

**INVESTING INTO
THE FUTURE:**
DEEPENING OUR REACH

SUSTAINABILITY REPORT **2015/2016**

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THE MANAGER'S MESSAGE ON SUSTAINABILITY

As the Manager of A-REIT, we are pleased to publish A-REIT's fourth sustainability report this year. We are proud to be one of the first S-REITs to publish a sustainability report since 2013 and are prepared for SGX upcoming 'comply or explain' regulation for listed companies on sustainability reporting.

In 2015, we conducted our second materiality assessment with key representatives from the Manager and the Property Manager. The exercise enabled us to re-identify and prioritise issues deemed material to both internal and external stakeholders. The top three issues identified are high standards of corporate governance, stakeholder communications, and business ethics and employee conduct.

The Manager is committed to uphold best practices in corporate transparency and disclosures. This year, A-REIT is again recognised for its good corporate practices, winning the SIAS Most Transparent Company and Singapore Corporate Governance Awards. Every year, we conduct surveys with the investment community to assess our performance and strive to make improvements where possible.

Faced with an increasingly competitive business environment, we recognise the need to differentiate ourselves further through the delivery of exceptional customer experience. We redesigned our customer approach by addressing our customer's physical and emotional needs from an outside-in perspective, aligned it to our brand's definition and worked on instilling pride and passion amongst our employees and contractors to deliver the exceptional experience to

customers. Following the success of the pilot focus group sessions to understand brand perceptions and challenges in the service delivery at A-REIT properties located in one-north and the science parks, the project was rolled out to all A-REIT properties in 2015.

On supply chain management, we have tightened our internal procurement processes to ensure that suppliers meet our stringent financial, health and safety standards. We now hold quarterly meetings with the management of key suppliers to engage and provide them with feedback on their performance.

Guided by our core values, we are committed to providing high quality and environmentally-friendly business and industrial spaces for our tenants. Our recent acquisitions such as ONE@Changi City and the high-quality logistics portfolio in Australia attest to this commitment.

We will continue to actively engage our stakeholders through various channels to understand their concerns and expectations. We believe that this will enable us to build a sustainable business model that will positively serve our large and diverse groups of stakeholders over the long term.

We have produced this year's sustainability report in both hardcopy and in electronic format. PDF versions of our sustainability reports can be downloaded from A-REIT's corporate website at www.a-reit.com.

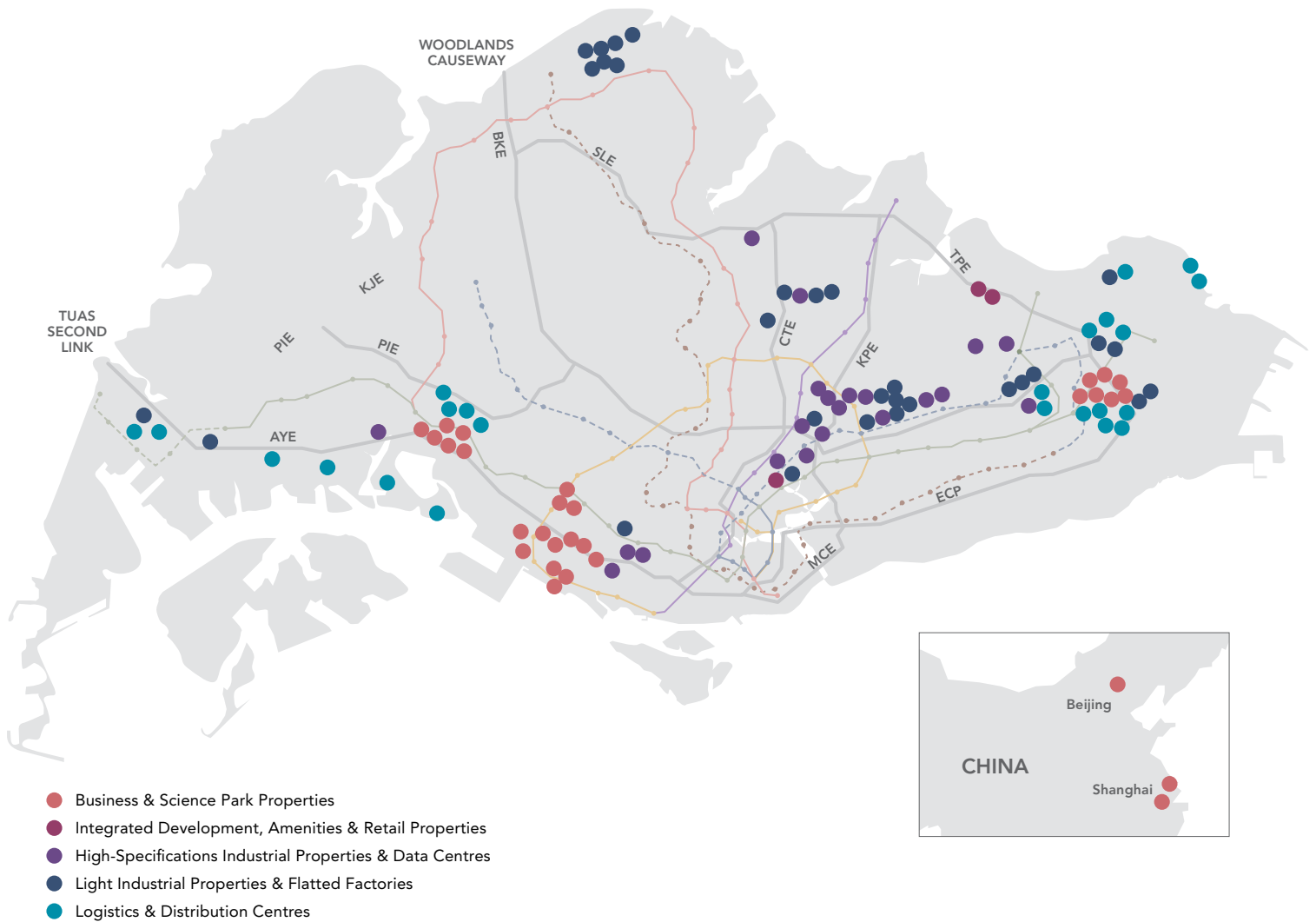
ABOUT THE REPORT

A-REIT's fourth annual sustainability report has been prepared in accordance with the Global Reporting Initiative (GRI) G4 guidelines – core, and the GRI Construction and Real Estate Sector Supplement (CRESS).

The report focuses on A-REIT's core activity as a business space and industrial REIT in Singapore and China recording performance from 1 April 2015 to 31 March 2016, and features investments in a wide range of property segments including Business & Science Park properties, High-Specifications Industrial Properties, Light Industrial Properties & Flatted Factories, Logistics & Distribution Centres, and Integrated Development, Amenities & Retail properties. As at 31 March 2016, A-REIT has 103 properties in Singapore, 27 in Australia and 3 in China as in Figure 1 below. Please refer to page 50 of the annual report for a full list of A-REIT's portfolio.

However, this report will exclude A-REIT's Australia properties (refer to "Significant Changes during the Reporting Period" below for explanation).

Figure 1: Properties in Scope for The Report

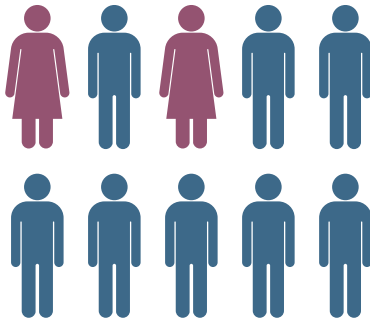


The Manager has not sought external assurance for this reporting period.

SIGNIFICANT CHANGES DURING THE REPORTING PERIOD



In line with the growth strategy, the Manager has expanded A-REIT’s portfolio with acquisition of 27 properties in Australia in FY15/16. Along with the expansion in Australia, Mr. Matthew Meredith was appointed the General Manager of A-REIT (Australia) to manage its operations and investments. The Australian operations have not been included in the scope of this report as the majority of the properties are on master leases, while the sole property under A-REIT’s operational control was not occupied as at 31 March 2016. There were several other acquisitions and divestments during the year, which are detailed in pages 32 and 37 of the Annual Report.



Several leadership changes were made during the year. Under its commitment to the Singapore Institute of Directors’ (SID) Board Diversity Pledge, the Manager enhanced its gender diversity at its Board with the appointment of Ms Lim Sau Hoong and Ms Chong Chiet Ping as Independent Directors. Both Ms Lim and Ms Chong are members of the Nominating, Human Resource and Remuneration Committee and Ms Chong is also a member of the Operational Risk Management Committee. Female Directors now make up 20% of the Board, which is above Singapore’s average of 9.5% in 2015.¹

The Manager’s Chief Executive Officer (CEO), Mr Tan Ser Ping, retired on 31 March 2016 and was succeeded by Mr Chia Nam Toon with effect from 1 April 2016. Prior to this appointment, Mr Chia had been the CFO of the Ascendas-Singbridge Group. With his extensive experience of the group’s operation, Mr Chia is suitably qualified to take over the role as CEO and provide continuity. To facilitate a smooth transition, Mr Tan will take on the role of Advisor to the Manager’s Board for a term of 12 months from his retirement as CEO.





In June 2015, A-REIT’s sponsor, Ascendas Singapore, completed its merger with Singbridge Pte Ltd (a subsidiary of Temasek) to form the Ascendas-Singbridge (ASB) Group (the Group).



¹ Source: Business Times article dated 11 April’16

STAKEHOLDERS' ENGAGEMENT

The Manager actively and regularly engages with key stakeholders in improving building performance, enhancing transparency, and demonstrating legal compliance, as well as other material sustainability issues related to its business. The Manager's approach toward stakeholder engagement is summarized in Table 1 below.

Table 1: Means of Engagement with Key Stakeholders

Stakeholder	Purpose and Goal	Means of Engagement	Frequency of Engagement	Key Topics of Interest	A-REIT's Response
Existing & potential tenants 	Proactively engage existing and potential tenants through networking events, and loyalty and tenant programmes	<ul style="list-style-type: none"> • CEO night • Promotional event (SG 50 Food Trail, Dine and Wine event) • Tenant event (Economic Outlook Forum) • Loyalty Recognition programmes • Healthy Workplace Ecosystem • Healthy Lifestyle Programmes • Festive giftaways 	Yearly Ad-hoc Ad-hoc Once a year Throughout the year Throughout the year in conjunction with Health Promotion Board (HBP). As appropriate	<ul style="list-style-type: none"> • Responsiveness of the Property Manager to tenant requests and feedback • Safety and security of the buildings • Amenities for "live and play" 	<ul style="list-style-type: none"> • Service Culture project has raised service standards of the Property Manager and the Customer Relationship management team. • In the process of reviewing the security systems of A-REIT's buildings. • Providing more amenities and programmes within the Science Parks e.g. cafes, gym, social club, swimming pool, Healthy Lifestyle Programmes.
Investment community (Including institutional and retail investors, analysts and the media) 	Proactively engage the investment community through multiple channels of communication to ensure timely and transparent disclosures. To deliver sustainable distributions and achieve capital stability for Unitholders.	<ul style="list-style-type: none"> • One-on-one meetings and site visits • Local and overseas investor conferences • Post results luncheon • Results briefing • Annual General Meeting • Perception Study • Website (webcasts, transcripts) 	As and when requested Refer to "Investor Relations" on page 47 for more details Quarterly Twice a year Once a year Once a year Throughout the year	<ul style="list-style-type: none"> • Risks related to A-REIT's diversification into Australia • Growth outlook amid slower economic conditions • Overseas investors unable to attend the Manager's results briefing held in Singapore 	<ul style="list-style-type: none"> • See Chairman's message on addressing challenges • The Manager has provided the webcasts of the briefings and Q&A transcripts on the website so that investors can easily download a copy for their reference.

