

Sustainability Report

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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:

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BOARD STATEMENT

Starhill Global Real Estate Investment Trust ("SGREIT" or "We") is pleased to present our Sustainability Report from 1 July 2019 to 30 June 2020 (FY 2019/20). This is the fourth 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 to reduce energy consumption by 15% from the base year of FY 2016/17. Efforts to meet this goal have been ongoing, through the modernisation of cargo lifts at Wisma Atria, overhaul of less-efficient chiller systems at Wisma Atria and Myer Centre Adelaide, as well as switching to more energy-efficient LED lights and switching on only essential lights at night at Plaza Arcade. Based on our progress to date, we are hopeful that we will be able to achieve our 10-year goal.

We believe in sharing our spaces with the local community and we welcome social entrepreneurs and non-profit organisations seeking to hold meaningful events and public awareness campaigns in our malls. 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 helped encourage more sustainable living, starting with decorations made from recycled material for the year-end festivities to creating public awareness about sustainable living among shoppers through a partnership with electricity retailer Geneco. Our Malaysia Properties collaborated with other organisations on sustainability-focused events and initiatives such as monthly street food events, arts and crafts events and upcycling workshops.



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, and thrive in a supportive, family-like culture. The Manager strongly believes in upgrading the skills of its employees, encouraging them to attend training workshops and courses both locally and overseas.

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 2019/20. All data and activities reported were from 1 July 2019 to 30 June 2020, unless stated otherwise.

This 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, FY 2017/18 and FY 2018/19 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, and the Waste module under the GRI Standards have been revised to the 2020 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 2019/20 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.

Sustainability Report

Figure 1: PROPERTIES IN SCOPE FOR THE REPORT

Portfolio By Country	Environmental	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				
The Starhill, 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% of revenue and not deemed strategic are not included in the scope of reporting.

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 Collaborate 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"> Provide 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 and participation in roadshows and conferences Mall tours upon request 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"> Identify shoppers' needs and improve 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"> 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 and knowledge 	<ul style="list-style-type: none"> Weekly department meetings Annual performance appraisals Recreational and team building activities Training courses and workshops Employment incentives and benefits 	<ul style="list-style-type: none"> Communicating business strategy and developments Reward and recognition Training and career development Employee wellness activities
Partners (Government, Regulators, Suppliers)	<ul style="list-style-type: none"> Comply 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

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.

Led by Mr Ho Sing, the Chief Executive Officer ("CEO") of YTL Starhill Global REIT Management Limited, key representatives from the Manager and YTL Starhill Global Property Management Pte. Ltd. ("the Property Manager") 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 3:
SUSTAINABILITY FRAMEWORK

1 EMBRACING THE MARKETPLACE

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



2 ENVIRONMENTAL CONSERVATION

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



3 EMPOWERING OUR PEOPLE

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



4 ENRICHING COMMUNITIES

- Local Communities



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.



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. BBKLCC Tourism Association works with selected malls within the precinct to promote shopping tourism.

Figure 4: **MATERIAL ASPECTS IDENTIFIED**

The GRI Standards took 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 and the Waste module under the GRI Standards have been revised to the 2020 version, this Sustainability Report is prepared based on the 2016 version.

Sustainability Report

1

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 103 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. Compliance training is held annually for all employees to ensure all are clear about the acceptable standards and procedures in business dealings.

