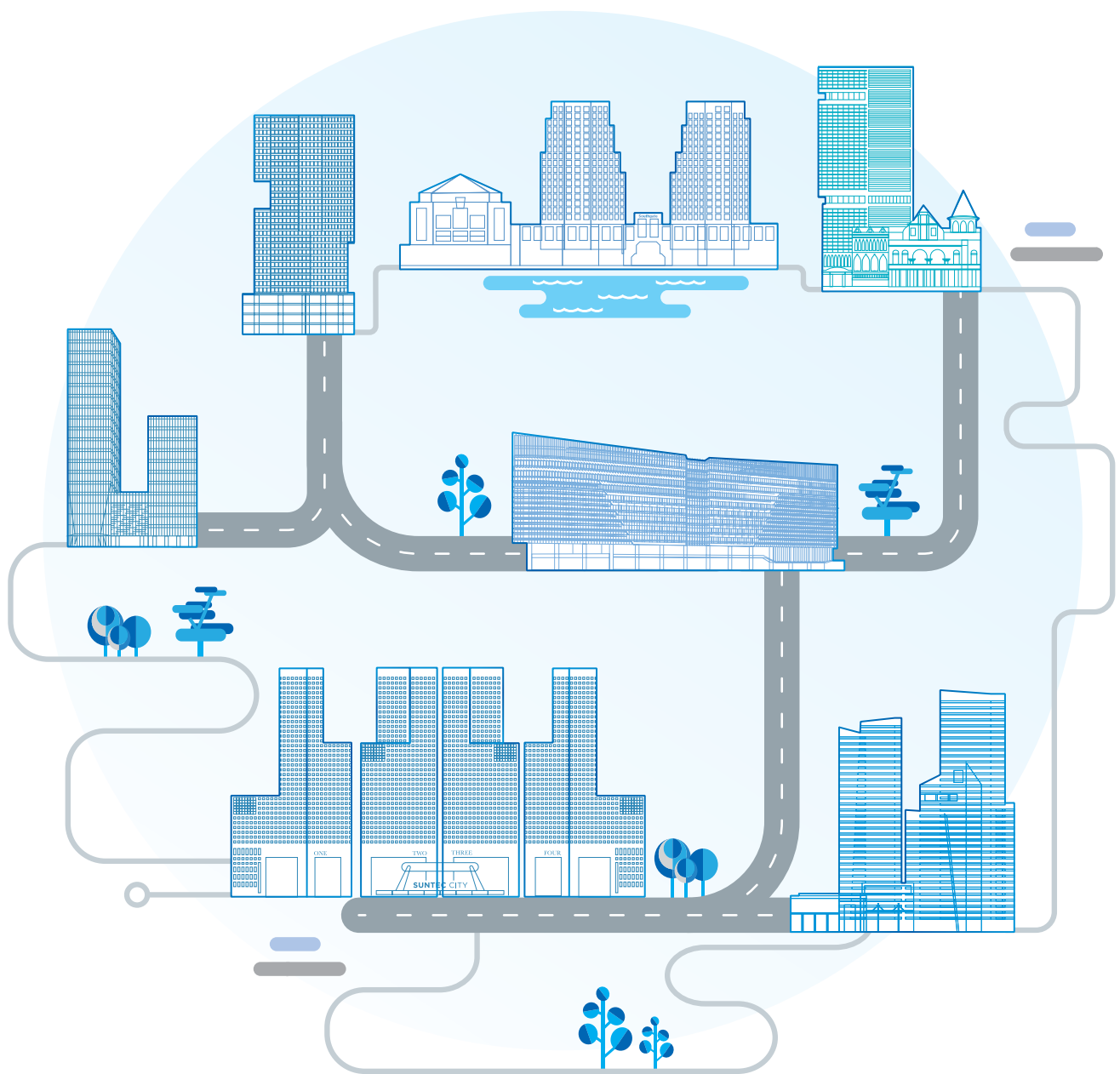


SUSTAINABILITY REPORT 2017



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INTRODUCTION



ABOUT SUNTEC REIT

Listed on 9 December 2004 on the Main Board of the Singapore Exchange Securities Trading Limited ("SGX-ST"), Suntec Real Estate Investment Trust ("Suntec REIT") is the first composite real estate investment trust ("REIT") in Singapore, owning income-producing real estate that is primarily used for office and/or retail purposes.