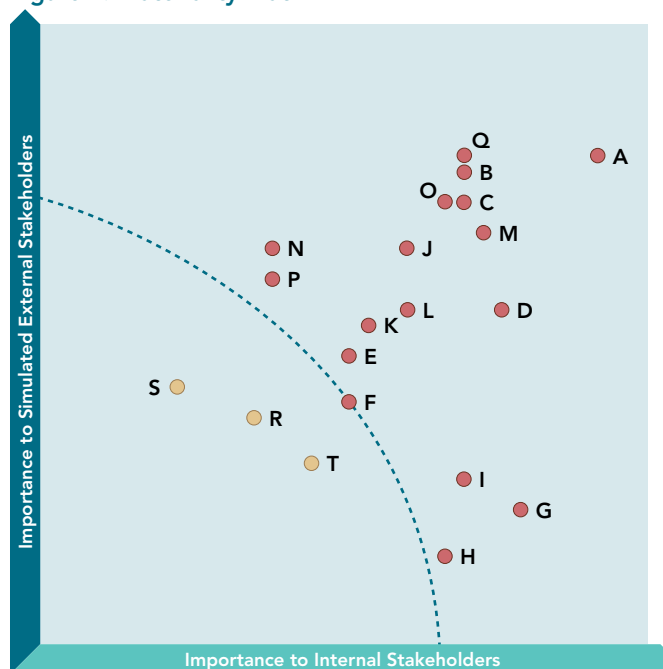
Stakeholder	Purpose and Goal	Means of Engagement	Frequency of Engagement	Key Topics of Interest	A-REIT's Response
Employees (Board of directors, Management team, employees) 	Provide equal opportunities for employees to develop their fullest potential invest in enhancing employees' skills and knowledge and create a friendly workplace environment that promotes teamwork.	<ul style="list-style-type: none"> Employee forum Team bonding session Induction and orientation programme Staff appraisal Surveys Intranet portal 	<ul style="list-style-type: none"> Twice a year Once a year Upon joining the Manager Half yearly Ad-hoc Ad-hoc 	<ul style="list-style-type: none"> Fair job opportunities, remuneration and fair treatment. Opportunities for career advancement and career fulfilment. Healthy lifestyle 	<ul style="list-style-type: none"> Adoption of fair employment practices as a signatory of Tripartite Alliance for Fair Employment Practices (TAFEP). Took reference from ASB Talent Framework to create career advancement and career fulfilment opportunities. Comprehensive flexible-benefits package (including health screenings, dental benefits, medical insurance etc.), so as to give employees the freedom to select benefits that best suit their lifestyle and needs.
Suppliers & Contractors 	Build up a core team of reliable suppliers and contractors who are able to deliver quality products and services at the best value through transparent procurement process.	<ul style="list-style-type: none"> Introduction of new suppliers and contractors. Monitor, evaluate and award contractors and suppliers' performance Meet up with suppliers and contractors to review payment and performance 	<ul style="list-style-type: none"> Throughout the year Throughout the year Quarterly 	<ul style="list-style-type: none"> Irregular payment cycles upon completion of works 	<ul style="list-style-type: none"> Work orders are monitored closely by the Property Manager so that the payment process is not delayed. Continue to be transparent with existing term contractors on purpose of quotations.

MATERIALITY ASSESSMENT

IDENTIFICATION OF MATERIAL ISSUES

Following the merger of Ascendas and Singbridge into ASB Group, the Manager conducted its second formal materiality assessment exercise in November 2015. Key representatives from the Manager and Property Manager evaluated an extensive list of environmental, social and governance issues, and ranked them according to their importance from both internal and external stakeholders' perspectives. A list of 17 material issues was shortlisted for inclusion in this year's sustainability report. Three other non-material issues were also chosen for reporting for their significance in the local context. Figure 2² provides more details.

Figure 2: Materiality Matrix



S/N	Material sustainability issues	Corresponding GRI aspects
A	High Standards of Corporate Governance	General Standard Disclosure
B	Business Ethics and Employee Conduct	Anti-Corruption Anti-Competitive Behavior
C	Regulatory Compliance*	Compliance
D	Sustainable Business Growth	Economic Performance
E	Responsible Supply Chain Management*	General Standard Disclosure
F	Employee/ Contractor Health and Safety Protection*	Occupational Health and Safety
G	Fair Employment Practices	Employment
H	Talent Management	Training and Education
I	Employee Well-being and Engagement	General Standard Disclosure
J	Health, Hygiene & Safety Protection of General Public and Adjacent Communities*	Customer Health and Safety
K	Security of Townships and Properties*	Customer Health and Safety
L	Security of Information*	Customer Privacy
M	Branding	No GRI aspect applicable
N	End-to-end Premium Quality Solutions	No GRI aspect applicable
O	Customer Satisfaction	Product and Service Labelling
P	Responsible Marketing Communications	Marketing Communications
Q	Stakeholder Communications	General Standard Disclosure
S/N	Non-material sustainability issues selected for reporting	Corresponding GRI aspects
R	Reducing Energy and Carbon Footprint	Energy Emissions
S	Water Conservation	Water
T	Succession Planning	No GRI aspect applicable

² Non-material issues are not disclosed in the materiality matrix.

* The following issues were identified to have material impacts outside the organisation.

GOVERNANCE AND ACCOUNTABILITY

The Manager believes that effective corporate governance is critical to its fiduciary duties as a manager of A-REIT. Its comprehensive and robust corporate governance framework aligns the Group's core values with prevailing legislation, regulations and codes in Singapore. The framework includes the Group's suite of policies on "Discipline & Conduct" which guide staff attitudes and behaviour in performing their duties. These policies, as set out in Figure 3, are published on the company's intranet for easy access and are communicated to all staff at induction.

Figure 3: Group Policies on "Discipline & Conduct"



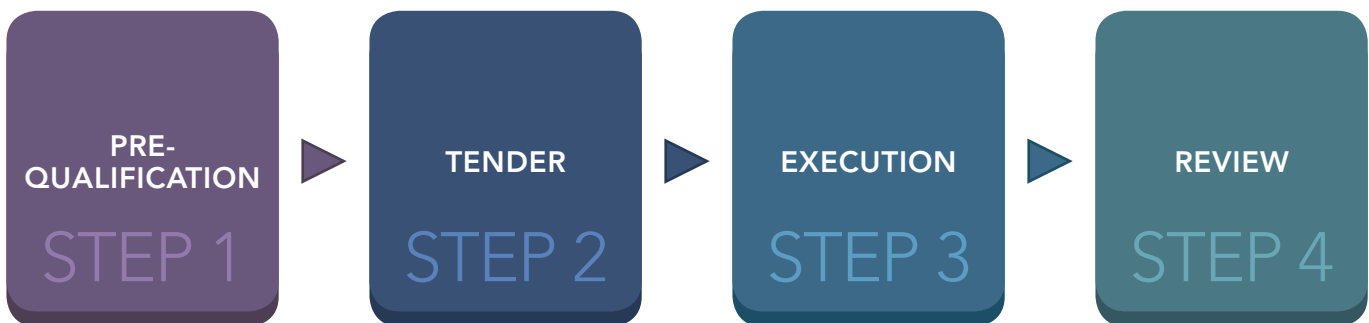
In FY15/16, the Manager achieved its policy of zero tolerance towards lapses in corporate governance. There were no conclusive cases of corruption or anti-competitive behaviour, and no reported cases of non-compliance with laws and regulations. Further details on corporate governance may be found on page 93 to 119 of the Annual Report.

ENRICHING THE VALUE CHAIN

RESPONSIBLE SUPPLY CHAIN MANAGEMENT

A-REIT's 162 active suppliers include maintenance contractors, landscape, cleaning and security providers, most of whom (99%) are based in the main countries of A-REIT's operations, Singapore and China. The Property Manager addresses key social risks in its supply chain and encourages continuous improvement of supplier performance, by subjecting all suppliers to a stringent four-step procurement system. Please see Figure 4 for more details.

Figure 4: A-REIT's Procurement System



Pre-qualification

Beginning FY15/16, the Property Manager stepped up its supplier selection process by implementing an initial screening for all cleaning, security and landscape bulk tenders upon expression of interest by potential suppliers. The pre-qualification criteria includes screening of suppliers' financial, health and safety records as well as preferred certifications such as Biz Safe Level 3, Clean Mark Silver accreditation for cleaning vendors, and Police Licensing & Regulatory Department (PLRD) Grade B for security providers. Suppliers who do not pass the pre-qualification screening will not be invited for tender.

Tender

The second screening for potential suppliers is conducted at the tendering stage. This assessment is performed for all new suppliers³. An Evaluation Committee comprising representatives of specialists, operation personnel, procurement team and business process owners evaluate the suppliers based on price and quality, using a points system.

Execution

All suppliers are expected to fully comply with prevailing laws and regulations such as the Employment Act, Workplace Safety and Health ("WSH") Act and the Progressive Wage Model. On top of government regulations, A-REIT's cleaning vendors are required to implement incentive programmes for their workers as a token of appreciation to the cleaners.

As a show of commitment to continual improvement in supplier performance, the Property Manager implemented the Hassle Free, Operational Excellence, Service With Passion and Trustworthy ("H.O.S.T") training programme in FY15/16. The programme aimed to improve service delivery, and develop positive attitudes in onsite cleaners, technicians and security guards.

³ All new suppliers except for ad-hoc purchases. The ad-hoc purchases accounts for around 20% of new suppliers.

Review

The Property Manager closely monitors supplier performance via site inspections, audits and monthly reviews, which are tracked in the enhanced Ascendas Information Management System ("eAIMS"). The Property Manager also conducts quarterly review meetings to track suppliers' performance:

1. Site inspections and audits

The following audits are conducted annually based on OHSAS 18001 Occupational Health and Safety System and SS506 Singapore Standard on Occupational Safety and Health Management:

- Workplace Safety Audit – to ensure conformance to the Property Manager's Occupational Health and Safety management system
- Technical Audit - to ensure works completed by suppliers are done according to work specifications and cost
- Surprise night inspections – to check on illegal workers staying in A-REIT premises as well as any security guards working without licences

The results of the inspections and audits will be reflected in the performance rating of the suppliers.

2. Quarterly reviews

In FY15/16, the Property Manager commenced quarterly review meetings with suppliers of major trades such as cleaning, security and landscape. Matters such as suppliers' performance, incident reporting and payment will typically be discussed during the review. In the event of compliance breaches, the Property Manager will issue warning letters and penalize the suppliers, but will work with them to rectify the issues. If there is no improvement in supplier performance, the contract will be terminated.

END-TO-END PREMIUM QUALITY SOLUTIONS

The Manager is fully committed to delivering predictable distributions and long-term capital stability to its unitholders. This is achieved through a strategy of providing tenants and unitholders with end-to-end premium quality solutions, by undertaking value-adding investments and proactive portfolio management with the following actions:

Figure 5: A-REIT's Strategy Towards End-To-End Premium Quality Solutions



Since FY14/15, the Manager and Property Manager have been involved in a 3-year project of streamlining the back-office systems and processes across the departments of lease management, facilities management, asset management, property services and customer relationship management. The Group-wide Integrated Real Estate Management System ("iREMS") solution is currently in the testing phase and is expected to significantly increase the responsiveness of the teams to tenants' requirements when completed.