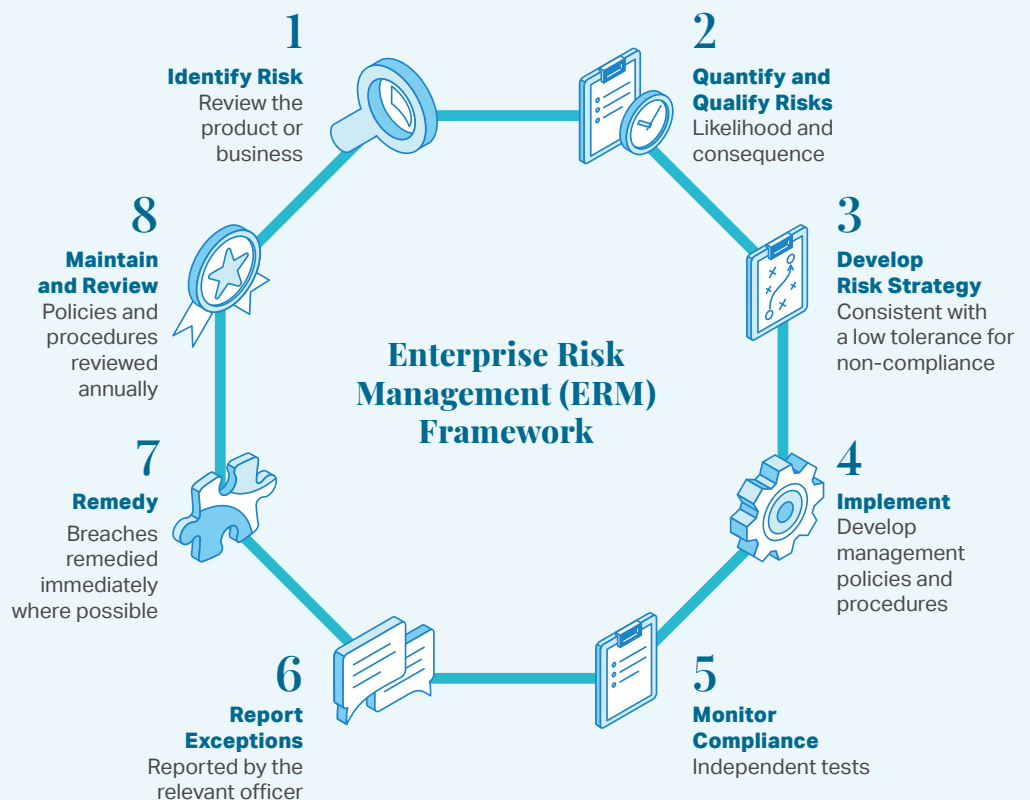
A whistle-blowing policy is also in place as a safe channel for employees and other persons to report potential or actual improprieties in financial and operational matters. Complaints can be made verbally or in writing to whistleblowing@tylstarhill.com.

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 2019/20. We aim to maintain the current achievement in FY 2020/21.

Risk Management

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

Figure 5: ENTERPRISE RISK MANAGEMENT (ERM) FRAMEWORK



Customer Health & Safety

SGREIT upholds high standards of health, hygiene and safety standards for our tenants and shoppers. The appropriate safety measures and standard operating procedures are 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.

The Manager has implemented preventive measures in light of the COVID-19 pandemic. The installation of photocatalytic and UVC light in the air handling units (AHUs) of retail and office assets in Singapore will be able to reduce mould and viruses in the AHUs' filters. Other measures include temperature screening and queue management for shoppers, tenants and visitors to Wisma Atria, equipping all sliding doors with auto-sensor capabilities for contactless entry, application of antivirus, antimicrobial and antifungal coating spray onto high-touch points such as lift buttons and escalator handrails, as well as increased cleaning and disinfection frequency to create an environment safe for the community. New technological solutions such as disinfectant robots utilising advanced ultraviolet technology and cleaning robots will also be deployed from next financial year.

In Australia, Myer Centre Adelaide has in place preventive measures such as the installation of Perspex screens at the Reception and Customer Service Desk, increased cleaning of high traffic and high touch points as well as installation of hand sanitiser stations near all amenities, the food court and adjacent to store directories. Social distancing posters, signage and floor decals are provided to remind shoppers. Protective equipment and sanitiser or wipes are also offered to Myer Centre Adelaide staff. At Plaza Arcade, signage for social distancing is affixed on the mall's floor, sanitiser are installed in bathrooms and cleaning has been stepped up.

Standard fire safety operating procedures have been put in place. Properties in Singapore are managed by property management teams

trained in first aid. The properties are also subjected 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 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 the event of a safety incident 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 messages 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 resolved, the operations team will submit an incident report within 24 hours of its occurrence.

In Australia, in the event of an emergency, the property manager will 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 where the various security divisions at 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. The meetings are currently on hold due to COVID-19 restrictions.

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.



HEALTH & SAFETY

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.



Sustainability Report

Customer Privacy

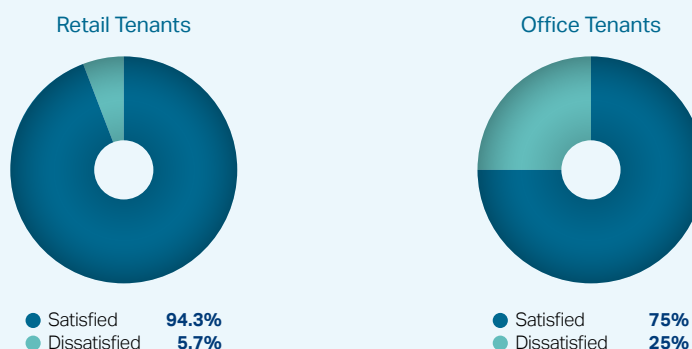
In compliance with the Singapore Personal Data Protection Act ("PDPA") 2012, the Manager has a personal data protection policy in place to safeguard data which concerns all parties in our value chain. Our policy lists clear guidelines governing the collection, use, protection and disclosure of individuals' 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 2019/20, there were no substantiated complaints concerning breaches of customer privacy. We aim to maintain the current performance in FY 2020/21.

