotion of worker health	Employment Practices (SR Pg 15)
			403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety (SR Pg 17)
<b>Tenant and Visitor Health, Safety and Security</b>	GRI 103: Management Approach 2016	Management approach	103-1	Explanation of the material topic and its Boundary	Tenant and Visitor Health, Safety and Security (SR Pg 12)
			103-2	The management approach and its components	Governance (SR Pg 7 – 9), Tenant and Visitor Health, Safety and Security (SR Pg 12)
			103-3	Evaluation of the management approach	Tenant and Visitor Health, Safety and Security (SR Pg 12)
<b>Security of Information</b>	GRI 103: Management Approach 2016	Management approach	103-1	Explanation of the material topic and its Boundary	Security of Information (SR Pg 11)
			103-2	The management approach and its components	Governance (SR Pg 7 - 9), Security of Information (SR Pg 11)
			103-3	Evaluation of the management approach	Security of Information (SR Pg 11)
	GRI 418: Customer Privacy 2016	Topic-specific disclosure	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Security of Information (SR Pg 11)

TOPIC	GRI STANDARDS		DISCLOSURE NUMBER	DISCLOSURE TITLE	REFERENCES OR REASONS FOR OMISSION (WHERE APPLICABLE)
<b>Quality of Assets and Services</b>	GRI 103: Management Approach 2016	Management approach	103-1	Explanation of the material topic and its Boundary	Quality of Assets and Services (SR Pg 10)
			103-2	The management approach and its components	Governance (SR Pg 7 – 9), Quality of Assets and Services (SR Pg 10)
			103-3	Evaluation of the management approach	Quality of Assets and Services (SR Pg 10)
	GRI G4 Construction and Real Estate Sector Disclosures	Sector specific indicators	CRE-8	Type and number of sustainability certification, rating and labelling schemes	Key Awards and Accolades (SR Pg 10-11, 13, 19)
<b>Additional Topic: Waste Management</b>	GRI 103: Management Approach 2016	Management approach	103-1	Explanation of the material topic and its Boundary	Waste Management (SR Pg 22)
			103-2	The management approach and its components	Governance (SR Pg 7 - 9), Waste Management (SR Pg 22)
			103-3	Evaluation of the management approach	Waste Management (SR Pg 22)
	GRI 306: Waste 2020	Topic-specific disclosure	306-1	Waste generation and significant waste-related impacts	Waste Management (SR Pg 22)
			306-2	Management of significant waste-related impacts	Waste Management (SR Pg 22)
			306-3	Waste generated	Waste Management (SR Pg 22)
<b>Additional Topic: Employment Practice</b>	GRI 103: Management Approach 2016	Management approach	103-1	Explanation of the material topic and its Boundary	Profile of the Workforce (SR Pg 14), Employment Practices (SR Pg 15)
			103-2	The management approach and its components	Governance (SR Pg 7 – 9), Profile of the Workforce (SR Pg 14), Employment Practices (SR Pg 15)
			103-3	Evaluation of the management approach	Profile of the Workforce (SR Pg 14), Employment Practices (SR Pg 15)
	GRI 401: Employment 2016	Topic-specific disclosure	401-1	New employee hires and employee turnover	Profile of the Workforce (SR Pg 15)
<b>Additional Topic: Talent Development</b>	GRI 103: Management Approach 2016	Management approach	103-1	Explanation of the material topic and its Boundary	Talent Development (SR Pg 16)
			103-2	The management approach and its components	Governance (SR Pg 7 – 9), Talent Development (SR Pg 16)
			103-3	Evaluation of the management approach	Talent Development (SR Pg 16 - 17)
	GRI 404: Training and Education 2016	Topic-specific disclosure	404-1	Average hours of training per year per employee	Talent Development (SR Pg 16 - 17)
			404-3	Percentage of employees receiving regular performance and career development reviews	Talent Development (SR Pg 16)



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