ENRICHING THE VALUE CHAIN

HEALTH, SAFETY AND SECURITY

The Property Manager is committed to minimising risks, securing the safety, and protecting the health of its tenants, contractors, employees and visitors who work in or visit A-REIT’s operations. As such, the safety committee of the Property Manager aims to create a safety culture with a zero tolerance towards workplace injury. This is achieved with a health and safety management system which complies with government regulations and is certified to the standards of international OHSAS 18001 Occupational Health and Safety System, the locally recognised BizSAFE Star and SS506 Singapore Standard on Occupational Safety and Health Management, and the Bureau of Work Safety in China. The health and safety management system focuses on 9 key activities, as illustrated in Figure 6.

WORKPLACE AND TENANT SAFETY

Table 2: Workplace Safety Key Performance Indicators

Targets	Performance
Zero reportable workplace-related incidents for employees	● 1 incident, resulting in a total of 38 lost days, for reasons explained on page 11
Zero case of work-related back injury and strain in employees caused by lifting operations	● Achieved

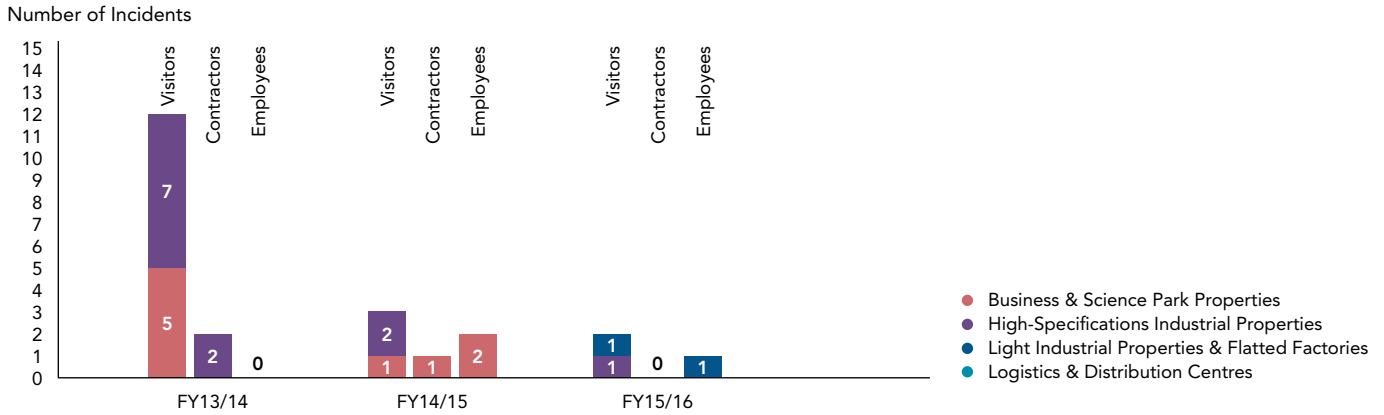
Figure 6: 9 Key Safety Activities



Moving forward, the Property Manager plans to step up its safety campaigns and awareness training programmes through disseminating monthly safety messages and featuring quarterly case studies related to WSH and office safety tips via the ASB Group intranet portal.

SAFETY PERFORMANCE

Figure 7: Number of Incidents in A-REIT's Properties



The Manager takes up public liability insurance to cover any accidents and mishaps to employees or visitors to A-REIT's properties. In FY15/16, the overall safety performance at A-REIT's properties (including the corporate office) improved from 6 incidents in FY14/15 to 3 incidents in FY15/16. This was largely due to corrective actions undertaken by the Property Manager in preventing slip and fall incidents that were the common cause of mishap in the previous year. On top of 1 employee accident that had occurred at the workplace, there were 2 other reported accidents concerning employees that had taken place at external venues during the reporting year. This involved employee accidents at company events which were organised by external agencies. The Manager has made suggestions to the event agencies to conduct adequate safety briefings before the activities.

EMPLOYEE AND TENANT HEALTH AND WELL-BEING

The Property Manager takes care of employees and tenants' health and well-being through managing occupational health issues and promoting healthy lifestyles as detailed in Figure 8:

Figure 8: Caring for Employee and Tenant Health and Well-Being

Managing Occupational Health Issues

The Property Manager is well-prepared to deal with public health situations posed by dengue, haze and flu pandemics. This includes standard operating procedures to adhere to instructions and advisory from local authorities, such as carrying out pest control activities regularly in all premises to prevent mosquito breeding, fitting air handling units with air filters and cleaning them more frequently during escalated haze levels, and conducting flu pandemic preparedness exercises.

Promoting Healthy Lifestyles

The Property Manager's Healthy Workplace Ecosystem integrates fitness amenities and activities within work environments, while providing healthier food choices to employees, tenants and visitors.

An exclusive OASIS club membership is made available to A-REIT's tenants. This allows tenants to enjoy complimentary use of selected facilities (e.g. swimming pool) and discounts at selected F&B outlets at the Oasis building located in Science Park 1.

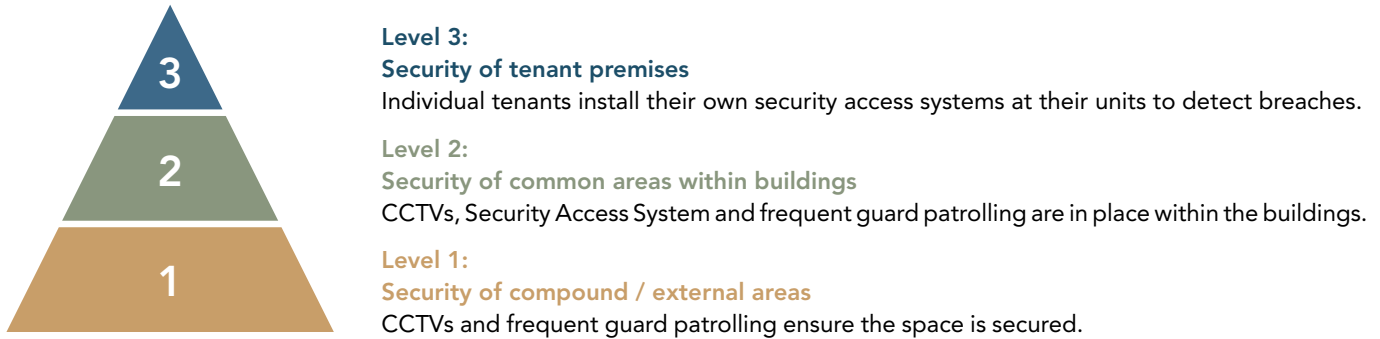
The Manager's employees benefit from the comprehensive flexible-benefits package (including health screenings, dental benefits, medical insurance etc.), well-designed work office (E.g. cosy corners, fitness machines, massage chairs) and free flow of healthy beverages and snacks in the pantry.

ENRICHING THE VALUE CHAIN

SECURITY OF PHYSICAL PROPERTIES

The Property Manager safeguards both properties and people through its three-tiered security system, as shown in Figure 9.

Figure 9: A-REIT's 3 Levels of Property Security

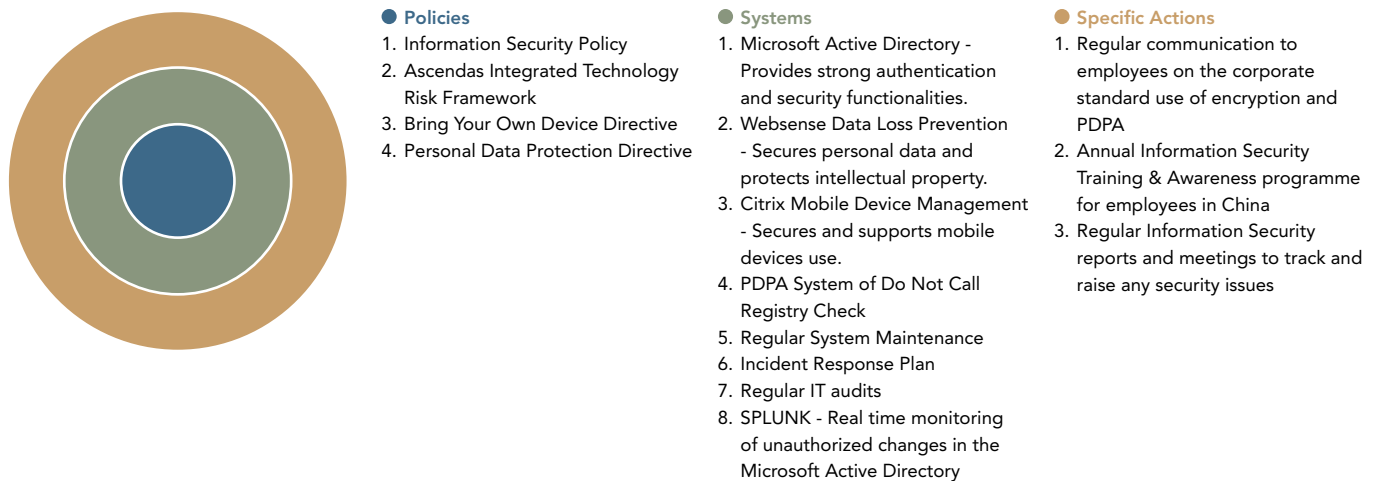


All security officers at A-REIT's properties are outsourced from Police Licensing & Regulatory Department (PLRD) Grade B vendors and trained before commencing their duties. There has been no report of trespassing violations and incidence of theft as at the reporting date.

DATA SECURITY FOR TENANT PRIVACY

As a trustworthy partner of A-REIT's tenants, the Property Manager ensures the security of tenants and company data in compliance with the Personal Data Protection Act ("PDPA"), MAS Technology Risk Management Guidelines ("MAS TRMG") and notices where applicable. Taking reference from ASB Group, the Property Manager has put in place a comprehensive information security system, which is detailed in Figure 10. The policies and procedures under this system are reviewed regularly to keep pace with evolving threats and vulnerabilities.