As at 31 December 2017, Suntec REIT's portfolio comprises office and retail properties in Suntec City, a 60.8 percent interest in Suntec Singapore Convention & Exhibition Centre, a one-third interest in One Raffles Quay, a one-third interest in Marina Bay Financial Centre Towers 1 and 2 and the Marina Bay Link Mall and a 30.0 per cent interest in 9 Penang Road which is currently under development. All the properties are strategically located in the growth corridors of Marina Bay and the Civic and Cultural District within Singapore's Central Business District. In Australia, Suntec REIT holds a 100.0 per cent interest in 177 Pacific Highway located in Sydney, a 25.0 per cent interest in Southgate Complex, Melbourne and a 50.0 per cent interest in Olderfleet, 477 Collins Street, a commercial building which is currently under development in Melbourne.

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

ABOUT ARA TRUST MANAGEMENT (SUNTEC) LIMITED

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

Established in 2002, ARA is a premier integrated real estate fund manager driven by a vision to be the best-in-class real estate fund management company focused on the management of REITs and private real estate funds.

ARA's diverse suite of REITs and private real estate funds are invested in the office, retail, logistics/industrial, hospitality and residential sectors. ARA has distinguished itself over the years with its unique investor-operator philosophy, which nurtures each asset from acquisition to divestment to add value to every stage of the asset life cycle. Built on a foundation of strong corporate governance and business integrity, it counts some of the world's largest pension funds, financial institutions, endowments and family offices as its investors.

ARA has approximately 1,300 staff in 21 cities in eight countries. It manages over 90 properties measuring approximately 57 million square feet in Asia Pacific, with approximately S\$40 billion in assets under management.

The Manager is responsible for the management and administration of Suntec REIT, as well as the implementation of Suntec REIT's strategic long-term growth.

ABOUT THIS REPORT

BOARD STATEMENT

Suntec REIT is focused on its mission in “forging ahead to create, provide and deliver premium value to all stakeholders”. In achieving the mission, the Board of Directors (the “Board”) has set a strategic direction in ensuring good corporate governance, prudent financial management, fair employment practices and efficient utilisation of resources. Under the guidance and oversight of the Board which has considered sustainability issues as part of its strategic formulation, the Manager identifies, manages and monitors Environmental, Social and Governance (“ESG”) matters which are relevant and material to Suntec REIT. The Manager stays vigilant in upholding Suntec REIT’s commitments towards sustainability practices and creating value for its stakeholders.

The Manager is pleased to present Suntec REIT’s inaugural Sustainability Report for the financial year ended 31 December 2017 (“FY 2017”). This report discloses Suntec REIT’s ESG impacts and its progress towards the goal of sustainable management of its real estate portfolio.

SUSTAINABLE ECONOMIC VALUE

The Manager believes in the importance of integrating sustainability into its business strategies and operations in achieving Suntec REIT’s sustainable economic growth and delivering long-term unitholder value. Suntec REIT’s sustainability policies, practices and performance are detailed in this report, which are interrelated to its overall financial performance from the governance, socioeconomic and environmental perspectives.



For more details on Suntec REIT’s FY 2017 financial results, please refer to **Page 72 to 142** of Suntec REIT’s Annual Report FY 2017.



REPORTING FRAMEWORK

This report has been prepared in accordance to the Global Reporting Initiative (“GRI”) Standards – Core option and GRI Construction and Real Estate Sector Supplement (“CRESS”). The GRI Standards has been selected as it is an internationally recognised reporting framework that covers a comprehensive range of sustainability disclosures and is suited to Suntec REIT’s industry and business model. Reference has also been drawn from the Sustainability Reporting Guide of the SGX-ST Practice Note 7.6 in meeting the primary components as set out in the SGX-ST Mainboard Listing Rule 711(B), where applicable. Please refer to the GRI Content Index attached at the end of this report.

REPORTING PERIOD AND SCOPE

The reporting period covered in this report is from 1 January to 31 December 2017, with the relevant prior year data as comparison. Unless otherwise stated, this report covers the performance of Suntec REIT’s portfolio of properties, with the exception of two properties which are currently under construction, namely – 9 Penang Road, Singapore and Olderfleet, 477 Collins Street, Melbourne. The construction of these properties is managed by joint venture partners of Suntec REIT. Upon completion, these properties will be included in the sustainability reporting scope going forward. For socioeconomic and governance performance, this report covers primarily employees of the Manager, as well as the relevant employees of the respective property managers.