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 2019/20, a total of 176 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 75 surveys to office tenants, and 101 surveys to retail tenants. For every question in the survey, tenants could respond "Excellent", "Good", "Satisfactory", "Below Average" or "Poor". 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 show the satisfaction levels of our tenants. About 94.3% of retail tenants are satisfied while about 75.0% of office tenants are satisfied. The lower satisfaction level among office

Figure 6: TENANTS' SATISFACTION LEVEL



tenants are mostly over the maintenance of the buildings' facilities and security.

Besides engaging our tenants through formal surveys, we also interact with them through more casual settings. For example, we organised a mass movie screening of *Bad Boys for Life* on 30 January 2020 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.

Support for Tenants Amidst COVID-19 Pandemic

To help tenants through the business disruption due to the COVID-19 pandemic, total rental rebates for eligible tenants in SGREIT's portfolio, including an allowance for rental arrears and rebates for the Australian tenants, amounting to approximately S\$32.2 million has been recorded in FY 2019/20. The aggregate amount also includes approximately S\$15.2 million of property tax rebates⁽¹⁾ for eligible tenants and estimated cash grants⁽²⁾ for eligible small and medium enterprises (SMEs), both funded by the Singapore Government. We listen to feedback from our tenants and formulate constructive efforts from there. In FY 2020/21, we aim to continue to engage our tenants in a meaningful manner.

Notes:

⁽¹⁾ Property tax rebate as per the Budget 2020 announced by the Singapore Government on 18 February 2020 and the Resilience Budget announced on 26 March 2020.

⁽²⁾ The Government announced on 26 May 2020 as part of the Fortitude Budget, a Government cash grant to qualifying property owners that would provide relief for Small and Medium Enterprises (SMEs) operating in qualifying non-residential properties.

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 videos, corporate website, and emails to disseminate information on its financial and operational performance, business plans and latest developments. In view of COVID-19, the manager has conducted most meetings with investors via electronic means. 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.

2 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 has received certifications and awards in energy and resource-efficient building management over the years and will continue to maintain our commitment in this area.

Figure 7: SUSTAINABLE CERTIFICATION OF OUR PROPERTIES

Certification	Description of Awards / Certifications / Ratings / Labelling Schemes	Property	Year of Award
NABERS Energy Base Building – 5.0-star rating	A national rating system that measures the environmental performance of Australian buildings, tenancies and homes.	Myer Centre Adelaide (Terrace Towers), Australia	August 2020 to August 2021
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	2019

Initiatives Earth Hour Participation

Date: 28 March 2020

Description:

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



Initiatives Recycling Bins

Date: Ongoing

Description:

Recycling bins are provided at Wisma Atria office building and the bin centre to encourage tenants and staff to recycle more.

At Lot 10, recycling bins are also placed at various locations where members of the public can drop off 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 the reduction in manufacturing of new clothes. Old fabrics are given a new life in many ways, such 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 3,911.8 kg of fabric from July 2019 to June 2020, or a total of 8,890.6 kg since the collection drive started 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).

Sustainability Report

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 on a portfolio basis fell 20.7% in FY 2019/20 compared to a year ago, mainly due to The Starhill being partially closed for asset enhancement works from October 2019 onwards as well as movement restrictions imposed in Singapore and Malaysia to curb the spread of COVID-19 infections. Wisma Atria Property and Ngee Ann City Property were partially closed from 7 April 2020 during the Circuit Breaker period and were progressively fully reopened from 19 June 2020 as Singapore entered the Phase Two safe reopening phase. Meanwhile, The Starhill and Lot 10 Property were closed from 18 March 2020 during the Movement Control Order. Both malls have since reopened gradually.

In Singapore, the mechanism for passenger lifts have been switched to energy-saving models to reduce energy use.

Lights in the common areas of Wisma Atria have been switched to LED lights for greater energy efficiency, with replacement works completed in FY 2019/20. In FY 2018/19, motion sensors were added onto every LED fitting at the mid-landing of all staircases. Lights will be switched off if there is no movement in that particular landing for more than 30 seconds. Replacement works of LED fittings are ongoing for plant rooms and will be completed by FY 2020/21. The overhaul of the chiller systems at Wisma Atria, which have reached the end of their lifespan, is currently in progress. Upon the completion of the overhaul, the efficiency of the air conditioning system will improve and will further reduce energy consumption.

In Australia, Myer Centre Adelaide replaced two sets of escalators and these will slow down into energy-saving mode when no one is on the escalators and hence consume less electricity. The end-of-trip facilities comprising about 40 bicycle racks and lockers, as well as shower facilities have been upgraded and expanded with the installation of sensor lighting and a timed exhaust system, which will be activated only when required. 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.