Figure 10: Overview of Information Security System, Policies and Procedures



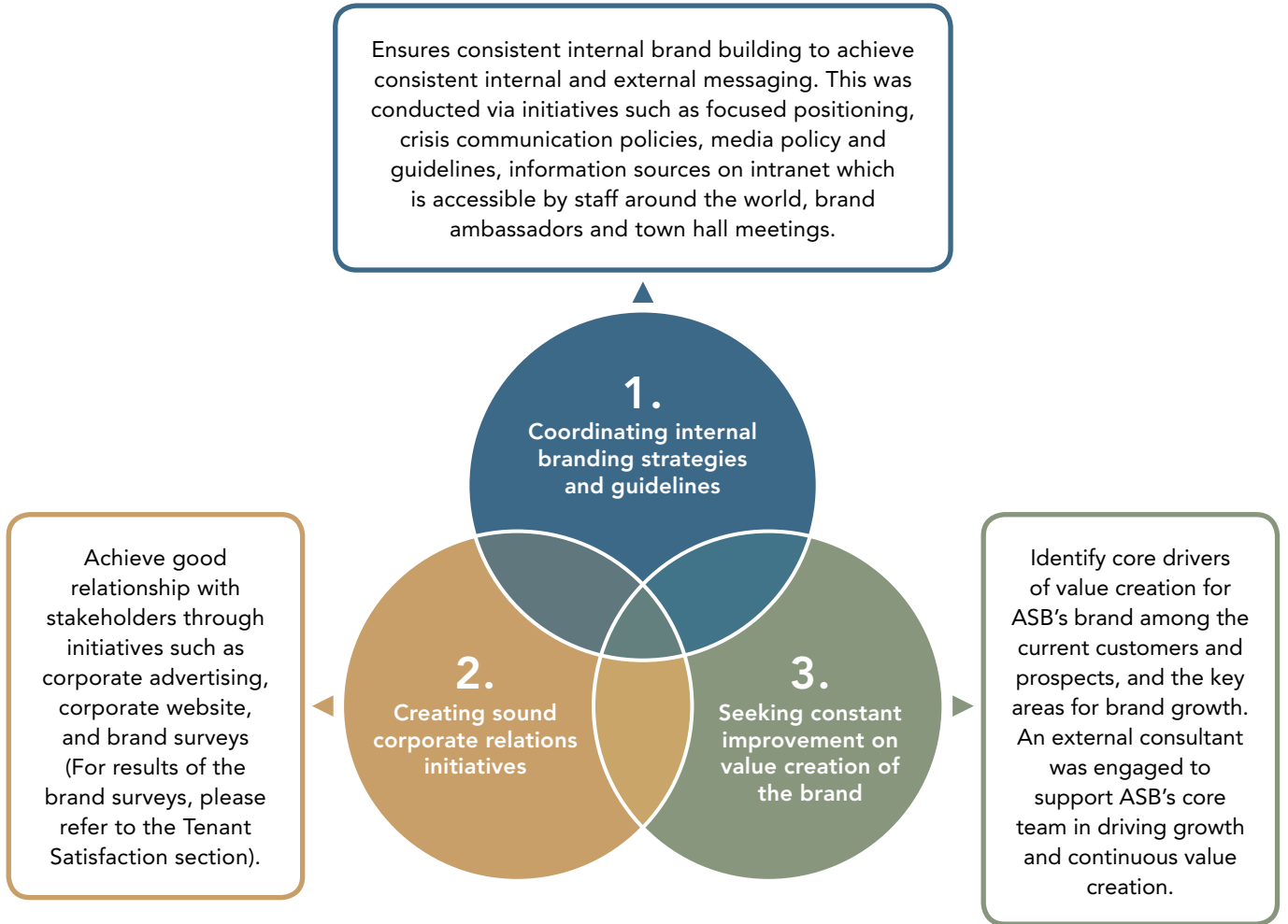
In FY15/16, the ASB Group enhanced its breach detection solutions to promptly detect suspicious activities within the network. This included leveraging on SPLUNK, a system to conduct real time monitoring of unauthorized critical changes in ASB's Microsoft Active Directory.

As a result of these measures, tenant privacy is strengthened and there was no security breach in FY15/16.

BRAND BUILDING

A well-known and trusted brand inspires confidence from tenants, investors and partners (including government agencies), thus supporting the business, investment and development objectives for the long-term. A-REIT leverages on ASB Group's success in its ability to align its strategy with the interests of the stakeholders, resulting in creation of economic value and enriching lives. ASB's brand strategy focuses on 3 areas, as seen in Figure 11.

Figure 11: ASB's Brand Strategy



In recognition of the group's effort, the brand is synonymous with Singapore's reputation for credibility, quality and high international standards. It was recognized by China-ASEAN Business Councils as one of 2015 Top 10 Successful ASEAN Enterprises in China.

TENANT SATISFACTION

Tenant satisfaction and retention is a crucial factor in determining the success of the business. Along with the Manager's effort to provide end-to-end premium quality solutions and uphold top health, safety and security standards, the Property Manager has implemented a service culture project to improve the service delivery of its employees. The various stages of the project are shown in Table 3 below.

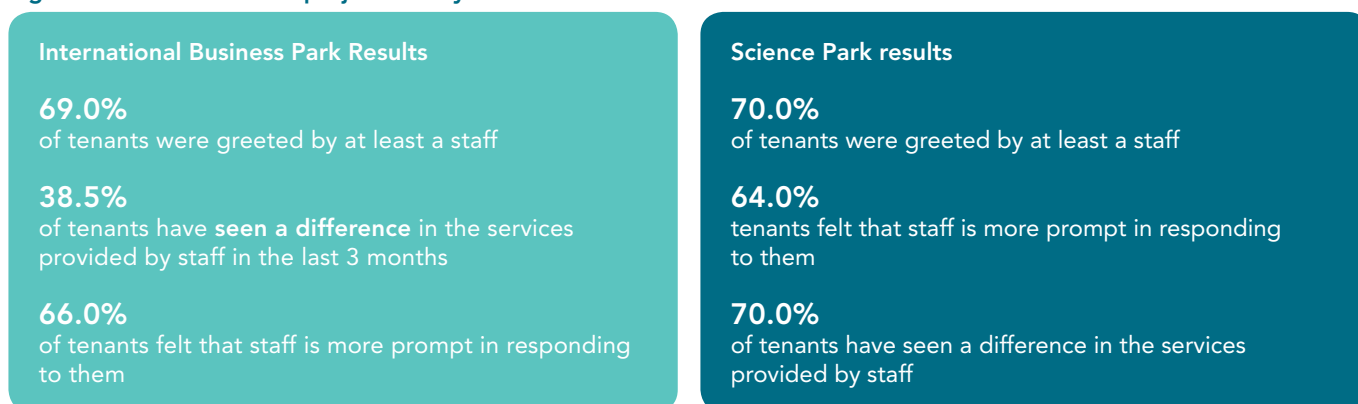
ENRICHING THE VALUE CHAIN

Table 3: Stages of the Service Culture Project

1. Setting goals and objectives	2. Focus Group Discussions (FGD)	3. Co-creation workshop
Senior Management of the Property Manager laid down the goals and objectives of the project.	Discussions with key stakeholders and customers helped to understand the effectiveness in the current system in addressing tenant needs, while aiming to uncover unspoken needs and expectations.	Designed customers' experience with various departments, while addressing customers' pain points.
4. Service Guides	5. Service workshops	6. Post review roll out/ focus groups/ surveys
Service guides for 9 frontline roles were developed on the following areas: <ul style="list-style-type: none"> • Service standards and behaviours • Service language • Other necessary guidelines for delivering the desired experience at the specific job level. 	Conducted service workshop for property executives and relationship managers of all clusters. Over 1,120 people (ranging from management to ground crew) attended the sessions.	Conducted post-audit survey with tenants to gather results and feedback of the service culture project.

Following the success of the FY14/15 project in A-REIT properties located in One-North and the Science Parks (see Figure 12), the project was rolled out to all other property clusters in FY15/16 and 3 clusters were completed during the reporting year.

Figure 12: Results of Post-project Survey with Tenants for One-North and the Science Parks

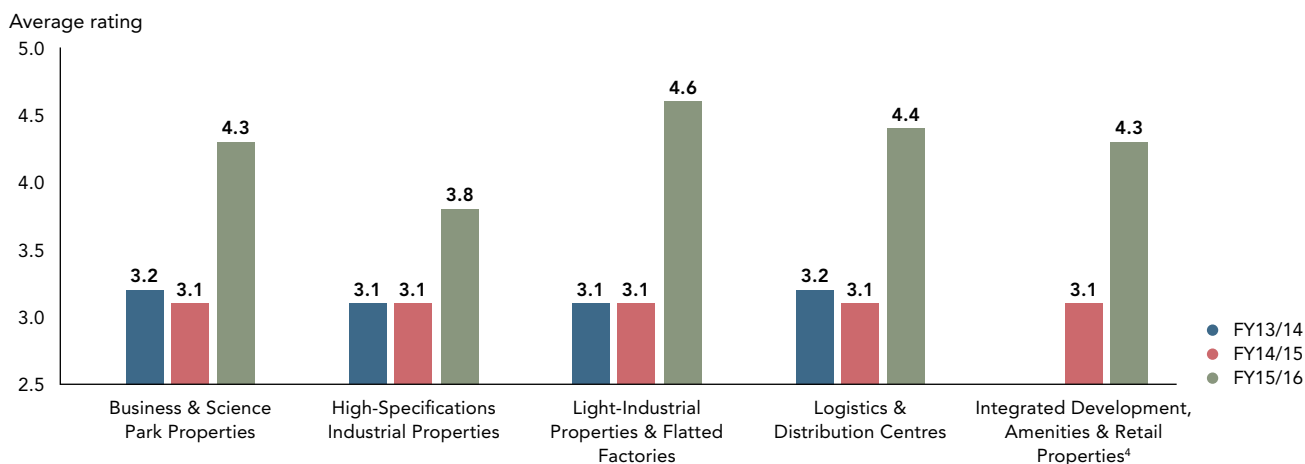


TENANT SATISFACTION RATINGS

Table 4: Targets and Results for Tenant Satisfaction per Feedback Channel

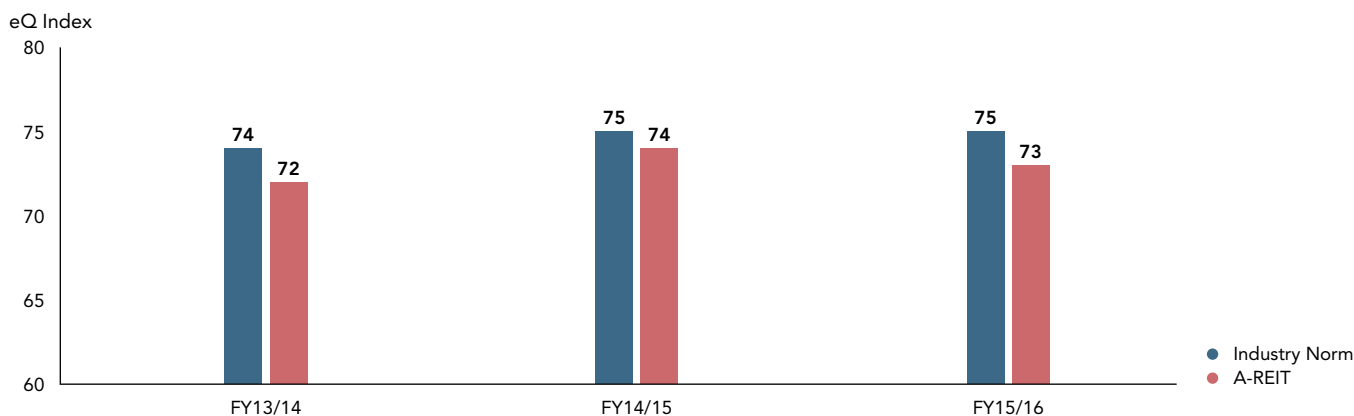
Feedback channels	Targets	Performance
24-hour call centre, which serves as a convenient and accessible point of contact for any matters.	Call centre tenant satisfaction score of a minimum 3 out of 5 ("Average")	● Achieved
Transactional surveys, to monitor the specific performance of relationship managers upon the renewal or expansion of tenant leases.	Transaction survey satisfaction score of 75%	● Achieved
Annual eQ™ Benchmarking External Customer Delight survey, benchmarking A-REIT's performance against its peers over five important pillars: Property Management, Lease, Finance, Corporate Image and Marketing to determine the perception of A-REIT's products, services and brand positioning.	Customer eQ™ index at or above the industry norm (75)	● Achieved for Light Industrial Properties & Flatted Factories and Logistics & Distribution Centres sectors, on track for other sectors

Figure 13: Call Centre Customer Satisfaction Rating by Cluster



In FY15/16, feedback gathered through the call centre from 171 tenants showed an average customer satisfaction rating rising sharply to more than 4.0 for all property clusters, as a result of the service culture project. Transactional surveys were completed for a total of 77 tenants upon renewal or expansion of lease. The results showed tenant satisfaction with their relationship managers at an average of 81.9%, well above the target score at 75%,

Figure 14: Customer eQ™ Index Score, Singapore



In FY15/16, the Benchmarking External Customer Delight survey showed a slight decrease as compared to FY14/15. According to the third party research agency, Nielsen, the drop is not significant, and the overall index is relatively consistent over the 2 years. The top 2 most important satisfaction drivers, property and lease management, have reported consistent performance. In addition, the commitment share, which indicates the willingness of the customers to stay with the Manager, has improved slightly from the previous year.

