

Sustainability Report

SUSTAINABILITY REPORT CONTENTS

Board Statement	62
About this Report	62
Sustainability at Starhill Global REIT	64
Embracing the Marketplace	66
Environmental Conservation	68
Empowering Our People	72
Enriching Communities	75
GRI Content Index	78

CONTACT US

As part of our continued efforts to improve our reporting, we welcome stakeholders to submit their comments to us. For any questions or to deliver feedback 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
Phone : +65 6835 8633
Fax : +65 6835 8644
Email : info@ytlstarhill.com

BOARD STATEMENT

Starhill Global Real Estate Investment Trust ("SGREIT" or "We") is pleased to present our Sustainability Report from 1 July 2018 to 30 June 2019 (FY 2018/19). This is the third year we are publishing an annual sustainability report, and we wish to demonstrate to SGREIT stakeholders that we are committed to creating a sustainable business model. We believe that adopting the best practices in environment, social and governance (ESG) aspects is fundamental to the conduct of our business. Sustainable practices are essential in building a reliable and resilient business, especially today, where increased accountability is demanded from every business. Doing business responsibly not only ensures longevity for SGREIT by improving our business operations, but also creates greater long-term value for our stakeholders.

The Board considers sustainability in the formulation of SGREIT's long-term strategies. The material ESG aspects identified by the Management were approved by the Board. Under the guidance and oversight of the Board, the Management manages and monitors the material ESG aspects. For SGREIT's properties in Singapore, we have a 10-year target from FY 2016/17 to reduce energy consumption by 15%. Efforts to meet this goal have been ongoing, in terms of switching to more efficient LED lighting, modernisation of lifts to a more efficient system and adopting more energy efficient practices at work. Based on our progress to date, we are hopeful that we will be able to achieve our 10-year goal.

On top of regular business dealings, our Management team believes in sharing our spaces with the local community. We welcome social entrepreneurs and non-profit organisations seeking to hold meaningful events and awareness campaigns in our malls to educate the public. We wish to play a part in shaping the communities that we operate in, making a lasting social impact across the region.

This financial year, our property in Singapore played host to the World Wide Fund for Nature's (WWF) Festival of Asia campaign and lent our space to good causes like the Bone Marrow Donor Programme. Our Malaysia Properties also organised numerous events and initiatives in collaboration with various external organisations that promote the well-being of the community through free fitness classes, science workshops for the children and flea markets in support of women entrepreneurs and local artisans, as well as upcycling old materials for new purposes. We are proud to have been a part of these efforts to encourage a culture of sustainability.

As a people-oriented organisation, YTL Starhill Global REIT Management Limited (the "Manager") also recognises the importance of attracting, retaining and developing people who are committed to growing with us. Our employees are ready to take up new challenges in the dynamic, ever-changing environment of real estate investment trusts (REIT), and thrive in a supportive, family-like culture. The Manager believes in upgrading the skills of its employees, encouraging them to attend training workshops and courses locally and overseas, and go on overseas mall trips to familiarise themselves with the retail landscape and trends. Our Board and Management are committed to ensuring long-term value creation for SGREIT's stakeholders and our goal is to establish our foothold on sustainability that will make an impact across the countries that we operate in.

ABOUT THIS REPORT

Scope of the Report

The scope of this report covers the sustainability performance of our operations for FY 2018/19. All data and activities reported were from 1 July 2018 to 30 June 2019, unless stated otherwise. The report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards – Core option, the international standard for sustainability reporting

unveiled by GRI in 2016. This report is developed with reference to the primary components set in Singapore Exchange Securities Trading Limited's (SGX-ST) Listing Rule 711B on a 'comply or explain' basis. For further information on the relevant references, kindly refer to the GRI Content Index found on pages 78 and 79 of this Annual Report. This report aims to provide you with a holistic overview of our initiatives and strategies related to sustainability and responsible business development. Through these actions, we aim to address the key concerns and issues that our stakeholders face. We have identified ten material ESG aspects with regard to the operations of our businesses and we are committed to addressing these material aspects so as to achieve long-term value creation for our stakeholders. The content of this report was defined by the four reporting principles established by GRI Standards: (1) Stakeholder Inclusiveness; (2) Sustainability Context; (3) Materiality; (4) Completeness. The Stakeholder Inclusiveness principle was implemented in determining the report context through various stakeholder engagements and internal discussions amongst the Management team. This helped in understanding the reasonable expectations as well as interests of SGREIT's stakeholders. The Sustainability Context principle was implemented in determining the report context which covered the ESG aspects. The Materiality principle was implemented in determining the report context through the abovementioned stakeholder engagements and internal discussions. After which, all relevant factors were weighed according to their respective importance to stakeholders, as well as impact on SGREIT's business. This combined assessment then allowed the Manager to identify and agree upon the appropriate material ESG aspects for the business. The Completeness principle was implemented by examining specific and material topics to check the data availability and determination of the topics' boundaries. Unless otherwise stated, the report covers the ESG performance of SGREIT's properties across its core portfolio of properties in Singapore, Australia, and Malaysia, with FY 2016/17 and FY 2017/18

data for comparison, where available. Our first sustainability report was published in FY 2016/17 and hence, it will be our base year to gauge our progress in building a more sustainable business. While the Water and Occupational Health & Safety modules under the GRI Standards have been revised to the 2018 version, this Sustainability Report is prepared based on the 2016 version. We will do a review on migrating to the new modules in the future.

Environmental performance pertains only to the common areas within SGREIT's properties which are actively managed by the property managers, and where the Manager has the ability to monitor and influence the efficiency of utilities. In general, the environmental performance of the report does not include master-tenanted areas and anchor leases over which SGREIT does not have operational control, namely Toshin at Ngee Ann City Property, Myer department store at Myer Centre Adelaide and David Jones department store at David Jones Building. The data presented include the master-tenanted properties in Malaysia which are under a master lease with Katagreen Development Sdn. Bhd., an indirect wholly-owned

subsidiary of YTL Corporation, but excludes the data on the remaining space at Ngee Ann City Property whereby the common areas are not within the operational control of SGREIT. The data on waste for Singapore encompasses Wisma Atria under the Management Corporation Strata Title. This includes Wisma Atria Property which is owned by SGREIT, as well as Isetan's own strata space. As for Malaysia, non-recyclable waste data are not available. The Product Responsibility and Human Capital performance indicators pertain only to the Manager in Singapore. Data on the Manager's workforce is reported in relation to the Manager in Singapore. Countries which account for less than 5% of revenue and not deemed strategic were not included in the scope of reporting. Please refer to Figure 1 below for the summarised report scope. This report forms part of SGREIT's Annual Report FY 2018/19 and can be viewed or downloaded from www.starhillglobalreit.com. This Sustainability Report will be published annually to report on the performance and strategy on issues that are key to our stakeholders. This report is not externally assured.

Figure 1: **PROPERTIES IN SCOPE FOR THE REPORT**

Portfolio By Country	Environment	Product Responsibility	Community	Human Capital
Singapore				
Wisma Atria Property	●	●	●	●
Ngee Ann City Property ⁽¹⁾		●	●	●
Australia				
Myer Centre Adelaide, Adelaide ⁽¹⁾	●		●	
David Jones Building, Perth ⁽¹⁾	●		●	
Plaza Arcade, Perth	●		●	
Malaysia				
Starhill Gallery, Kuala Lumpur	●		●	
Lot 10 Property, Kuala Lumpur	●		●	
Japan				
Ebisu Fort, Tokyo ⁽²⁾	NA	NA	NA	NA
Daikanyama, Tokyo ⁽²⁾	NA	NA	NA	NA
China				
China Property, Chengdu ⁽²⁾	NA	NA	NA	NA

Notes:

⁽¹⁾ In general, data presented does not include the master-tenanted areas and anchor leases which SGREIT does not have operational control, namely Toshin at Ngee Ann City Property, Myer department store at Myer Centre Adelaide and David Jones department store at David Jones Building. The data presented includes the master-tenanted properties in Malaysia which is under a master lease with Katagreen Development Sdn. Bhd., an indirect wholly-owned subsidiary of YTL Corporation, but excludes the data on the remaining space at Ngee Ann City Property.