The upgrading of the Building Management System (BMS) at Myer Centre Adelaide has been completed. The new BMS enables improved, integrated control of air conditioning, mechanical and electrical systems and has multiple platforms to

improve the monitoring of power usage throughout the Centre. It allows us to optimise all temperature-controlled equipment with delayed starting methodology, which reduces running time of the plant such as chillers, pumps and cooling towers. Additionally, all pumps now operate on variable speed drives, providing power savings. Following a review of chiller efficiency at Myer Centre Adelaide, the old chiller has been replaced with a chiller with higher efficiency, which could result in energy and water savings. Besides that, lights at the loading dock were also recently replaced with LED equivalents.

At Plaza Arcade in Perth, the fluorescent lighting of its main mall has been switched to energy-saving LED lights. The property manager has also put in place an electricity regime of switching on only essential lights at night, to reduce unnecessary electricity consumption.

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 through the modernisation of cargo lifts at Wisma Atria, which is currently ongoing. The overhaul of less-efficient chiller systems at Wisma Atria is also in progress, with one chiller system completed and another two still ongoing. At Plaza Arcade, we will continue with the current electricity regime of switching on only essential lights at night, thus reducing the amount of lights being switched on.

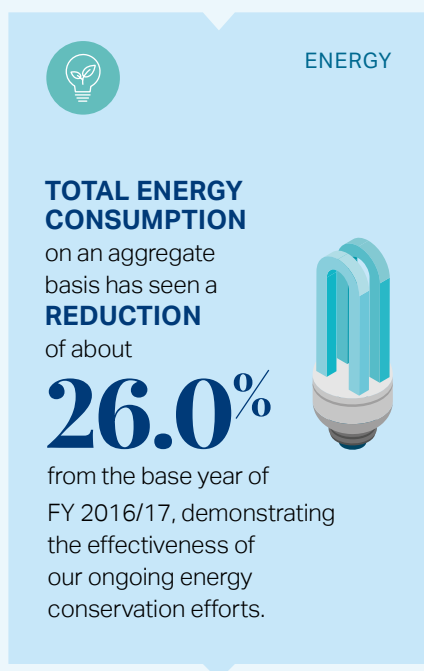


Figure 8: **ELECTRICITY CONSUMPTION (MWh/000)**

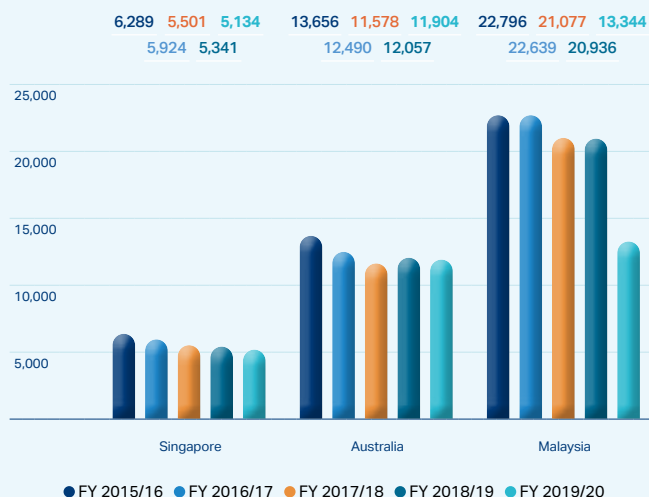
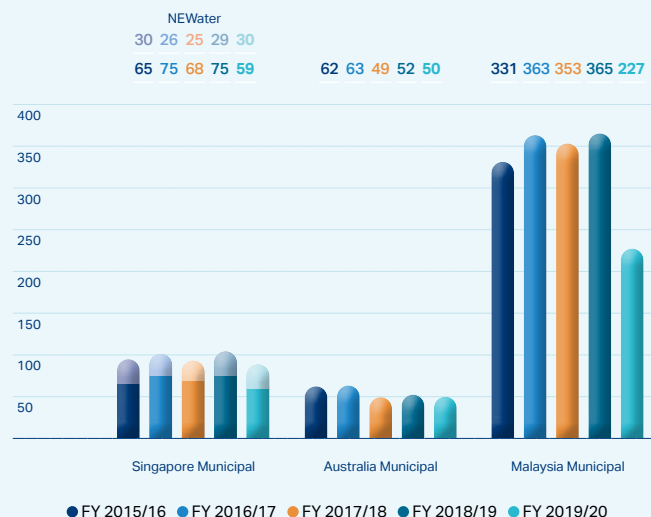


Figure 9: **WATER WITHDRAWAL (1,000 m³)**



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 AHU rooms, bin centre and adhoc 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. A Water Efficiency Management Plan (WEMP) is also in place, which helps the Manager understand water usage within our buildings, and thus identify 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.