RESPONSIBLE MARKETING COMMUNICATIONS

The Manager believes it is important to communicate responsibly, and provide trustworthy information to its valued stakeholders. Along with the group, the Manager observes the Personal Data Protection Act (PDPA). Under the Do-Not-Call (DNC) Registry system, a Data Protection Officer ensures that all telephone numbers are checked against the DNC Registry before any marketing communications are made. In addition, marketing materials are checked for accuracy of facts by the Corporate Communications Department, and tailored according to its local context. As a result of the effective marketing communications strategy, there were no cases of non-compliance for this reporting year.

4 There are no results available for Integrated Development, Amenities & Retail Properties in FY13/14, as FY14/15 was the first year this property segment was created.

SHAPING HUMAN CAPITAL⁵

A-REIT's sustained growth and value creation is dependent on the quality of the Manager's workforce. The ASB Group is a signatory of the Tripartite Alliance for Fair Employment (TAFEP) which promotes equal opportunity to all. As part of the ASB Group, the Manager continuously invests in the skills and competencies development of its people to attract and retain its talent pool.

PROFILE OF THE WORKFORCE

The total staff strength for FY15/16 has increased from 67 to 74 full-time staff as the Manager created 7 new positions to manage the expansion of the portfolio, increased focus on compliance and to build bench strength. More than 90% of the Manager's staff is based in Singapore, with the rest stationed in China and Australia.

In FY15/16, the Manager has achieved more equality in gender distribution in its team, with 59% of its staff being female. While there was zero turnover in China's operations, the turnover rate in Singapore was reduced to 13.5%, as compared to 19.4% in FY14/15. This was lower than the national industry average of 36.6%⁶, and was a result of the increased employee engagement initiatives. Please refer to Figures 15 – 18 for more details.

Figure 15: Staff Strength, Recruitment and Turnover

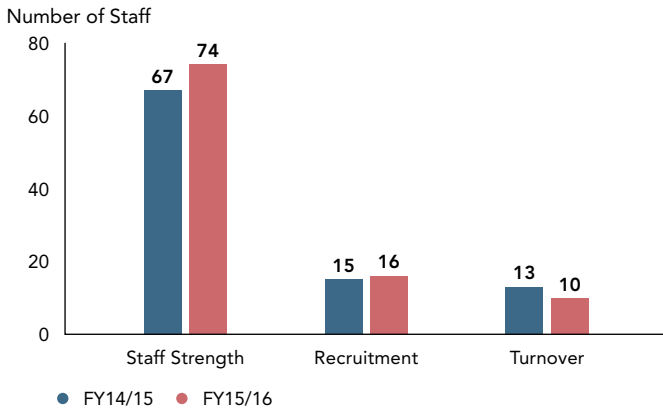


Figure 16: Percent Composition of Total Employees By Gender

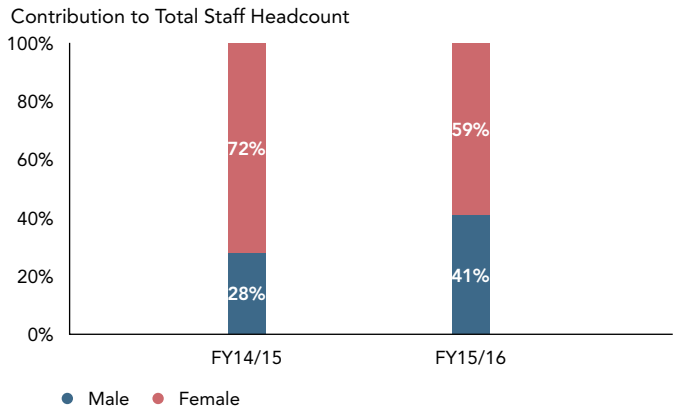


Figure 17: Percent Composition of Total Employees By Category

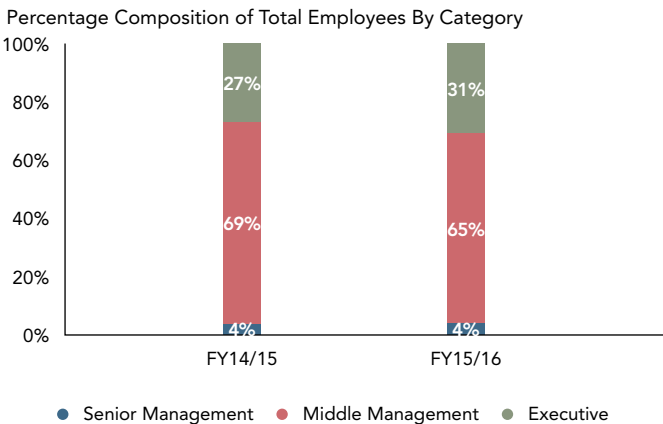
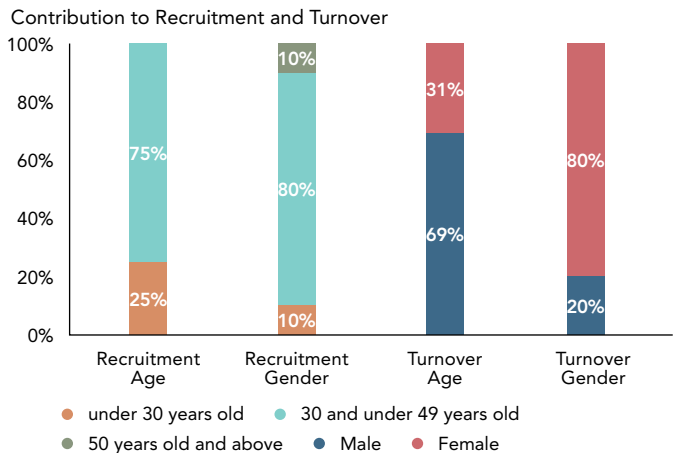


Figure 18: Percent Composition of the Recruitment and Turnover By Age Band and Gender in FY15/16



⁵ The scope of this section is limited to information relating to the Manager's staff in Singapore, China and Australia as they are recruited specifically for A-REIT's operations. Employees under the Property Manager are not included as they are separately reported under ASB Group.

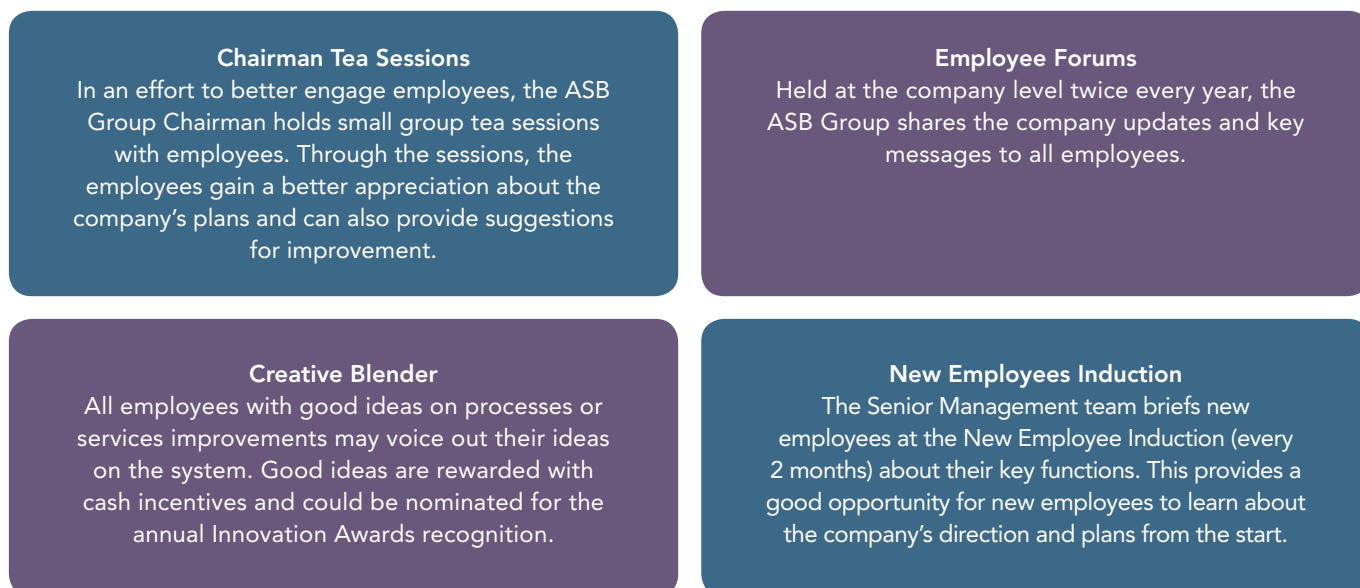
⁶ The 2015 national industry turnover rate is obtained from the Ministry of Manpower and annualized for a like-for-like comparison.

EMPLOYEE WELL-BEING AND ENGAGEMENT

The Manager believes that a happy, healthy and engaged workforce is able to achieve positive business outcomes for the company. The ASB Group WOW Club Committee frequently organizes activities such as the annual themed Dinner and Dance, the annual ASB fruit day, festival celebrations, and free massage sessions at the office.

While management and employees often work and interact in the normal course of work, the Manager taps on a variety of employee engagement initiatives from the ASB Group, as seen in Figure 19.

Figure 19: Regular Employee Engagement Platforms



The ASB Group also conducts a Group-wide employee survey, "Our Voice@ASB" on a biennial basis. The latest survey was conducted in FY14/15 with a participation rate of 98%. With the survey findings, the Manager was able to determine the following issues:

- Company's strengths
- Areas that have improved
- Areas that the Manager would have to work on to enhance employee engagement.

Senior leaders and management then developed and executed several action plans to address employees' views and suggestions. These action plans included the following:

- Efforts to simplify the organization structure and streamline management meetings and processes.
- A review of the rewards and compensation at the Group level.
- A review of the performance management practices in line with some of the suggestions provided.

SHAPING HUMAN CAPITAL

TALENT MANAGEMENT

The Manager understands it is critical to invest in staff learning for a strong and talented workforce in the face of a competitive landscape. The ASB Group's Human Resources team drives this commitment through a robust talent management framework and performance management system. Every year, as part of the career development plan, employees and their supervisors jointly identify learning interventions to address staff development needs. The learning focus for the year is then defined in a learning and development plan. In FY15/16, the focus continued to be on the training and coaching of the relationship managers under the Manager's Service DNA programme, defined as Hassel Free, Operational Excellence, Service with Passion and Trustworthy (H.O.S.T). This training was also extended to service partners and contractors (cleaners, outsourced technicians and security officers). The Manager monitors and tracks the amount of learning undertaken by each employee in the year. In the mid-year and year-end, all employees will receive formal feedback from their supervisors for further improvement and development.