⁽²⁾ Countries which account for less than 5% revenue and not deemed strategic are not included in the scope of reporting.

Sustainability Report

SUSTAINABILITY AT STARHILL GLOBAL REIT

Our 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. We believe that these six goals can be further championed through continuously driving our sustainability programme forward, hence making sustainability crucial to our business. Our sustainability programme is aligned with the strategic sustainability directives of SGREIT's sponsor, YTL Corporation Berhad.

Led by Mr Ho Sing, the Chief Executive Officer ("CEO") of YTL Starhill Global REIT Management Limited, key representatives from the Manager and the Property Manager (YTL Starhill Global Property Management Pte. Ltd.) in Singapore embed sustainable practices within the organisation. We remain focused on our sustainability framework (Figure 3), which is derived from the selected materiality issues (Figure 4).

Figure 2: **STAKEHOLDER ENGAGEMENT**

We engage our stakeholders regularly through various communication platforms, seeking to address their issues and concerns while we strive to build lasting relationships.

Stakeholder Groups	Purpose and Goal	Modes of Engagement	Key Concerns Raised by Stakeholder Group
Tenants	<ul style="list-style-type: none"> Provide a comfortable and safe environment and quality tenant mix Collaborative efforts with tenants to drive business at the mall 	<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
Investors	<ul style="list-style-type: none"> Provision of accurate information to the investing public through timely communication 	<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, roadshows, and conferences Mall tours upon requests Corporate video 	<ul style="list-style-type: none"> Access to high-quality real estate investment Business performance and strategy Sustainable delivery of returns
Shoppers	<ul style="list-style-type: none"> Identifying shoppers' needs and improving their shopping experience at the mall 	<ul style="list-style-type: none"> Marketing and promotional programmes and events Online and mobile platforms Social media 	<ul style="list-style-type: none"> Create a conducive mall environment Differentiated tenant mix Stable shopper traffic
Employees	<ul style="list-style-type: none"> An inclusive environment with enhanced well-being and productivity, with potential and opportunities to develop skills 	<ul style="list-style-type: none"> Weekly department meetings Annual performance appraisals Recreational and team building activities Training courses Employment incentives 	<ul style="list-style-type: none"> Communicating business strategy and developments Reward and recognition Training and career development Employee wellness activities
Partners (Government, Regulators, Suppliers)	<ul style="list-style-type: none"> Compliance with government policies, rules, and regulations Fair and reasonable treatment Win-win partnership 	<ul style="list-style-type: none"> Meetings, feedback and correspondences Participation in industry associations such as the REIT Association of Singapore 	<ul style="list-style-type: none"> Sharing of best practices Compliance with rules and regulations
Community	<ul style="list-style-type: none"> Contribute to the communities we operate in 	<ul style="list-style-type: none"> Corporate social responsibility programme 	<ul style="list-style-type: none"> Environment Employee philanthropy

Figure 3: **SUSTAINABILITY FRAMEWORK**

Materiality Assessment

Upon understanding the various ESG aspects raised by our stakeholders, we then map them to the GRI list of aspects. The relative importance of each aspect is considered through its impact on the business and stakeholders. The aspects are then plotted on a materiality matrix, which helps us to identify and prioritise our efforts.

The assessment produced a list of 10 material issues that were identified to share high importance for both the stakeholders, as well as the Manager. These issues were then assessed by key representatives from the Manager and Property Manager in Singapore.

The Manager regularly takes into consideration key issues that would interest stakeholders surfaced from its member representations in strategic associations including the REIT Association of Singapore, Investor Relations Professionals Association (Singapore) as well as engagement with government agencies and regulators including Building and Construction Authority, Monetary Authority of Singapore, Singapore Exchange Limited and Urban Redevelopment Authority of Singapore. The Property Manager is a member of the Orchard Road Business Association.

In Adelaide, the Centre Manager of Myer Centre Adelaide serves as a main contact for the Adelaide City Council. Myer Centre Adelaide is associated with the Rundle Mall Management Authority which focuses on promoting the Rundle Mall precinct.

The Malaysia Properties are members of the Bukit Bintang Kuala Lumpur City Centre (BBKLCC) Tourism Association, chaired by Mr Joseph Yeoh, Vice President of YTL Land & Development Berhad, which works with selected malls within the precinct to promote shopping tourism.

Figure 4: **MATERIAL ASPECTS IDENTIFIED**

The GRI Standards have taken effect for reports or other materials published on or after 1 July 2018. Our previous sustainability report has been prepared in accordance with the GRI Standards.

Material Aspects	GRI Standards ESG Indicators
Economic Performance	GRI 201-1: Direct economic value generated and distributed
Energy	GRI 302-1: Energy consumption within the organisation GRI 302-4: Reduction of energy consumption
Water*	GRI 303-1: Water withdrawal by source
Effluents and Waste	GRI 306-2: Waste by type and disposal method
Employment	GRI 401-1: New employee hires and employee turnover GRI 401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees GRI 401-3: Parental leave
Occupational Health and Safety*	GRI 403-2: Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities
Training and Education	GRI 404-1: Average hours of training per year per employee GRI 404-3: Percentage of employees receiving regular performance and career development reviews
Customer Health and Safety	GRI 416-1: Assessment of the health and safety impacts of product and service categories GRI 416-2: Incidents of non-compliance concerning the health and safety impacts of products and services
Customer Privacy	GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data
Socioeconomic Compliance	GRI 419-1: Non-compliance with laws and regulations in the social and economic area

* While the Water and Occupational Health & Safety modules under the GRI Standards have been revised to the 2018 version, this Sustainability Report is prepared based on the 2016 version.

Sustainability Report

EMBRACING THE MARKETPLACE



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

Corporate Governance

An extensive system of policies, processes, training and communications is in place as we uphold compliance, setting the tone for better governance and performance. For more details on SGREIT's Corporate Governance, please refer to pages 80 to 92 of this Annual Report.

Anti-Corruption and Whistle-Blowing

The Manager enforces a culture which has zero-tolerance towards corruption. An anti-corruption policy is in place to provide detailed guidance on corrupt practices. To ensure all employees are clear about the acceptable standards and procedures in business dealings, an annual compliance training is held for all employees.

A whistle-blowing policy is also in place as a safe channel for employees and other persons to report potential or actual improprieties in financial and operational matters. Complaints can be made verbally or in writing to whistleblowing@ytlstarhill.com. Whistle-blowers' identities are kept in confidence to the extent possible to facilitate independent investigations for appropriate remedial and follow-up actions.

For more details on whistle-blowing, please refer to page 60 of this Annual Report. There were no reported cases of material non-compliance with any laws and regulations (including anti-corruption laws) in FY 2018/19. We aim to maintain the current achievement in FY 2019/20.

Risk Management

An Enterprise Risk Management (ERM) framework (Figure 5) and Board-approved policies are in place to

Figure 5: ENTERPRISE RISK MANAGEMENT FRAMEWORK



provide a structured approach to identifying and managing material risks that could arise in the course of managing SGREIT. An Operational Risk Self-Assessment (ORSA) is established to ensure risks are assessed and reviewed at least on an annual basis. For more details on risk management, please refer to page 60 of this Annual Report.