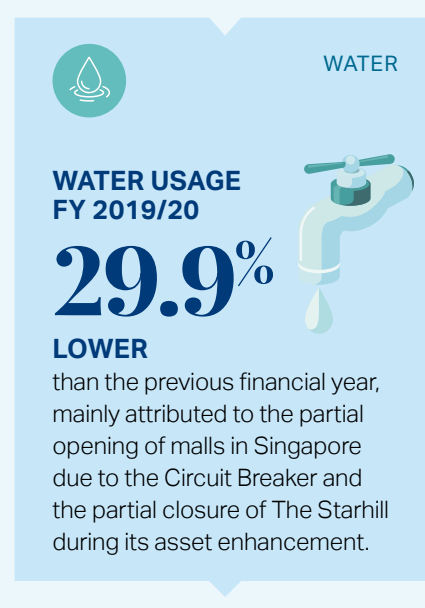
Myer Centre Adelaide uses water-saving taps that are timed to go off after a short time and waterless urinals on two levels of the building.

The Malaysia Properties have a water harvesting system on the rooftop of the buildings to collect rainwater, which is reused to water plants in the building.

In FY 2019/20, the total water consumption in our Singapore, Australia and Malaysia Properties was 29.9% lower than the previous financial year, mainly attributed to the partial opening of malls in Singapore due to the Circuit Breaker and the partial closure of The Starhill during its asset enhancement. In Malaysia, both malls were closed during the MCO while in Australia, a handful of tenants chose to close their stores at the height of the pandemic in FY 2019/20. The total consumption 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 is about 1.0 times total

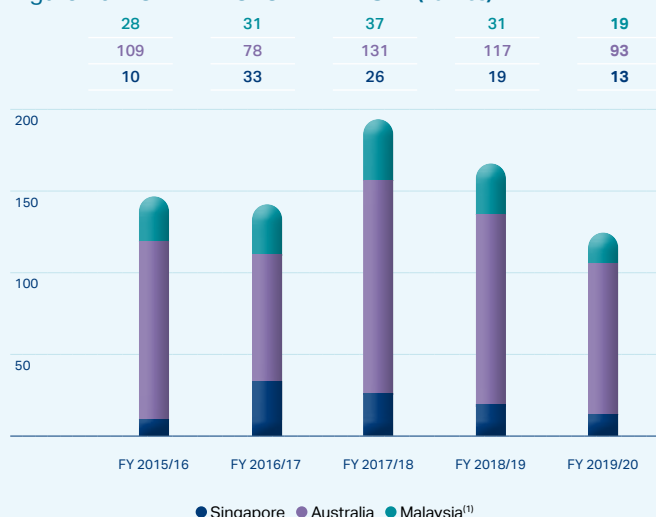
water usage intensity at Wisma Atria. When compared based on total water usage alone, Malaysia Properties used about 2.6 times more water than Wisma Atria.

For FY 2020/21, 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.



Sustainability Report

Figure 10: TOTAL RECYCLED WASTE (Tonnes)

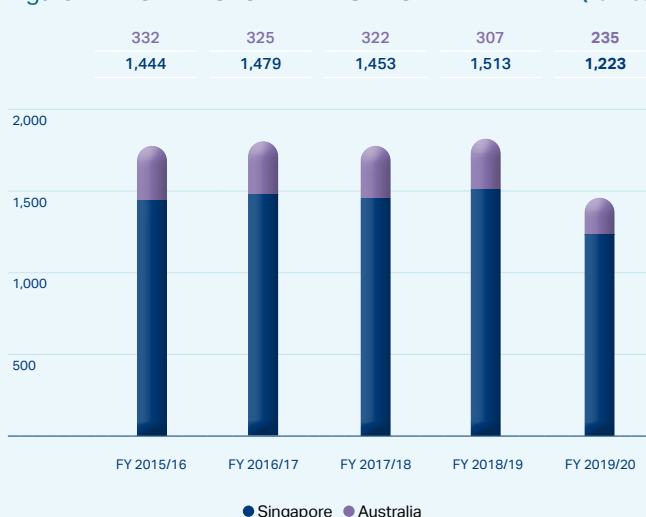


Notes:

⁽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)

Waste Management

We believe in recycling our waste. We encourage our employees and tenants to separate 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 2019/20, we collected a total of 1,583 tonnes of waste from our Singapore, Australia and Malaysia Properties. A total of 125 tonnes of waste were recycled, representing 7.9% 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 643 kg of e-waste, such as information technology (IT) peripherals, collected this financial year. Since the inaugural drive in FY 2018/19, the total weight of e-waste collected amounts to 1,125 kg.