Where applicable, there are opportunities for employees to explore overseas attachments, job rotations, or sponsorships to advance their educational qualifications through the pursuit of part-time courses. The "Qualification Award" recognizes employees who have successfully completed their part-time studies.

Talents who have performed well consistently are identified by the Group's Talent Council for the Manager's succession plan. This involves grooming the identified talents through The ASB Advantage and Acceleration Centre programmes. More details on these programmes are shown in Figure 20. The Talent Council is chaired by the Group CEO and comprises representatives of the senior leadership team. They meet three times a year to discuss and monitor development plans for identified talents.

Figure 20: ASB Group Programmes for Succession Planning

The ASB Advantage

The ASB Advantage is a one-year transformation programme launched in February 2016. The objective of this programme is to explore and improve delivery of the entire value chain of ASB and to create advantages for ASB by asking and answering the question of "how can we be faster and be best in class?"

ASB Advantage comprises 7 work streams, and each work stream is formed by identified talents of cross functional team members to foster creative thinking and collaboration. The senior management team provides mentorship and guidance to the work streams.

Acceleration Centre

The Acceleration Centre is a programme that:

1. Examines leadership behaviours that have been identified as critical for the next leadership level through an integrated system of exercises, such as simulations and interviews
2. Provides a holistic picture of individual's key strengths and growth opportunities
3. Guides follow-up which includes targeted development programmes, coaching and mentoring

Staff Training Hours

In FY15/16, the average training hours per employee decreased from 34.4 in FY14/15 to 19.2, below the Singapore national average of 26 hours⁷. Due to the merger of Ascendas Group and Singbridge in 2015, the Manager’s employees were involved in integration activities during the reporting year. In addition, senior managers had undertaken intensive training on the Service DNA programme in FY14/15. This led to a sharp drop in the training hours clocked by the senior managers in FY15/16. Moving forward, the Manager will continue to provide adequate and relevant training to the employees. Figures 21 and 22 reflect the average training hours per category and gender.

Figure 21: Average Training Hours Per Employee By Employee Category

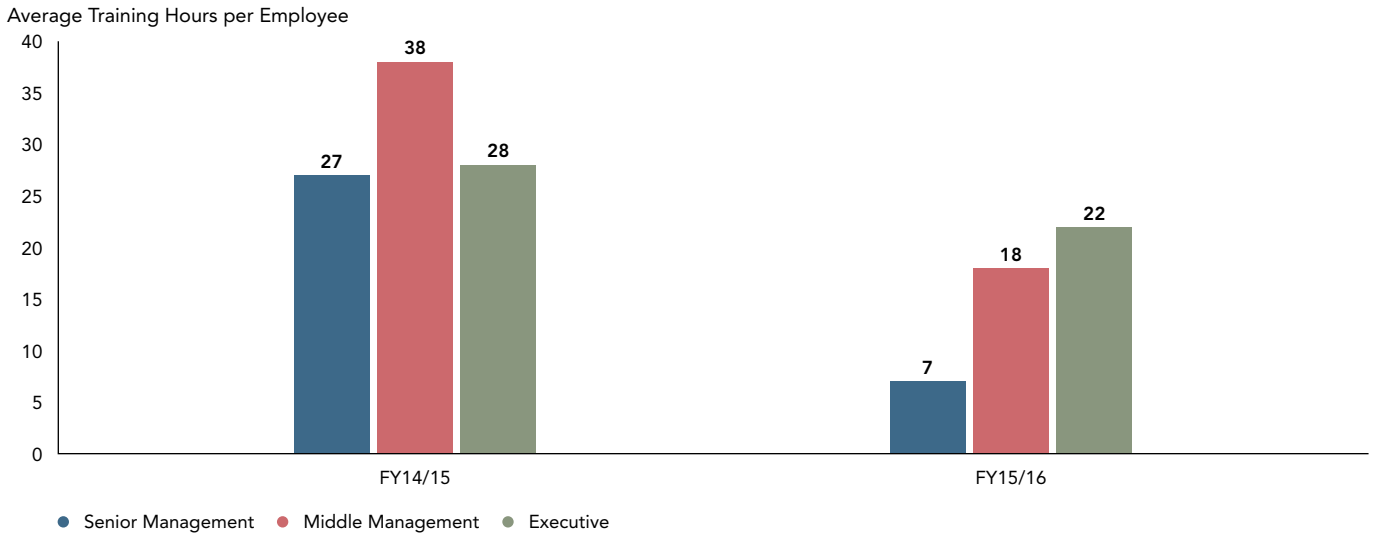
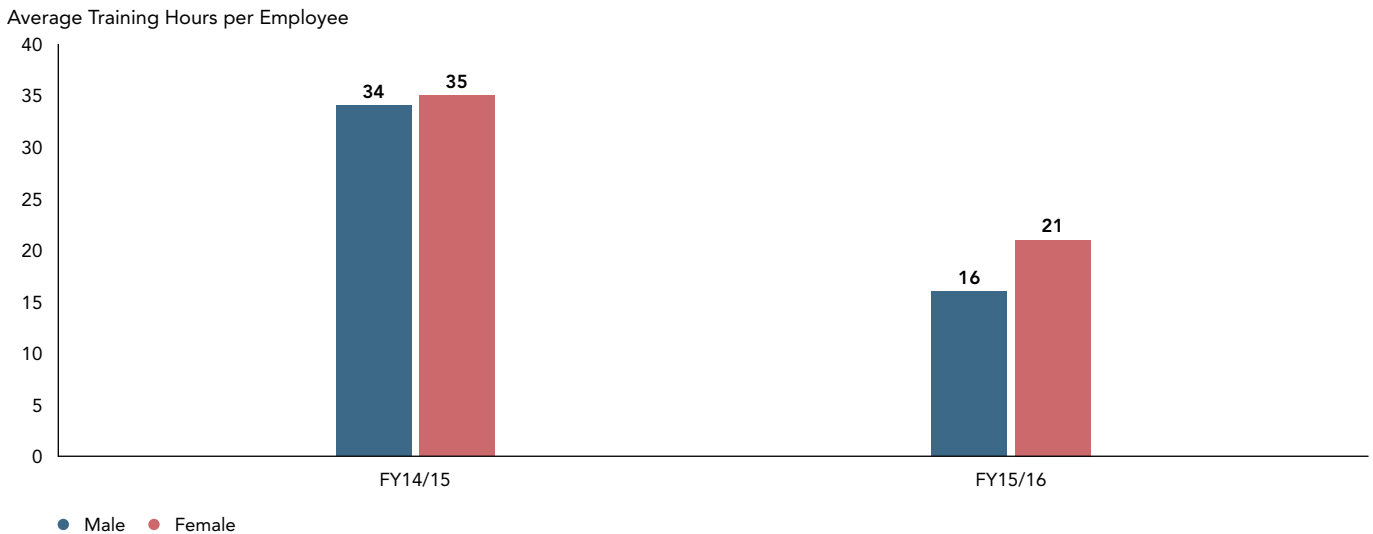


Figure 22: Average Training Hours Per Employee By Gender



⁷ The national median training hours committed for staff in Singapore is extracted from a biennial survey undertaken by Ministry of Manpower. The most recent survey was conducted in 2014 with the associated report, “Employer Supported Training”, released in October 2015.

ENVIRONMENT

Table 5: Targets and Results in Environmental Performance

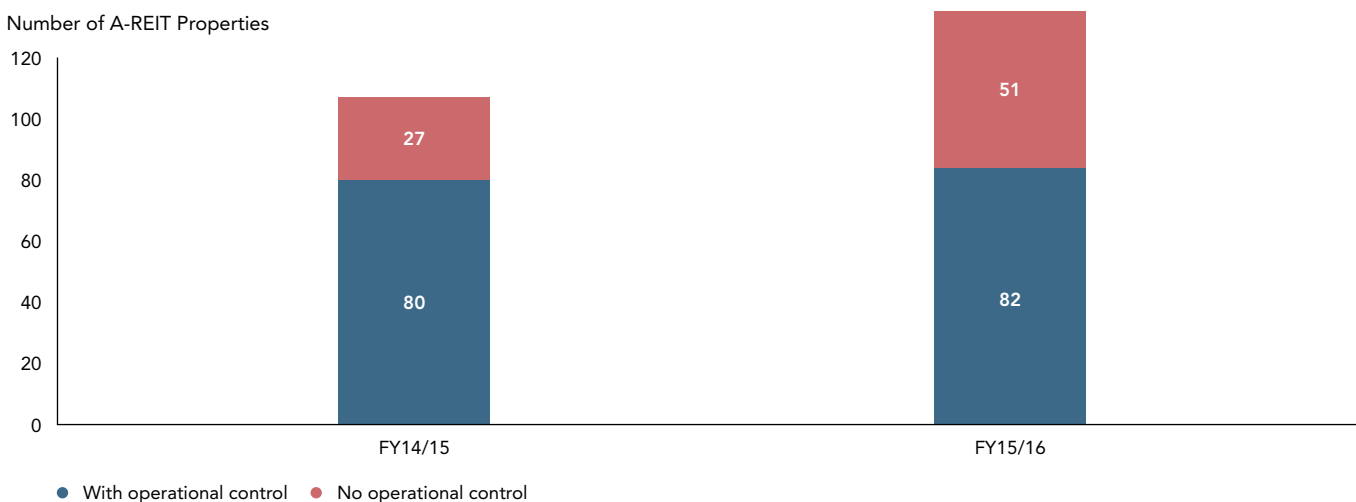
Targets	Performance
Reduction in energy intensity of 3-5% in Singapore year-on-year	● Ongoing
Minimum BCA Green Mark Gold ^{Plus} for new properties in Singapore	● Achieved

In line with the international agreement adopted at the 2015 Paris Climate Conference (COP21), Singapore has made a further commitment to reduce emissions intensity by 36% from 2005 levels by 2030, and to stabilise carbon emissions with the aim of peaking around 2030. To support this cause, the Property Manager has set a target of achieving a reduction in energy intensity within the range of 3-5% for FY15/16. By constantly seeking ways to optimise energy usage, the Manager is able to reduce utility costs and the resulting environmental impact from energy usage.

BCA Green Mark certified buildings add value by maximising both the economic and environmental performance. The Manager aims to achieve BCA's Green Mark⁸ Gold^{Plus} Rating or equivalent for all new projects in Singapore, and a minimum of Green Mark Certification for all existing projects. In FY15/16, ONE@Changi City was awarded the Green Mark Pearl. This is a new BCA award that recognizes the efforts of the landlords who have taken active steps to work with their tenants to shape their environmental behaviour and operational practices. The Property Manager has achieved this with their Green Tenant's Guides which include criteria such as requirements on renovation works, repair of water fittings in the toilets, and use of energy-efficient light bulbs for tenants to comply.

As at 31 March 2016, the Property Manager controlled the operations at 62% of A-REIT's portfolio. The report covers the landlord's environmental performances for this 62%, which includes on-site offices and common areas (corridors, perimeter lighting and centralised building facilities).