Customer Health & Safety

SGREIT upholds high standards of health, hygiene and safety standards for our tenants and shoppers alike. The appropriate safety measures and standard operating procedures have been put in place to ensure that tenants and staff are clear about what to do in case of an emergency, and management teams are well-equipped to respond to such situations. Standard operating procedures for fire safety practices have been put in place.

Properties in Singapore are managed by property management teams who are trained in first aid. The properties are also subject to fire safety audits. 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 the emergency response plans. In Australia, all Myer Centre Adelaide CBRE staff are offered training in emergency procedures,

and an annual inspection on fire and emergency controls are carried out by an external consultant for compliance. In Malaysia, tenants, management staff, security and fire wardens work together with the Fire and Rescue Department of Malaysia to carry out fire or evacuation drills.

Renewals of required certificates and permits or inspections for fire safety, lifts and escalators are regularly reported and monitored. Internal safety assessments such as lift maintenance are conducted based on the requirements of the relevant authorities in the respective countries.

In Singapore, these requirements are listed in the Codes of Practice. 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 lifts within the David Jones department store is done by the tenant, who provides periodic updates to the Manager. In Malaysia, safety assessment of lifts is done by the Department of Occupational Safety and Health.

Internal audit also reviews the operating effectiveness of key controls over the fire safety arrangements of key assets periodically. In addition, appropriate insurances are procured to mitigate losses resulting from unforeseen events.

In the event of any safety incident reported at Wisma Atria, ground staff such as security officers, property officers or mall technicians will respond to the incident within a reasonable and practicable time frame. The Operations team will be updated concurrently through any available means of communication – WhatsApp or telephone calls. Should the incident involve any business disruption, property loss or loss of life, the Management team will be informed immediately through similar means of communication. After the incident has been adequately dealt with, the operations team will submit an incident report within 24 hours of its occurrence. In Australia, the property manager would adhere to the Emergency Communication Flow Chart, whereby the fire command centre and security personnel will be alerted, followed by the property manager, who would then inform the Manager.

In Australia, Myer Centre Adelaide hosts the monthly Adelaide CBD BusinessWatch meetings whereby the various security divisions – South Australia Police Division and representatives from major organisations discuss issues relating to security, safety, threats, and risks. This enables a strong working relationship between the central management and South Australia Police Division.

This financial year, there was zero reported major incidents of non-compliance with regulations and/or voluntary codes relating to customer health and safety occurring on the premises of our properties. We strive to maintain a safety-first awareness in our approach towards our customers in the next financial year.

Customer Privacy

In compliance with the Singapore Personal Data Protection Act (PDPA) 2012, the Manager has a personal data protection policy in place to safeguard data which concerns all parties in our value chain. Our policy lists clear guidelines governing the collection, use, protection and disclosure of individuals' personal data.

At Wisma Atria, consent is sought and obtained from shoppers before collection, use or disclosure of their personal data in compliance with the PDPA and their personal data is protected through encryption or passwords. In FY 2018/19, there

were no substantiated complaints concerning breaches of customer privacy. We aim to maintain the current performance in FY 2019/20.

Tenant Satisfaction

To improve customer service and experience, we rely on feedback to understand how to better serve them. We conduct annual tenant surveys to gather feedback from all our tenants regarding our tenant management services, building security and building maintenance. We analyse any potential gaps and areas of improvement, and identify appropriate follow-up actions. Our proactive approach has ensured that we achieve high satisfaction level at all stages of services to our customers.

In FY 2018/19, a total of 198 surveys were sent out to measure the level of satisfaction of both our office building and retail shop tenants in Ngee Ann City Property and Wisma Atria Property. We sent 83 surveys to office tenants, and 115 surveys to retail tenants. For every question in the survey, tenants could respond "Poor", "Below Average", "Satisfactory", "Good" or "Excellent". Satisfied tenants refer to those who had more than 80% of their responses in the satisfactory range of "Satisfactory", "Good" and "Excellent". The pie charts in Figure 6 below show the satisfaction levels of our tenants.

Besides engaging our tenants through formal surveys, we also interact with them through more casual settings. For example, in FY 2018/19, we organised a mass movie screening of X-Men: Dark Phoenix at Shaw House on 6 June 2019 for all of our tenants as a form of tenant appreciation. The activity also encouraged tenants and staff to mingle and bond with each other, forming a stronger long-term relationship.

We listen to feedback from our tenants and formulate constructive efforts from there. For example, there are end-of-trip facilities at Myer Centre Adelaide comprising about 40 bicycle racks and lockers, as well as two gender-neutral showers. Currently, we are working on the design of the facilities to increase the capacity of the end-of-trip facilities by end 2020. Moving forward in FY 2019/20, we aim to continue to engage our tenants in a meaningful manner.

Unitholder Communications

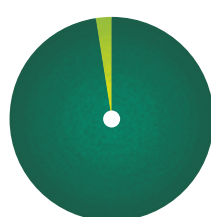
To promote transparency and accountability, the Manager engages in timely and effective communications with all stakeholders. This is carried out via a wide range of communication channels, such as SGX announcements, press releases, briefing sessions, investor presentations and conferences, annual reports, corporate video, corporate website, and emails to disseminate information on its financial and operational performance, business plans and latest developments. Prior to publication, all investor relations materials are also vetted by the Manager for accuracy, consistency, and compliance with policies.

Supply Chain

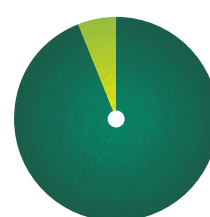
Our supply chain includes our property managers, tenants and suppliers for various services. Compliance with local government and legal requirements is a criterion for appointed contractors and service providers. Potential tenants and suppliers are also evaluated and selected based on their reputation,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

Figure 6: TENANTS' SATISFACTION LEVEL

Office Tenants



Retail Tenants



Sustainability Report

ENVIRONMENTAL CONSERVATION

Our Approach

- ▶ Promoting energy efficiency in our properties
- ▶ Improving water efficiency

We embrace practices that are more environmentally friendly, such as improving efficiency in energy, water and waste management in our properties, raising awareness of climate change among our employees and encouraging customers to make sustainable choices. Furthermore, we have collaborated on various meaningful and novel initiatives.

The offices of the Manager and Property Manager in Singapore were re-certified by Project Eco-Office for another three years from 2018 for their green efforts. Project Eco-Office is an initiative between Singapore Environment Council and City Developments Limited that recognises environmentally friendly practices in the workplace. SGREIT strives to be at the forefront of energy- and resource-efficient building management, receiving many certifications and awards over the years.

Lights for the meet.play.#lovelot10 light box were switched off in support of Earth Hour.



Figure 7: **SUSTAINABLE CERTIFICATION OF OUR PROPERTIES**

Certification	Description of Awards / Certifications / Ratings / Labelling Schemes	Property	Year of Award
NABERS Energy Base Building – 4.5-star rating	A national rating system that measures the environmental performance of Australian buildings, tenancies and homes.	Myer Centre Adelaide (Terrace Towers), Australia	May 2019 – April 2020
BCA Green Mark Platinum Award 2019 (For Existing Non-Residential Building)	A national initiative by the Building and Construction Authority (BCA) to shape a more environmentally-friendly and sustainable built environment in Singapore.	Ngee Ann City, Singapore	2019

Initiative: Earth Hour Participation

Date: 30 March 2019

Description:

As a dedicated supporter of the Earth Hour cause, we switched off the façade lights of our properties such as Wisma Atria, Lot 10 Property and Starhill Gallery 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. Some tenants showed their support by offering exclusive Earth Hour deals. Together, we play our part to contribute to the global movement and raise awareness about global warming.