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 2019/20, about 1.5 tonnes of used cooking oil was recycled from The Starhill and Lot 10 Property. From July 2015 to June 2020, the Malaysian malls have recycled over 19.1 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. We continue to support the recycling efforts by the City of Perth by allowing them to place 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. In FY 2020/21, we target to maintain or increase the amount of total recycled waste as compared to the previous year.

3

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 2020, the Manager has 30 employees*, all located in Singapore. We have no temporary or part-time employees.

In FY 2019/20, the rate of new employee hires was 10.0% and the rate of employee turnover was 8.1%. 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.

Figure 12: **TOTAL NUMBER OF EMPLOYEES**
By Employment Category and Gender
(As at 30 Jun 2020)

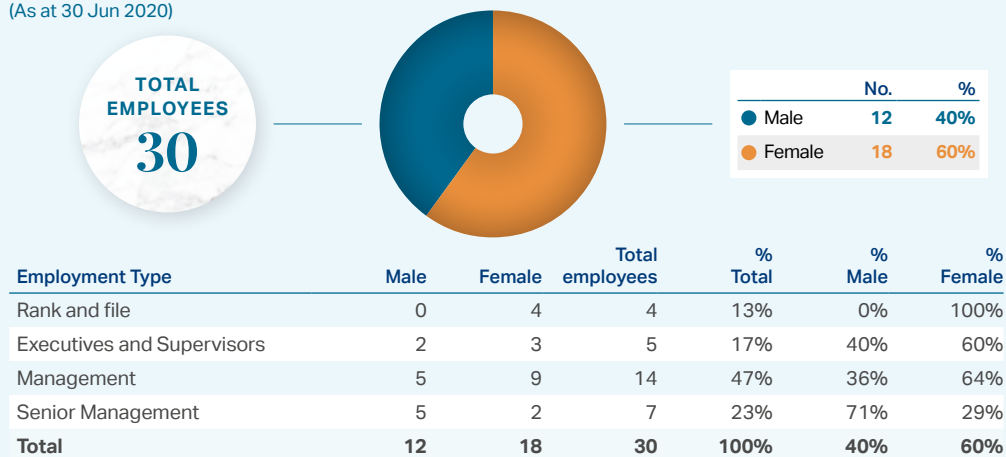


Figure 13: **EMPLOYEE HIRES IN FY 2019/20**
By Age Group and Gender

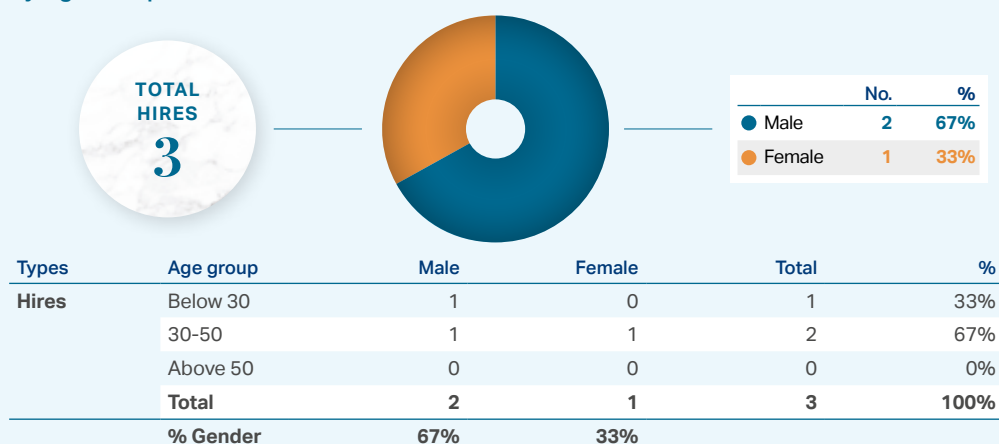
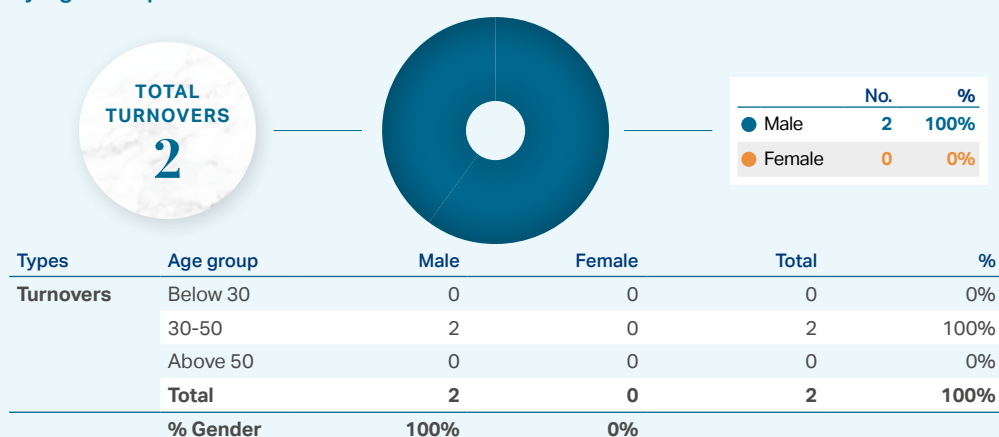