Figure 23: Total Number of A-REIT's Properties with Reported Environmental Performance



ENERGY CONSUMPTION

Considerable amount of energy and related costs are required to run the operations and maintenance of the buildings. As the energy consumption increases, the carbon footprint expands in tandem. Therefore, the Manager has implemented various measures to lower the energy consumption, carbon emissions as well as operating costs. A summary of the energy savings, achieved as a result of such initiatives, is detailed below. Indirect energy (i.e. energy drawn from grid electricity) accounts for most of A-REIT's energy consumption.

8 This link to BCA provides details of the various BCA building certifications: <http://www.greenmark.sg/>

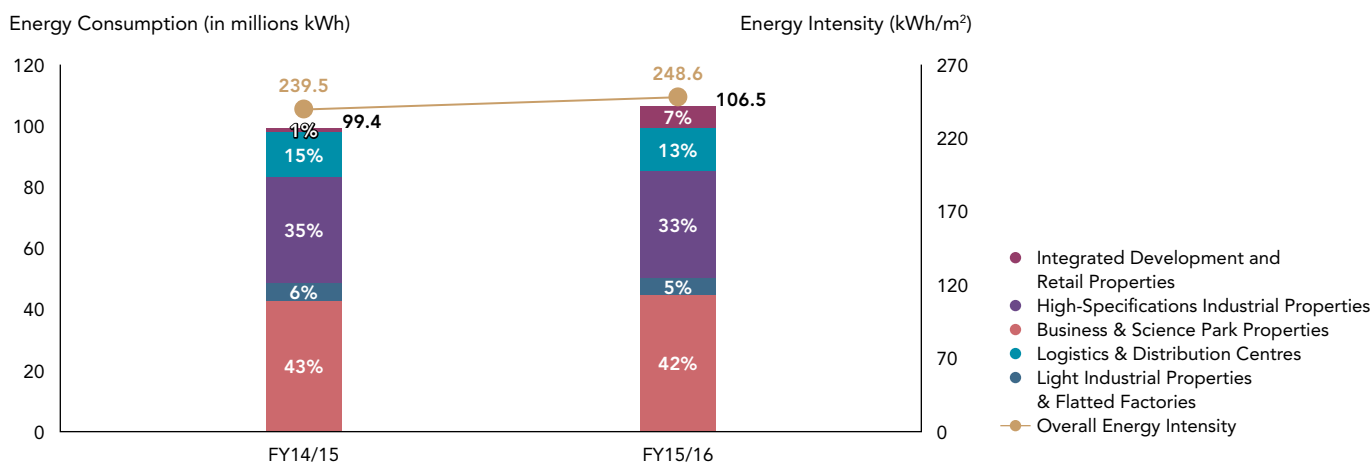
Table 6: Summary of A-REIT's Energy Efficiency Initiatives in Singapore and China

A-REIT's Energy Efficiency Initiatives	Unit of Measure	FY14/15	FY15/16
Number of reported A-REIT's properties (with operational control)	number	80	82
Common Area (CA) of reported A-REIT's Properties	m ²	446,260	459,684
Aggregate Consumption ⁹	kWh	102,434,827	113,166,284
Aggregate Energy Savings from Air Conditioning/Chiller Plant Improvements	kWh	2,300,000	3,784,719
Aggregate Energy Intensity ¹⁰	kWh/m ²	229.5	246.2

Singapore

In FY15/16, the aggregated energy consumption and energy intensity of A-REIT's Singapore portfolio increased by 7.1% to 106.5 million kWh, and 3.8% to 248.6 kWh/m² respectively. This was mainly due to the full-year performance of several Business & Science Park properties and Integrated Development and Retail properties, which were acquired between the second and the fourth quarter of FY14/15. Due to the nature of use for these buildings, which typically consume more energy as compared to other segments, the overall aggregated energy intensity has also risen. Figure 24 shows the aggregate energy consumption and intensity by the various segments of A-REIT's Singapore portfolio. Consistent with the previous year, Business & Science Park properties was the most significant user of energy, followed by High-Specifications Industrial Properties. While the energy reduction target was not met in FY15/16, the Property Manager had, in the past few years, undertaken major upgrades on the Monitoring & Evaluation (M&E) system with more efficient systems such as chiller plants and implementation of LED lights. Moving forward, the Property Manager will focus on monitoring the energy consumption.

Figure 24: Aggregated Energy Consumption and Intensity in Singapore



9 The Beijing energy consumption in FY14/15 has been restated to include the landlord consumption only. However, the availability of reliable data in FY14/15 is limited. Hence, the landlord consumption figures have been pro-rated using FY15/16 performance, which is measured by the newly installed sub-meters to track landlord and tenant consumption separately in FY15/16.

10 The aggregate energy and emission intensity for FY14/15 have been restated to exclude leasable floor area. This is consistent with the presentation of energy consumption and emissions pertaining to the landlord.

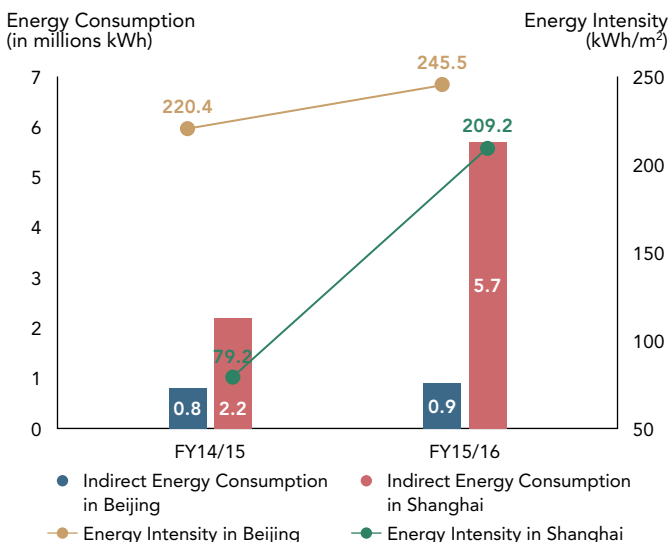
ENVIRONMENT

China

Compared to Singapore, the aggregated energy consumption at A-REIT's properties in China represents a fraction of the entire portfolio at 5.9% (6.7 million kWh) of total energy consumption.

FY15/16 was the third year of operation for the Business & Science Park property in Shanghai. As a result of the increase in average occupancy rate, the energy consumption of the common areas rose by 1.6 times to 5.7 million kWh, resulting in an increase of energy intensity to 209.2 kWh/m². Similarly, due to the higher usage of air-conditioning after office hours, Beijing experienced an increase of 11.7% in its energy consumption and corresponding energy intensity to 0.8 million kWh and 220.4 kWh/m² respectively. The Property Manager has installed variable-frequency drives to some of its facilities, so as to better monitor and reduce the energy consumption in the future.

Figure 25: Energy Consumption and Intensity in China



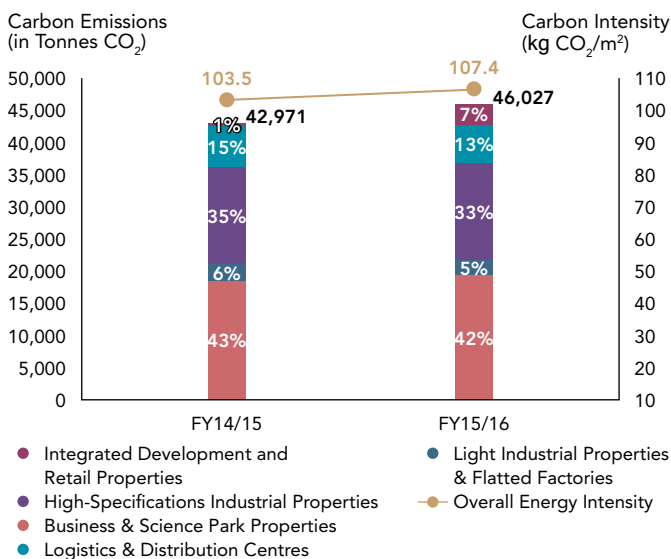
EMISSIONS

The majority of A-REIT's indirect emissions are attributed to grid electricity used to run the properties. In support of Singapore's commitment to reduce emissions intensity by 36% from 2005 levels by 2030, the Manager has undertaken the first step to monitor the carbon footprint in its portfolio.

Singapore

The increase in the carbon emissions intensity for FY15/16 corresponds to the increase of energy intensity in Singapore.

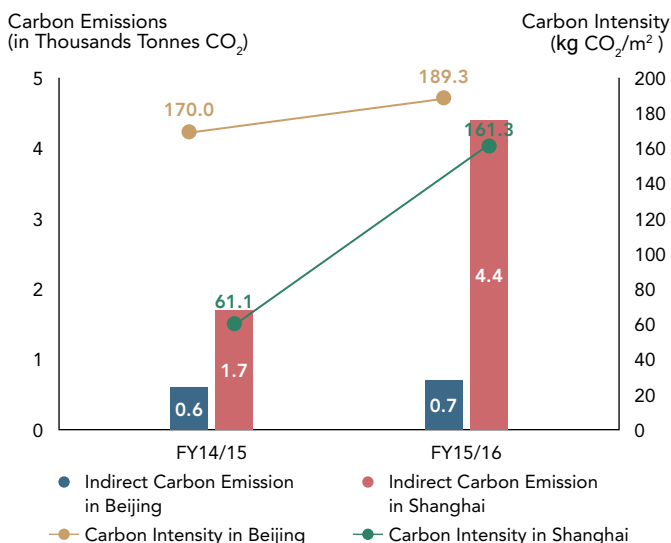
Figure 26: Carbon Emissions¹¹ and Intensity in Singapore



China

Similarly, the trend of carbon emissions intensity tracks the energy intensity usage in Beijing and Shanghai.

Figure 27: Carbon Emissions¹¹ and Intensity in China



¹¹ Emission factors used are the national averages for CO₂ Emissions per kWh, taken from these sources:

- Singapore: "Energy Market Authority, Singapore Energy Statistics 2015, Page. 100"
- China: "International Energy Agency: CO₂ EMISSIONS FROM FUEL COMBUSTION Highlights: 2013"

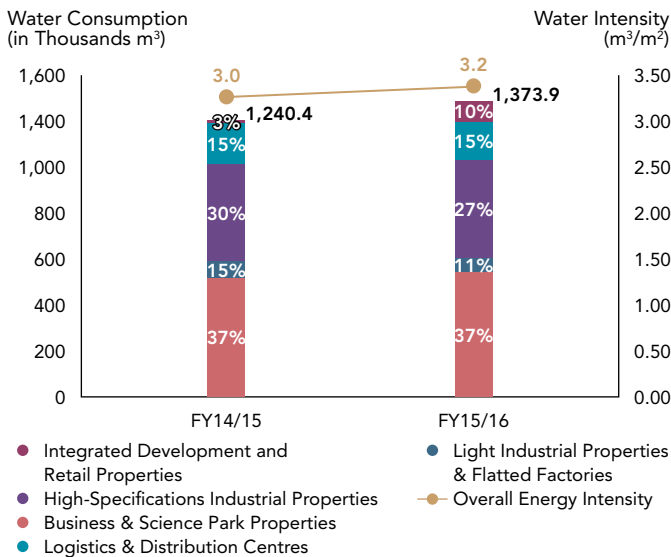
WATER CONSUMPTION

Water is a scarce resource in Singapore and thus the conservation of water is of concern to the Manager. All water consumed is supplied by Singapore's national water agency PUB from the 'Four National Taps'.