Initiative: Recycling Bins

Date: Ongoing

Description:

Recycling bins have been set up at various locations at Lot 10 where members of the public can drop off their pre-owned clothes, handbags, belts, linen and soft toys. This initiative was organised in collaboration with Kloth Cares by Kloth Lifestyle, a sustainable fashion brand based in Malaysia. The collection drive helps the environment by creating less waste for landfills and less pollution through



Recycling bin initiative at Lot 10.

the reduction in manufacturing of new clothes. Old fabrics are given a new life in many ways, as donations to underprivileged groups, used as garments and industrial wiring cloth, turned into refuse-derived fuel as engineered fuel, or even being pieced together to make blankets and other items. Lot 10 collected 1,622.2 kg of fabric from July 2018 to June 2019 and has collected 3,416.9 kg since its inception during Earth Hour in March 2017. All proceeds from the sale of items in this campaign will be channelled to National Cancer Council Malaysia (MAKNA), Malaysia Association for the Blind (MAB) and Recycle Community Malaysia Lestari (RCOMM Lestari).

Energy Efficiency

SGREIT remains committed to a long-term target of achieving a 15% reduction in energy consumption for Wisma Atria. This will continue to be observed over a 10-year period which began in FY 2016/17. Electrical energy is the primary source of energy used by SGREIT properties. Total electricity consumption crept up by 0.5% in FY 2018/19 compared to a year ago, mainly due to the inclusion of energy usage from anchor tenant UNIQLO at Plaza Arcade which started its operations in August 2018 as well as increased office occupancy at Myer Centre Adelaide. Nevertheless, total energy consumption on an aggregate basis has seen a reduction of about 6.6% from FY 2016/17, signifying the effectiveness of our continuous energy conservation efforts.

In Singapore, lights in the common areas of Wisma Atria have been switched to LED lights for greater energy efficiency, with replacement works almost completed. The addition of motion sensors onto every LED fitting at the mid-landing of all staircases has been completed in this financial year. Lights will be dimmed by 50% if there is no movement in that particular landing for more than 30 seconds. Replacement works are still ongoing for plant rooms which will further reduce energy consumption.

In Australia, Myer Centre Adelaide has undertaken a programme of replacing common area lighting with LED equivalent items to reduce our carbon footprint. To encourage our tenants to conserve energy, we have stipulated in our fit-out guide for tenants of Myer Centre Adelaide that only LED fittings will be approved at the design stage. In Perth, we have replaced the current chillers with energy-efficient versions for our tenant David Jones in support of a greener environment. In

Malaysia, the lights for all the carpark spaces and common areas in both properties have been switched to LED lights from fluorescent ones. The master tenant also stipulates that incoming tenants must use LED lights in their fitting-out or renovation works.

In the next financial year, we aim to continue to reduce our electricity consumption in line with our 10-year goal by replacing the ageing motor and pumps at Wisma Atria with a higher efficiency model. Besides that, ongoing modernisation of lifts is expected to complete in the next financial year and will result in greater energy savings.

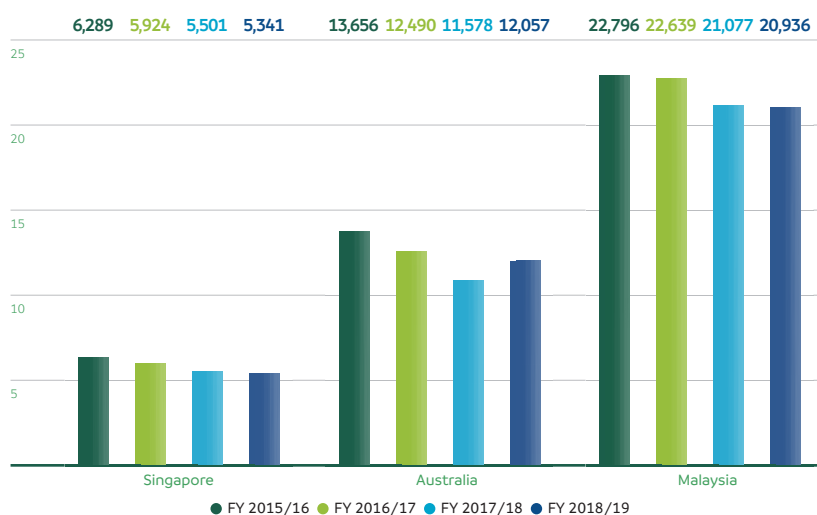
In Australia, the upgrading of the Building Management System (BMS) at Myer Centre Adelaide is in progress. Upon completion, this will enable improved, integrated control of air conditioning, mechanical and electrical systems. The new BMS has multiple platforms to improve the monitoring of power usage throughout the Centre. It will allow us to optimise all temperature-controlled equipment with delayed starting methodology, which will reduce running time of the plant such as chillers, pumps and cooling



**Target to
reduce electricity
consumption by
15% for Wisma Atria
over 10 years
from FY 2016/17**

towers. Additionally, all pumps now operate on variable speed drives providing power savings. We are currently reviewing chiller efficiency at Myer Centre Adelaide which could potentially result in energy and water savings. Besides that, there are also plans to replace the fire stairs emergency fluorescent lights with the energy-efficient LED equivalent at Myer Centre Adelaide. For Plaza Arcade, the plans to upgrade current lights in the mall to energy-saving LED lights are in the pipeline for FY 2019/20.

Figure 8: ELECTRICITY CONSUMPTION
(MWh/'000)



Sustainability Report

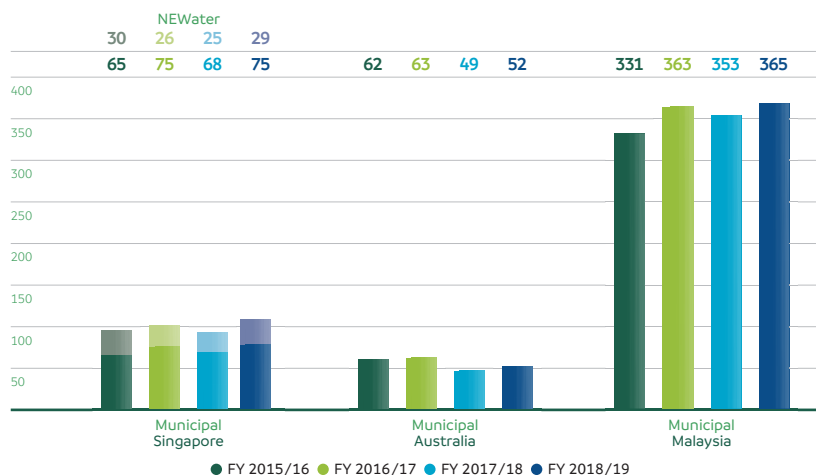
ENVIRONMENTAL CONSERVATION

Water Conservation

We believe that small initiatives can help to create a huge difference. In Singapore, we have increased the proportion of high-grade reclaimed water (NEWater) used in our mall. In 2008, the use of NEWater was implemented only for cooling towers and fire protection systems such as sprinklers and wet risers. In 2013, this was expanded to include non-essential areas such as taps for air handling unit (AHU) rooms, bin centre and ad-hoc cleaning like façade cleaning.