Figure 14: **EMPLOYEE TURNOVER IN FY 2019/20**
By Age Group and Gender



Sustainability Report

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 response to the ongoing COVID-19 pandemic, the Manager prioritises the health and safety of our employees. Face masks are distributed to employees and hand sanitisers are provided in office common areas for employees to use. A personal digital thermometer was also issued to every employee for their daily temperature checks. The Manager has extended a telecommuting scheme or Home Office Work Arrangement (HOWA) to all staff during and post the Circuit Breaker period implemented by the Singapore Government – enabling employees to stay safe and healthy at home while remaining productive. A dedicated safe management officer has also been appointed to ensure employees keep a safe distance from

each other while at work. Employees are split into teams and a weekly schedule implemented for employees who need to return to the office for work-related purposes. The digital check-in system SafeEntry is also implemented in the office. Complimentary online trainings and workshops were extended to employees during the Circuit Breaker period.

In FY 2019/20, 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 2020/21.

Employee Well-being and Active Engagement

We promote a family-like culture and focus on employee bonding to forge stronger team dynamics.

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. For the Mid-Autumn Festival, employees bonded with each other during a *tang yuan* cooking class to make glutinous rice balls in the shape of cartoon characters. To promote team bonding, the Manager organised a catamaran cruise incentive outing on 5 July 2019. A total of 25 employees joined the outing and enjoyed food and each other's company during the cruise, as well as competed in friendly games.

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. Among others, the Manager organised regular badminton sessions for employees in our effort to promote a healthy lifestyle among employees. These workplace

health and bonding activities have resulted in a happier, more cohesive and productive workforce. In 2020, these activities have been put on hold due to COVID-19. The Manager also organised educational talks for employees on first aid and survival skills crucial in the event of terrorism or a fire.

We care for our employees' health and well-being. The Manager organised flu vaccinations for all employees in view of the year-end influenza peak season. Many staff turned up for the vaccinations and stayed healthy. Such initiatives 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 provides government-paid maternity and paternity leave to all eligible female and male employees in Singapore. In FY 2019/20, 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 2019/20, 70.8% of our employees, excluding senior management, received the 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 2020/21.


WELL-BEING

100%

OF OUR EMPLOYEES

received their appraisal.
We aim to maintain the current achievement in FY 2020/21 and going forward.



Talent Management and Development

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. These opportunities allow them to improve on their job-related skills and knowledge, remain future-ready and progress to take on larger roles in the organisation.

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. In light of the COVID-19 pandemic and the safe management measures implemented locally and globally, all employees are encouraged to participate in online learning and training. The intern placement programme also provides our people with valuable mentoring and supervisory experience.

In FY 2019/20, each employee underwent an average of 20.9 hours of training, with the detailed breakdown by gender and employment category illustrated in Figure 15 above. This brings the total average training hours per employee over the three-year period from the base year of FY 2017/18 for this target to 84.9 hours, which exceeds the target of 75 hours of training hours per employee over three years. Going forward, we aim to maintain 75 hours of training hours per employee over the next three-year block.

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

Employee category	Male	Female
Rank and File	0 ⁽¹⁾	3.1
Executives and Supervisors	34.5	37.8
Management	18.5	13.2
Senior Management	27.4	41.1
Average Training Hours per Employee (By Gender)	24.9	18.1

Note:

⁽¹⁾ There was no male employee in the Rank and File category for FY 2019/20.



Employees were treated to a lion dance and lohei for Chinese New Year Celebration.



Employees competed in friendly games during the catamaran cruise outing.



Employees enjoyed food and each other's company during the catamaran cruise.

Staff are appraised to cultivate a learning culture in the company and to encourage employee interest in self-development for personal growth. 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.

Staff appraisals are conducted annually, in line with our employee performance management objectives. Notwithstanding the COVID-19 pandemic and staff working from home, 100% of employees received their appraisals in FY 2019/20. We aim to maintain the current achievement in FY 2020/21 and going forward.

Sustainability Report

4

ENRICHING COMMUNITIES



Our Approach

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

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

Promoting Sustainable Living **'Once Upon A Time' Christmas 2019**

During the year-end festive season, Wisma Atria was decked out from 8 November 2019 to 25 December 2019 in fairytale-inspired Christmas decorations made from recycled materials. The main Christmas tree installation was constructed entirely using plywood and adorned with ornaments and clear baubles containing scroll strips made from recycled paper. The Christmas wrapping paper, which was distributed via the mall's spend-and-redeem tiers, were printed on paper made from 80% recycled material and 20% pure elemental chlorine free fiber.