Singapore

In FY15/16, there was a 10.8% increase in aggregate water consumption to 1,373.9 thousand m³, attributed to the increase in the number of reported properties. The water intensity has also risen from 3.0 m³/m² to 3.2 m³/m². This was mainly due to the full-year performance of several Business & Science Parks and Integrated Development and Retail properties, which were acquired between the second and the fourth quarter of FY14/15. Due to the nature of use for these buildings, which typically consume more water as compared to other segments, the overall aggregated water intensity has also risen. Figure 28 summarises the total water consumption, intensity as well as relative contribution by the various segments of A-REIT's Singapore portfolio. The relative contribution by each segment has remained fairly consistent as compared to the previous reporting year.

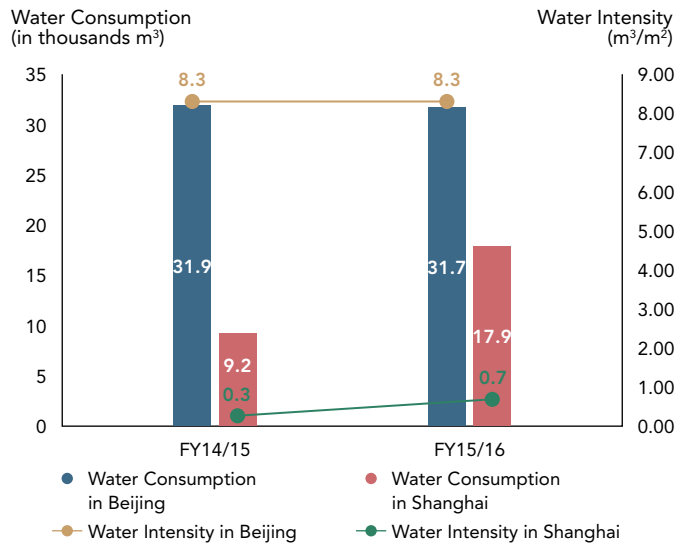
Figure 28: Aggregated Water Consumption and Intensity in Singapore



China

Shanghai recorded an increase in the water consumption and intensity of usage from FY14/15 to FY15/16. Similar to the increase in energy consumption, the increase of approximately 94.1% was due to the doubling of occupancy rate at A-REIT City @Jinqiao. On the other hand, there was a slight decrease of less than 1% in the water consumption and intensity in Beijing in the reporting year.

Figure 29: Water Consumption and Intensity in China



GRI CONTENT INDEX FOR 'IN ACCORDANCE' – CORE OPTION

GENERAL STANDARD DISCLOSURES		
INDICATORS		SECTION
Strategy and analysis		
G4-1	Provide a statement from the most senior decision-maker of the organisation (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organisation and the organisation's strategy for addressing sustainability.	Chairman's Message on Sustainability (page 1)
Organizational profile		
G4-3	Report the name of the organisation.	Ascendas Real Estate Investment Trust
G4-4	Report the primary brands, products, and services.	About The Report (page 2)
G4-5	Report the location of the organisation's headquarters.	Singapore
G4-6	Report the number of countries where the organisation operates, and names of countries where either the organisation has significant operations or that are specifically relevant to the sustainability topics covered in the report.	About The Report (page 2)
G4-7	Report the nature of ownership and legal form.	A-REIT's Structure (Annual Report page 6)
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	About The Report (pages 2 – 3); What We Invest In (Annual Report page 8)
G4-9	Report the scale of the organisation, including: <ul style="list-style-type: none"> • Total number of employees • Total number of operations • Net sales (for private sector organisations) or net revenues (for public sector organisations) • Total capitalisation broken down in terms of debt and equity (for private sector organisations) • Quantity of products or services provided 	Profile of The Workforce (page 16), Figure 15; Investing Into The Future (Annual Report pages 2 – 3); Performance At A Glance (Annual Report page 4)
G4-10	a. Report the total number of employees by employment contract and gender. b. Report the total number of permanent employees by employment type and gender. c. Report the total workforce by employees and supervised workers and by gender. d. Report the total workforce by region and gender. e. Report whether a substantial portion of the organisation's work is performed by workers who are legally recognised as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	Profile of The Workforce (page 16), Figures 15 – 17
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	None of our employees are covered by collective bargaining agreements.
G4-12	Describe the organisation's supply chain.	Responsible Supply Chain Management (pages 8 – 9)
G4-13	Report any significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain, including: <ul style="list-style-type: none"> • Changes in the location of, or changes in, operations, including facility openings, closings, and expansions • Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organisations) • Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination 	Significant changes during the reporting period (page 3)

G4-14	Report whether and how the precautionary approach or principle is addressed by the organisation.	Principle 11: Risk Management and Internal Controls (Annual Report pages 103 – 105)
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses.	Tripartite Alliance for Fair and Progressive Employment Practices
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organisations in which the organisation: <ul style="list-style-type: none"> • Holds a position on the governance body • Participates in projects or committees • Provides substantive funding beyond routine membership dues • Views membership as strategic 	Agri-Food & Veterinary Authority, ASEAN Infrastructure Fund Limited, Association of Small and Medium Enterprises, Council for Private Education, Pro-Enterprise Panel, SGX Catalist Advisory Panel, Singapore Cooperation Enterprise, The REIT Association of Singapore
Identified material aspects and boundaries		
G4-17	a. List all entities included in the organisation's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organisation's consolidated financial statements or equivalent documents is not covered by the report.	About The Report (page 2), Figure 1
G4-18	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organisation has implemented the Reporting Principles for Defining Report Content.	Materiality assessment (page 6)
G4-19	List all the material Aspects identified in the process for defining report content.	Materiality assessment (page 6)
G4-20	For each material Aspect, report the Aspect Boundary within the organisation, as follows: <ul style="list-style-type: none"> • Report whether the Aspect is material within the organisation • If the Aspect is not material for all entities within the organisation (as described in G4-17), select one of the following two approaches and report either: <ul style="list-style-type: none"> o The list of entities or groups of entities included in G4-17 for which the Aspect is not material or o The list of entities or groups of entities included in G4-17 for which the Aspects is material • Report any specific limitation regarding the Aspect Boundary within the organization 	About The Report (page 2), Figure 1; Shaping Human Capital (page 16), Footnote 5; Environment (page 20)
G4-21	For each material Aspect, report the Aspect Boundary outside the organisation, as follows: <ul style="list-style-type: none"> • Report whether the Aspect is material outside of the organisation • If the Aspect is material outside of the organization, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified • Report any specific limitation regarding the Aspect Boundary outside the organisation 	Materiality assessment (page 6)
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	Environment (page 21), Footnotes 9 – 10
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	Environment (page 21), Footnote 10

GRI CONTENT INDEX FOR 'IN ACCORDANCE' – CORE OPTION

Stakeholder engagement		
G4-24	Provide a list of stakeholder groups engaged by the organisation.	Stakeholders' engagement (pages 4 – 5)
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	Stakeholders' engagement (pages 4 – 5)
G4-26	Report the organisation's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	Stakeholders' engagement (pages 4 – 5)
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	Stakeholders' engagement (pages 4 – 5)
Report profile		
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	1 April 2015 to 31 March 2016
G4-29	Date of most recent previous report (if any).	Annual Report FY14/15
G4-30	Reporting cycle (such as annual, biennial).	Annual
G4-31	Provide the contact point for questions regarding the report or its contents.	a-reit@ascendas-fms.com
G4-32	<ul style="list-style-type: none"> a. Report the 'in accordance' option the organisation has chosen. b. Report the GRI Content Index for the chosen option c. Report the reference to the External Assurance Report, if the report has been externally assured. 	About The Report (page 2)
G4-33	<ul style="list-style-type: none"> a. Report the organisation's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c. Report the relationship between the organisation and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organisation's sustainability report. 	About The Report (page 2)
Governance		
G4-34	Report the governance structure of the organisation, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	Principle 1: The Board's Conduct of Affairs (Annual Report page 94)
G4-38	Composition of the highest governance body and its committees	Principle 1: The Board's Conduct of Affairs (Annual Report page 95); Principle 2: Board Composition and Guidance (Annual Report pages 96 – 97)
G4-39	Whether chair of the highest governance body is also an executive officer	Principle 3: Chairman and Chief Executive Officer (Annual Report page 97)
G4-40	Nomination and selection process for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members	Principle 4: Board Membership (Annual Report page 98)
G4-41	Processes in place for the highest governance body to ensure conflicts of interest are avoided	Dealing with Conflicts of Interest (Annual Report page 108)
G4-51	Remuneration policies for the highest governance body and senior executives	Remuneration Matters (Annual Report pages 99 – 101)

G4-52	Process for determining remuneration	Remuneration Matters (Annual Report pages 99 – 100)
Ethics and integrity		
G4-56	Describe the organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	Governance and accountability (page 7), Figure 3
G4-58	Internal and external mechanisms for reporting concerns about ethical and lawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines	Governance and accountability (page 7), Figure 3

SPECIFIC STANDARD DISCLOSURES		
INDICATORS		SECTION
Category: Economic		
EC1	Direct economic value generated and distributed	Financial Statements (Annual Report page 128 – 130)
Category: Environmental		
EN3	Energy consumption within the organisation	Energy consumption (pages 20 – 22), Figures 24 – 25, Table 6
EN5/ CRE1	Energy intensity	Energy consumption (pages 20 – 22), Figures 24 – 25, Table 6
EN6	Reduction of energy consumption	Energy consumption (pages 21 – 22), Table 6
EN7	Reductions in energy requirements of products and services	Energy consumption (page 20)
EN8/ CRE2	Total water withdrawal by source	Water consumption (page 23), Figures 28 – 29
EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Emissions (page 22), Figures 26 – 27
EN18/ CRE3	Greenhouse Gas (GHG) emissions intensity	Emissions (page 22), Figures 26 – 27
EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	There were no significant fines during the year.
Category: Social		
Sub-category: Labour practices and decent work		
LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Profile of The Workforce (page 16), Figure 18
LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	Employee Well-being and Employment (page 17)
LA6	Type of injury and rates of injury, occupational diseases, lost days and absenteeism, and total number of work-related fatalities, by region and by gender	Safety Performance (page 11), Figure 7
LA9	Average hours of training per year per employee by gender and by employee category	Staff Training Hours (Page 19), Figures 21 – 22

GRI CONTENT INDEX FOR 'IN ACCORDANCE' – CORE OPTION

LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Talent Management (Page 18)
LA14	Percentage of new suppliers that were screened using labor practices criteria	Responsible Supply Chain Management (page 8)
CRE6	Percentage of the organisation operating in verified compliance with an internationally recognised health and safety management system	Health, Safety and Security (page 10)
Sub-category: Society		
SO3	Total numbers and percentage of operations assessed for risks related to corruption and the significant risks identified	Principle 11: Risk Management and Internal Controls (Annual Report pages 103 – 105)
SO4	Communication and training on anti-corruption policies and procedures	Governance and accountability (page 7), Figure 3
SO5	Confirmed incidents of corruption and actions taken	Governance and accountability (page 7)
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes	Governance and accountability (page 7)
SO8	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations	There were no significant fines during the year.
Sub-category: Product responsibility		
PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Health, Safety and Security (page 10)
PR5	Results of surveys measuring customer satisfaction	Tenant Satisfaction Ratings (page 15), Figures 13 – 14
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	Responsible Marketing Communications (page 15)
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Data Security for Tenant Privacy (page 12)
PR9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services	There were no significant fines during the year.
CRE8	Type and number of sustainability certification, rating and labelling schemes for new construction, management, occupation and redevelopment	Environment (page 20)