At Wisma Atria, we have installed water-saving features such as waterless urinal systems and other fittings approved by the Public Utilities Board's Water Efficiency Labelling Scheme (WELS) in Singapore. We also have a Water Efficiency Management Plan (WEMP) in place, which helps the Manager understand water usage within our buildings, and thus the identification of areas to reduce water consumption and raise water efficiency. Private water meters were installed at essential areas as mandated by PUB to monitor water consumption and serve as an advance warning on possible pipe leakages. These translate into cost-savings for tenants and discourage excessive use of water through WELS-rated fittings. At Myer Centre Adelaide, water saving taps that are timed to go off after a short time are used in the centre,

Figure 9: **WATER WITHDRAWAL**
(1,000 m³)



while waterless urinals were used on two levels of the building. The Malaysia Properties have a water harvesting system on the rooftop of the buildings to collect rainwater, which is recycled for uses such as watering plants in the building.

In FY 2018/19, the water consumption in our Singapore, Australia and Malaysia Properties was approximately 0.5 million m³, inclusive of 29,000 m³ of NEWater. Water usage this financial year was 5.2% higher than the previous financial year, mainly due to an increasing number of food & beverage tenants in Wisma Atria and Lot 10. An additional façade

cleaning that we undertook after ad hoc re-sealant works were done to the window panels at the Wisma Atria office tower could have also contributed to the higher water usage.

However, the total consumption has remained below the level seen when we first embarked on our sustainability journey in FY 2016/17. Although the total water consumption seems larger for our Malaysia Properties, total water usage per area (i.e. water intensity) is relatively comparable. Considering that Singapore and Malaysia operate under a similar climate, the total water usage intensity at Malaysia Properties are about 1.4 times total water usage intensity at Wisma Atria. When compared based on total water usage alone, Malaysia Properties used about 3.5 times more water than Wisma Atria.

For FY 2019/20, we target to review our water usage and look into areas we can improve on in maintaining water usage in our portfolio. Over the longer term, we strive to maintain current overall water consumption in our portfolio.



At Wisma Atria, we have installed water-saving features such as **waterless urinal systems and other fittings** approved by the **Public Utilities Board's Water Efficiency Labelling Scheme (WELS)** in Singapore.

Waste Management

We believe in recycling our waste for better uses. We encourage our employees and tenants to participate in recycling efforts by separating their recyclable waste as much as possible. Many different types of non-hazardous waste are generated at SGREIT properties as our tenants span a range of industries, such as the retail and food & beverage industries (Figures 10 & 11). The collection and disposal of waste at our Singapore Properties are carried out by appointed contractors. In FY 2018/19, we collected a total of 1,987 tonnes of waste from our Singapore, Australia and Malaysia Properties, out of which a total of 167 tonnes of waste were recycled, which represents 8.4% of our total waste.

In Singapore, we have embarked on an e-waste collection campaign that collects e-waste from our tenants in Wisma Atria. The response has been overwhelming, with a total of 482 kg of e-waste, such as information technology (IT) peripherals, collected in our inaugural drive this financial year. Another significant group of recycled waste comes from our food & beverage tenants in our properties in Malaysia. Food waste such as used cooking oil is collected and sold to a third-party oil recycling company that processes the used oil into biodiesel. In FY 2018/19, 1.12 tonnes of used cooking oil was recycled from Starhill Gallery and Lot 10 Property. From July 2015 to June 2019, the Malaysian malls have recycled over 17.6 tonnes of used cooking oil.

In Australia, the waste data collected does not include that of Plaza Arcade and David Jones Building as waste collection was conducted by the City of Perth. Nevertheless, we support the recycling efforts by the City of Perth by allowing them to place cardboard

recycling bins at Plaza Arcade. As for Myer Centre Adelaide, waste is removed by our waste removal contractor, Veolia Environment Services SA, which collects, sorts and delivers the waste to the respective facilities for recycling. Myer Centre Adelaide has a compactor dedicated to cardboard waste and recycles cooking oil.

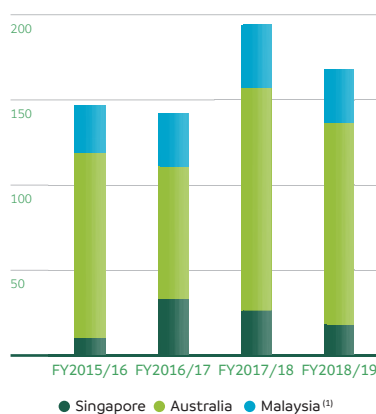


We aim to continue encouraging recycling throughout our value chain and in the wider community through various initiatives and campaigns.

Figure 10:
TOTAL RECYCLED WASTE
(Tonnes)

28	31	37	31
109	78	131	117
10	33	26	19

250



Notes:

⁽¹⁾ Total recycled waste data includes recycled oil.

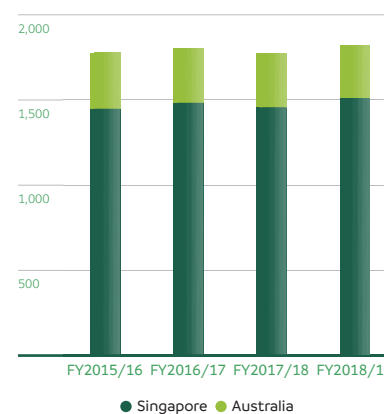
⁽²⁾ Data represents non-recycled solid general wastes.

⁽³⁾ Excludes Malaysia as non-recycled waste data from Malaysia Properties are not available.

Figure 11:
NON-RECYCLED WASTE GENERATED ^{(2) (3)}
(Tonnes)

332	325	322	307
1,444	1,479	1,453	1,513

2,500



We aim to continue encouraging recycling throughout our value chain and in the wider community through various initiatives and campaigns. In FY 2019/20, we target to maintain or increase the amount of total recycled waste as compared to the previous year.

Sustainability Report

EMPOWERING OUR PEOPLE

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

Fair Employment

We pride ourselves in maintaining a harmonious and diverse workforce spanning different generations, genders, nationalities and skill sets.

We are committed to providing equal opportunities and fair employment practices. As at 30 June 2019, the Manager has 29 employees*, all located in Singapore. We have no temporary or part-time employees.

In FY 2018/19, the rate of new employee hires was 31.0% and the rate of employee turnover was 13.8%. The graphs in Figure 13 and Figure 14 show a detailed breakdown of the changes in our workforce according to age group and gender.

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

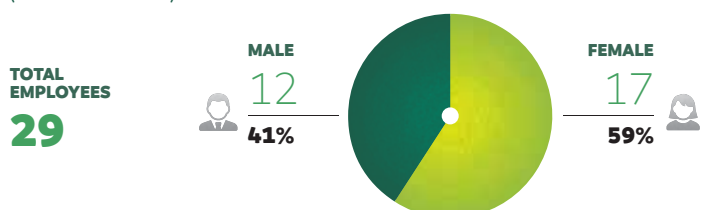
Occupational Health and Safety

In compliance with the Singapore Workplace Safety and Health Act 2006, the Manager places a large emphasis on cultivating good safety habits in all individuals. This has created a strong safety culture in the Manager which extends beyond physical health to mental and emotional health as well. Additionally, our employees are provided with a wide range of life and medical insurance plans, inclusive of disability coverage, to protect them and safeguard their interests.

In FY 2018/19, our efforts in strengthening the company's safety culture have shown results as we have experienced a zero-injury, fatality, and occupational disease rate. We aim to maintain the current performance in FY 2019/20.