Geneco Christmas Lodge

A series of activities were held at the Geneco Christmas Lodge at Wisma Atria to encourage shoppers to go green. Shoppers enjoyed a free cup of warm coffee, freshly brewed from sustainably-sourced beans. In addition, the lodge also housed an interactive installation, where shoppers tried to 'generate electricity' through cycling to light up an LED Christmas tree. Geneco also held specially curated sustainable crafting workshops every Friday to Sunday, from 8 November to 1 December 2019. These free workshops allowed shoppers to customise Christmas Cocodama moss balls or create coasters made from recycled T-shirts. As part of Geneco's goal to build a sustainable future, the electricity retailer worked with retailers like Wisma Atria to show how Singaporeans can adopt a well-rounded sustainable lifestyle. The event was covered by family-oriented bloggers and influencers such as Our Parenting World, Sassy Mama SG and @belandbray.

SLOW Fashion Festival

Myer Centre Adelaide hosted the SLOW Fashion Festival runway show for the first time on 27 September 2019. It was the third year of the festival in Adelaide and

the event aims to promote a sustainable and ecological fashion industry in Australia. The runway show featured many home-grown Australian sustainable designers and brands such as Ansdorf, Denimsmith and Kings of Indigo. The show, which was held on the unutilised space on Level 4 of the mall, was widely covered by media personalities and influencers which helped to raise Myer Centre Adelaide's profile as a mall which embraces sustainable fashion.

Space for Charity

Bicentennial National Day Bears 2019

Wisma Atria co-organised the Bicentennial National Day Bears Exhibition held from 8-18 August 2019 in partnership with The HEART Enterprise, to support the creativity and talent of children with autism. The exhibition was officiated by then Senior Minister of State for the Ministry of Communications and Information & Ministry of Culture, Community and Youth, Ms Sim Ann, and showcased 54 hand-sewn fabric bears to commemorate Singapore's Bicentennial and Singapore's 54th National Day. Funds raised from the exhibition through an online auction went towards the development of the Community Village SG, which provides inclusive help to the special needs and disabled community in Singapore.

Salvation Army Fundraising and Gift Wrapping

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.

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.

Character Clash Art Exhibition

Wisma Atria sponsored space for an art exhibition by the Band of Doodlers and the National Arts Council Singapore. The



Christmas decorations made from recycled materials at Wisma Atria



Generating electricity at Geneco Christmas Lodge



Myer Centre Adelaide's inaugural SLOW Fashion Festival runway show. Photo credit: Dimitra Koriozos



Bicentennial National Day Bears Exhibition



ArtPlusD Event featuring local artisans



Youth sports carnival ROMP 19



A more sustainable Race Pack Collection for The Music Run



Food street #Lot10NomNom

Character Clash exhibition showcased original characters designed by young artists and a 'live' character design competition was also held on 14 March 2020.

Art Events

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

Supporting Youth and Volunteerism ROMP 19

Wisma Atria was one of the event sponsors for ROMP 19, a youth sports carnival that aims to build the character of youths through sports, and to promote active learning in youths through volunteerism. About 2,000 youth athletes and volunteers took part. The annual sporting carnival organised by W.A.D! Club (We Are Different) Club, the youth arm for non-profit organisation Harvest Care Centre (HCC), was into its eighth edition and was graced by Mr Desmond Lee, the then Minister for Social and Family Development, as the guest of honour.

Promoting a Healthy Lifestyle

The Music Run Race Pack Collection

Lot 10 partnered with The Music Run by CIMB Bank Berhad to make the largest 5km and 10km running event in Malaysia a fun and sustainability-focused event. During the collection of their race packs, runners were encouraged to deposit e-waste such as old phones, laptops and electronic devices, as well as old clothes. Their contribution to recycling efforts was rewarded with a chance to win prizes.

Supporting a Closely-Knit Community Street Food Weekender

Before the COVID-19 pandemic, the terrace space of Lot 10 would be transformed into a bustling food street for the Street Food Weekender event held on the first weekend of every month. This long-running #Lot10NomNom monthly event, which started in August 2018, is well-attended and attracts large crowds with its food stalls and live music performances. The event is temporarily cancelled due to the COVID-19 pandemic.

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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 68)	
SOCIOECONOMIC COMPLIANCE			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Report, Embracing the Marketplace (Page 66–68)	
	103-2 The management approach and its components	Sustainability Report, Embracing the Marketplace (Page 66–68)	
	103-3 Evaluation of the management approach	Sustainability Report, Embracing the Marketplace (Page 66–68)	
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)	