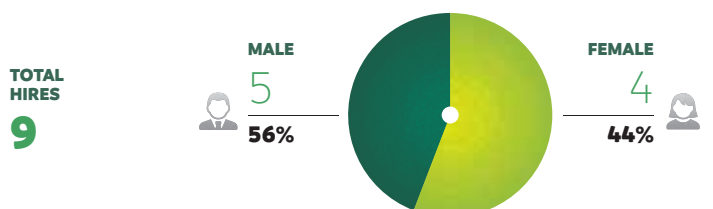


Figure 12: **TOTAL NUMBER OF EMPLOYEES**
By Employment Category and Gender
(As at 30 Jun 2019)



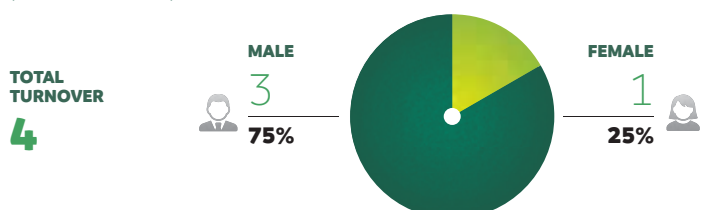
Employment Type	Male	Female	Total Employees	% Total	% Male	% Female
Rank and file	0	4	4	14%	0%	100%
Executives and Supervisors	2	2	4	14%	50%	50%
Management	5	9	14	48%	36%	64%
Senior Management	5	2	7	24%	71%	29%
Total	12	17	29	100%	41%	59%

Figure 13: **EMPLOYEE HIRES IN FY2018/19**
By Age Group and Gender
(As at 30 Jun 2019)



Age Group	Male	Female	Total	%
Below 30	3	1	4	44%
30 – 50	2	2	4	44%
Above 50	0	1	1	12%
Total	5	4	9	100%

Figure 14: **EMPLOYEE TURNOVER IN FY2018/19**
By Age Group and Gender
(As at 30 Jun 2019)



Age Group	Male	Female	Total	%
Below 30	3	0	3	75%
30 – 50	0	1	1	25%
Above 50	0	0	0	0%
Total	3	1	4	100%



Colleagues had fun battling it out in several games of Laser Tag as part of teambuilding.



Employees enjoyed themselves while picking up culinary skills during a group cooking class held during the Chinese New Year festive season.

Employee Well-being and Active Engagement

We promote a family-like culture and focus on employee bonding to forge stronger team dynamics. We share festive joys with staff through luncheons and celebrations in the office. The Manager holds annual year-end luncheons to celebrate the Christmas festive season. For the Chinese New Year celebration, employees were treated to a lion dance and *lohei* to usher in a bountiful year ahead. Employees also competed in games like the pomelo-peeling contest to celebrate the Mid Autumn Festival.

Besides that, the Manager organised day trips for employees to Batam, Indonesia, where they visited several malls, dined and explored the city together. The incentive trip was aimed at getting employees to bond with each other and build team spirit. Employees also enjoyed a group cooking class where they were entertained by the chef while picking up culinary skills the fun way. Other team-bonding activities include an arts and craft session where they learnt how to make a photo album from scratch together.

We promote the merits of healthy living and encourage employees to embrace a holistic lifestyle through our Workplace Health Programme (WHP). The WHP comprises a calendar of sports and health-related activities organised for employees to experience quality work-life balance and stay fit, healthy and productive.

The Manager organised regular badminton sessions for employees to have a friendly game of badminton with colleagues, in our effort to promote a healthy lifestyle among employees. Colleagues also battled it out in several games of Laser Tag as part of our teambuilding activities, thus creating a greater sense of camaraderie and nurturing better teamwork among co-workers, all while having fun. These workplace health and bonding activities have resulted in a happier, more cohesive and more productive workforce.

The Manager organised educational talks to create safety awareness among employees, such as learning how to use the fire extinguisher and how to react in an emergency situation through the Emergency Readiness Seminar. Employees learnt survival skills crucial in the event of terrorism or a fire.

We care for the well-being of our staff and view the health of each employee as being of utmost importance to better productivity among the workplace. To improve staff welfare, the Manager organised flu and measles vaccinations for all employees in view of the year-end influenza peak season and the outbreak of measles in Hong Kong. Many staff turned up for the vaccinations and stayed healthy. By valuing the health of our employees, we create a conducive work environment with a healthy and happy workforce.

In support of work-life balance, family-friendly initiatives such as staggered work-hours and monthly 'Bright Sky Day' are implemented at the workplace. On Bright Sky Day, staff are encouraged to leave early on Friday to spend more time with their families, or to pursue their personal interests over the weekend. The Manager also participates in the annual 'Eat With Your Family Day' initiative by the Centre for Fathering in Singapore which encourages companies and schools to end the day at 5 p.m. to spend time with their family.

Sustainability Report

EMPOWERING OUR PEOPLE

The Manager implemented a telecommuting scheme or Home Office Work Arrangement (HOWA) for eligible staff this year – a new initiative to encourage work-life harmony for employees.

The Manager provides government-paid maternity and paternity leave to all eligible female and male employees in Singapore. In FY 2018/19, three male and eight female employees were entitled to parental leave. Employees also enjoy a range of benefits including medical insurance, birthday leave, wedding vouchers, childbirth vouchers and service awards.

Employees are encouraged to maintain a healthy lifestyle and to look after their well-being through the 'Perfect Attendance Award' issued quarterly, whereby they are rewarded with vouchers for staying healthy. For FY 2018/19, 66.2% of our employees, excluding senior management, received Perfect Attendance Award.

There were zero absentees this financial year, thus no lost days during the period. We will continue to maintain a safety-first consciousness in the workplace in FY 2019/20.

Talent Management

We believe in encouraging holistic development of our employees and grooming them to their fullest potential, personally and professionally. Hence, we are committed to learning and development programmes to drive productivity and develop the personal effectiveness of our employees.

Our employees undergo training, workshops and seminars on management, technical skills, communication, leadership and other topics relevant to their work, such as Microsoft Excel and financial modelling courses. These opportunities allow them to improve on their job-related skills and

Figure 15: **AVERAGE TRAINING HOURS PER EMPLOYEE**
By Employment Category and Gender

Employee Category	Male	Female
Rank and File	0 ⁽¹⁾	18.8
Executives and Supervisors	24.8	44.8
Management	29.2	33.2
Senior Management	30.6	36.8
Average Training Hours per Employee (By gender)	29.0	31.6

Note:

⁽¹⁾ There was no male employee in the Rank and File category for FY 2018/19.

**AVERAGE
TRAINING HOURS
PER EMPLOYEE**
30.5 hrs

knowledge, remain future-ready and progress to take on larger roles in the organisation. We continue to enhance our Executive Development Programme, which nurtures high-performing business unit leaders. The programme gives them additional knowledge and experience to improve their management and leadership skills. Concurrently, the intern placement programme provides our people with valuable mentoring and supervisory experience.

We believe in nurturing human capital through learning and development, ensuring that employees are future-ready with skills that stay relevant. Employees are encouraged to attend training workshops and courses both locally and overseas, as well as go on overseas mall trips to familiarise themselves with the retail landscape and current trends.

Each employee undergoes an average of 30.5 hours of training, with the detailed breakdown by gender and employment category illustrated in Figure 15 above. Going forward, we aim to achieve 75 hours of training hours per employee over three years, which works out to about 25 training hours a year per employee.

Staff are appraised annually to cultivate the learning culture in the company. Employees are encouraged to reflect on their performance over the financial year and they also receive all-rounded 360-degree feedback from their supervisors, peers and juniors. During staff appraisal, we recognise every employee for their valuable contributions at work, identify areas of improvement and set achievable targets for the next review period. In FY 2018/19, 100% of employees received their appraisal. We aim to maintain the current achievement in FY 2019/20 and going forward.



We believe in encouraging holistic development of our employees and grooming them to their fullest potential, personally and professionally.



ENRICHING COMMUNITIES

Our Approach

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



World Wide Fund for Nature (WWF) Festival for Asia campaign at Wisma Atria.



Lottie's Science Adventure at Lot 10.

We strive to positively impact the lives of people in the countries where we operate in, through our participation in corporate social responsibility activities.

Space for Charity

Bone Marrow Donor Programme

Wisma Atria was the venue sponsor for the Bone Marrow Donor Programme (BMDP) roadshow which was held from 11-17 March 2019. The BMDP aims to educate members of the public about its life-saving mission for patients with blood-related diseases and how the public can sign up to be on the bone marrow donor registry.

World Wide Fund for Nature (WWF) Festival for Asia

Wisma Atria hosted the WWF Festival for Asia campaign from

25-31 March 2019. The campaign was held in conjunction with the Earth Hour and aims to rally the local community and build a city that comes together as conscious citizens to drive major change for nature.

Salvation Army Fundraising

Myer Centre Adelaide provided the Salvation Army a space to host their signature fundraising drive, The Red Shield Appeal, which helped fund a vast network of social and community services within South Australia.

Contributing to Community Causes

Lottie's Science Adventure

Lot 10 hosted the Lottie's Science Adventure – an event based on STEAM (Science, Technology, Engineering, Arts and Mathematics) – organised by YTL Foundation in partnership with Petrosains. The event, which was held from 23-25 November 2018, aimed to interest students in science-based subjects and promote STEAM subjects among students from all backgrounds. Visitors created a table lamp at woodwork and science workshops, carried out various types of science experiments and learnt how to make mini robots that dance and scribble patterns to create a marble maze. The event also featured a juice bicycle, a toy drive and a toy repair booth by Toy Libraries Malaysia. Toys collected

and the proceeds from the sale of the Lottie Bears were donated to Toy Libraries Malaysia to set up a toy library in the University Malaya Medical Centre under the 'School in the Hospital' programme. Proceeds collected from the sales of several vendors were also contributed to charity. Students from public schools were invited by YTL Foundation to attend the event and participate in the workshops.

Supporting Arts and Craft, Music and Culture

We support the local industry by hosting a series of arts and craft, music and cultural activities featuring products sourced and produced locally by local artisans in our properties on a regular basis.

The Social Exchange

Wisma Atria played host to The Social Exchange, a monthly craft market that builds a community that congregates, interact, browse and buy quirky and bespoke finds in a marketplace. It is a craft market that supports local efforts by featuring locally-made and curated products, as well as local artists.

Charity Art Exhibition

Wisma Atria sponsored the venue for the charity art exhibition "Fall in Love with Art" by Life Art Society led by famous Singapore artist Tan Khim Ser. Almost 100 pieces of original art pieces contributed by artists and



Bone Marrow Donor Programme roadshow at Wisma Atria.

Sustainability Report

ENRICHING COMMUNITIES



The Social Exchange craft market at Wisma Atria.



Natural products sold at the We.Women Market at Lot 10.

novice painters were put on sale and through the funds raised, the non-profit organisation donated more than S\$100,000 to the Straits Times School Pocket Money Fund.

We.Women Market

We.Women Market supports female entrepreneurs with a monthly event with a different theme for each edition. From 1-5 August 2018, the We.Women Market – In Bloom Artisan Showcase edition displayed unique handcrafted products from homemade dessert and cookies, scented tea to handmade jewellery and fashion apparel. In conjunction with Malaysia's Merdeka Day celebration, the We.Women Market – We are Local Artisans (Merdeka Artisans Showcase) edition ran from 30 August 2018 to 2 September 2018, showcasing the best of Malaysian crafts and produce with a patriotic twist by homegrown artisans and vendors.

Merdeka Kraf

Merdeka Kraf was held from 25-26 August 2018 and saw exhibits of ceramics, painting, writing and woodwork activities by a homegrown studio as well as arts and craft workshops by Malaysian craftsmen and artisans. Shoppers painted National Day-themed crafts such as ceramic cup coasters, hand-woven Penan

bags and baskets, created table lamps and model catapults, as well as made wood crafts and natural soap bars. Shoppers played Malaysian childhood games such as batu Seremban, gasing, congkak and carom at a traditional games station for both children and adults.

Art Events

Lot 10 played host to the monthly ArtPlusD event, where local artisans sold their wares, attracting huge crowds of art enthusiasts and food lovers.

Wisma Atria co-sponsored charity art exhibition led by famous Singapore artist Tan Khim Ser.

Source: Life Art Society



Promoting a Healthy Lifestyle

Lot 10 hosted a regular series of free-for-all fitness classes on Saturdays over six months. The #goodsweat programme, which kicked off on 4 August 2018, aims to make healthy living and fitness accessible to the public right in the heart of Kuala Lumpur. Collaborating with the best of Kuala Lumpur's fitness clubs, including Lot 10's own Celebrity Fitness, MMA Monarchy Gym and independent yoga teacher Shazana Zulkifli, #goodsweat offered trendy workouts such as Dance Cardio and Unplugged HIIT – a high-intensity interval training with hip-hop choreography that is backed by live music performances.

Supporting a Closely-Knit Community

Free Movie Screenings

Lot 10's Cinema Paradiso hosted movie screenings from 10 a.m. to 10 p.m. daily, attracting both local shoppers and tourists. In conjunction with Malaysia's 61st National Day celebration, #lot10cinemaparadiso featured two screenings of a local social documentary film entitled "Rediscovering Each Other" on 30 and 31 August 2018. The 2017

film by Rojak Projek was filmed across communities throughout Malaysia by social enterprise TRP Creative and focuses on discovering and embracing the rich diversity of race, language and culture of Malaysians and their integration for a united nation.

Street Food Weekender

About once a month, Lot 10 also turned its terrace space into a bustling food street for the Street Food Weekender featuring a wide selection of local delicacies from Lot 10 Hutong and international bites like Japanese and Western

cuisines. More than 15 carts with savoury and sweet delights, such as Asian desserts and cupcakes, made their appearance every first weekend of the month. Since the #lot10NomNom initiative kicked off in August 2018, the monthly event has attracted a huge crowd and has brought people together over food and live music performances.

Lot 10 White Christmas

During the Lot 10 White Christmas event from November to December 2018, shoppers were treated to performances, special promotion for toys and festive decorations.



Lot 10 White Christmas event.



Shoppers at the #Lot10NomNom Street Food Weekender event.

GRI Content Index

TABLE OF GRI CONTENT INDEX FOR 'IN ACCORDANCE' – CORE

General Standard	Disclosure	References	Omission ⁽¹⁾	General Standard	Disclosure	References	Omission ⁽¹⁾
GENERAL DISCLOSURES				REPORTING PRACTICE			
ORGANISATIONAL PROFILE							
GRI 102: General Disclosures 2016	102-1 Name of the organisation	Annual Report, About Starhill Global REIT (Inside Front Cover)		GRI 102: General Disclosures 2016	102-45 Entities included in the consolidated financial statements	Annual Report, Notes to the Financial Statements (Page 93–150)	
	102-2 Activities, brands, products and services	Annual Report, About Starhill Global REIT (Inside Front Cover)			102-46 Defining report content and topic Boundaries	Sustainability Report, About this Report (Page 62–63)	
	102-3 Location of headquarters	Annual Report, Corporate Directory (Page 156)			102-47 List of material topics	Sustainability Report, Sustainability at Starhill Global REIT (Page 65)	
	102-4 Location of operations	Annual Report, Our Geographical Reach (Page 10–11)			102-48 Restatements of information	Not applicable	
	102-5 Ownership and legal form	Annual Report, Trust Structure (Page 19)			102-49 Changes in reporting	Not applicable	
	102-6 Markets served	Annual Report, Our Geographical Reach (Page 10–11)			102-50 Reporting period	Sustainability Report, About this Report (Page 62–63)	
	102-7 Scale of the organisation	Annual Report, Key Highlights (Page 3) Key Figures for 5 years (Page 14) Financial Summary (Page 15) Empowering Our People (Page 72–74)			102-51 Date of most recent report	Sustainability Report, About this Report (Page 62–63)	
	102-8 Information on employees and other workers	Sustainability Report, Empowering Our People (Page 72–74)			102-52 Reporting cycle	Sustainability Report, About this Report (Page 62–63)	
	102-9 Supply Chain	Sustainability Report, Supply Chain (Page 67)			102-53 Contact point or questions regarding the report	Sustainability Report, About this Report (Page 62–63)	
	102-10 Significant changes to organisation and its supply chain	Not applicable			102-54 Claims of reporting in accordance with the GRI Standards	Sustainability Report, About this Report (Page 62–63)	
	102-11 Precautionary principle or approach	Sustainability Report, Embracing the Marketplace (Page 66–67)			102-55 Content Index	Sustainability Report, GRI Content Index (Page 78–79)	
	102-12 External Initiatives	Sustainability Report, Sustainability at Starhill Global REIT (Page 64–65)			102-56 External assurance	Sustainability Report, About this Report (Page 62–63)	
	102-13 Membership of associations	Annual Report, Sustainability at Starhill Global REIT (Page 64–65)		CATEGORY: ECONOMIC			
STRATEGY				ECONOMIC PERFORMANCE			
GRI 102: General Disclosures 2016	102-14 Statement from senior decision-maker	Sustainability Report, Board Statement (Page 62)		GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Annual Report, About Starhill Global REIT (Inside Front Cover), Our Strategy (Page 2)	
					103-2 The management approach and its components	Annual Report, Vision and Mission (Inside Front Cover), Our Strategy (Page 2–9)	
					103-3 Evaluation of the management approach	Annual Report, Our Strategy (Page 2–9)	
ETHICS AND INTEGRITY				GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Annual Report, Financial Review (Page 54–57) Financial Statements (Page 93–150)	
GRI 102: General Disclosures 2016	102-16 Values, principles, standards, and norms of behaviour	Sustainability Report, Embracing the Marketplace (Page 66–67)			CATEGORY: ENVIRONMENT		
	GOVERNANCE				ENERGY		
GRI 102: General Disclosures 2016	102-18 Governance structure	Sustainability Report, Embracing the Marketplace (Page 66–67)		GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Report, Environmental Conservation (Page 68–71)	
					103-2 The management approach and its components	Sustainability Report, Environmental Conservation (Page 68–71)	
STAKEHOLDER ENGAGEMENT						103-3 Evaluation of the management approach	Sustainability Report, Environmental Conservation (Page 68–71)
GRI 102: General Disclosures 2016	102-40 List of stakeholder groups	Sustainability Report, Sustainability at Starhill Global REIT (Page 64)		GRI 302: Energy 2016	302-1 Energy consumption within the organisation	Sustainability Report, Environmental Conservation (Page 68–71)	
	102-41 Collective bargaining agreements	Sustainability Report, Our employees are not covered by collective bargaining agreements			302-4 Reduction of energy consumption	Sustainability Report, Environmental Conservation (Page 69)	
	102-42 Identifying and selecting stakeholders	Sustainability Report, Sustainability at Starhill Global REIT (Page 64)					
	102-43 Approach to stakeholder engagement	Sustainability Report, Sustainability at Starhill Global REIT (Page 64)					
	102-44 Key topics and concerns raised	Sustainability Report, Sustainability at Starhill Global REIT (Page 64)					
				Note:			
				⁽¹⁾ The column is left blank intentionally as there are no omissions made in			

General Standard	Disclosure	References	Omission ⁽¹⁾
CATEGORY: ENVIRONMENT			
WATER			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Report, Environmental Conservation (Page 68–71)	
	103-2 The management approach and its components	Sustainability Report, Environmental Conservation (Page 68–71)	
	103-3 Evaluation of the management approach	Sustainability Report, Environmental Conservation (Page 68–71)	
GRI 303: Water 2016	303-1 Water withdrawal by source	Sustainability Report, Environmental Conservation (Page 70)	
EFFLUENTS AND WASTE			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Report, Environmental Conservation (Page 68–71)	
	103-2 The management approach and its components	Sustainability Report, Environmental Conservation (Page 68–71)	
	103-3 Evaluation of the management approach	Sustainability Report, Environmental Conservation (Page 68–71)	
GRI 306: Effluents and Waste 2016	306-2 Waste by type and disposal method	Sustainability Report, Environmental Conservation (Page 71)	
CATEGORY: SOCIAL			
EMPLOYMENT			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Report, Empowering Our People (Page 72–74)	
	103-2 The management approach and its components	Sustainability Report, Empowering Our People (Page 72–74)	
	103-3 Evaluation of the management approach	Sustainability Report, Empowering Our People (Page 72–74)	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Sustainability Report, Empowering Our People (Page 72)	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Sustainability Report, Empowering Our People (Page 72–74)	
	401-3 Parental leave	Sustainability Report, Empowering Our People (Page 74)	
OCCUPATIONAL HEALTH AND SAFETY			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Report, Empowering Our People (Page 72–74)	
	103-2 The management approach and its components	Sustainability Report, Empowering Our People (Page 72–74)	
	103-3 Evaluation of the management approach	Sustainability Report, Empowering Our People (Page 72–74)	
GRI 403: Occupational Health and Safety 2016	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Sustainability Report, Empowering Our People (Page 72–74)	

General Standard	Disclosure	References	Omission ⁽¹⁾
TRAINING AND EDUCATION			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Report, Empowering Our People (Page 72–74)	
	103-2 The management approach and its components	Sustainability Report, Empowering Our People (Page 72–74)	
	103-3 Evaluation of the management approach	Sustainability Report, Empowering Our People (Page 72–74)	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Sustainability Report, Empowering Our People (Page 74)	
	404-3 Percentage of employees receiving regular performance and career development reviews	Sustainability Report, Empowering Our People (Page 74)	
CUSTOMER HEALTH AND SAFETY			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Report, Embracing the Marketplace (Page 66–67)	
	103-2 The management approach and its components	Sustainability Report, Embracing the Marketplace (Page 66–67)	
	103-3 Evaluation of the management approach	Sustainability Report, Embracing the Marketplace (Page 66–67)	
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Sustainability Report, Embracing the Marketplace (Page 66–67)	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Sustainability Report, Embracing the Marketplace (Page 66–67)	
CUSTOMER PRIVACY			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Report, Embracing the Marketplace (Page 66–67)	
	103-2 The management approach and its components	Sustainability Report, Embracing the Marketplace (Page 66–67)	
	103-3 Evaluation of the management approach	Sustainability Report, Embracing the Marketplace (Page 66–67)	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Sustainability Report, Embracing the Marketplace (Page 67)	
SOCIOECONOMIC COMPLIANCE			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Report, Embracing the Marketplace (Page 66–67)	
	103-2 The management approach and its components	Sustainability Report, Embracing the Marketplace (Page 66–67)	
	103-3 Evaluation of the management approach	Sustainability Report, Embracing the Marketplace (Page 66–67)	
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	Sustainability Report, Embracing the Marketplace (Page 66–67)	