Figure 1: Reporting Scope for Suntec REIT’s Sustainability Report FY 2017

Country	Property	Property Type
 Singapore	Suntec City	<ul style="list-style-type: none">• Office• Retail
	Suntec Singapore Convention and Exhibition Centre (“Suntec Singapore”)	<ul style="list-style-type: none">• Meeting, Incentive, Convention and Exhibition (“MICE”)
	One Raffles Quay (“ORQ”)	<ul style="list-style-type: none">• Office
	Marina Bay Financial Centre Tower 1 and 2, and the Marina Bay Link Mall (“MBFC Properties”)	<ul style="list-style-type: none">• Office• Retail
 Australia	177 Pacific Highway, Sydney [#]	<ul style="list-style-type: none">• Office
	IBM Centre, The Herald and Weekly Times Tower and the retail podium (“Southgate Complex”), Melbourne [^]	<ul style="list-style-type: none">• Office• Retail

[#] Achieved Practical Completion in August 2016

[^] Acquired in November 2016



For more details on Suntec REIT’s property portfolio, please refer to **Page 24 to 45** of Suntec REIT’s Annual Report FY 2017.

ABOUT THIS REPORT

ASSURANCE

The Manager has not sought external assurance for this report. External assurance by independent professional bodies will be considered as its reporting matures over time.

FEEDBACK

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

STAKEHOLDER ENGAGEMENT

Regular engagement with stakeholders is important to Suntec REIT's long term success. Frequent stakeholder engagements are undertaken to identify pertinent issues related to ESG matters so as to facilitate continuous improvements of the operations. **Figure 2** details the Manager's engagement activities with its key stakeholders.

Figure 2: Stakeholder Engagement

Key Stakeholder Groups	Key Engagement Modes and Frequency		Key Interests of Stakeholders
Business Partners (Strategic partners, banks)	• Annual report and sustainability report	Annual	<ul style="list-style-type: none"> • Alignment of interests • Good corporate governance • Sustainable performance
	• Corporate events	Regular	
	• Meetings and discussions	Regular	
Employees (REIT Manager)	• Orientation programme for new employee	Regular	<ul style="list-style-type: none"> • Employee welfare management • Fair employment practices • Good corporate governance • Health and safety • Skills development and career progression
	• Employee appraisals	Regular	
	• Employee satisfaction survey	Ad hoc	
	• Employee training programmes	Regular	
	• Internal staff communication and newsletters	Regular	
	• Team cohesion activities	Regular	
Government and Authorities	• Communication and consultation with government and authorities	Regular	<ul style="list-style-type: none"> • Compliance with regulatory requirements • Contributions to industry • Environmental impact • Good corporate governance • Health and safety
	• Participation in industry associations, forums and dialogues (e.g. Building and Construction Authority, Investor Relations Professional Association (Singapore), Property Council of Australia, REIT Association of Singapore, Singapore Green Building Council, Singapore Institute of Directors, Singapore Retailers Association and Urban Redevelopment Authority)	Regular	
Investment Community (Institutional and Retail Investors, Analysts)	• Annual report and sustainability report	Annual	<ul style="list-style-type: none"> • Good corporate governance • Performance of assets • Suntec REIT's outlook and strategic plans • Stable and sustainable distribution • Timely and transparent reporting • Net asset value growth
	• Annual General Meeting	Annual	
	• Announcements and circulars	Regular	
	• Financial results announcement	Quarterly	
	• Investor conferences	Regular	
	• Investor relations channel	Active	
	• Meetings and teleconferences with investors and analysts	Regular	
	• Suntec REIT website	Active	
Retail shoppers	• Enquiries and feedback channel	Active	<ul style="list-style-type: none"> • Availability of promotional campaigns • Diversity of retail mix • Health and safety • Accessibility • Family friendliness
	• Marketing and promotional events	Regular	
	• Loyalty programme	Active	
	• Social media	Active	
	• Suntec City website	Active	
Tenants	• Annual party for tenants	Annual	<ul style="list-style-type: none"> • Good property maintenance • Health and safety • Shoppers' traffic (for retail) • Mall publicity (for retail)
	• Enquiries and feedback channel	Active	
	• Meetings and discussions	Regular	

ABOUT THIS REPORT

MATERIALITY ASSESSMENT

The Manager defines material sustainability matters as matters with significant ESG impact on Suntec REIT and its stakeholders. These matters will substantially influence the decision-making process of its stakeholders and affect the achievement of short and long term goals. In prioritising the sustainability matters that merit inclusion in this report, the Manager worked closely with an independent sustainability consultant through a rigorous four-step process, as summarised in **Figure 3**.

Figure 3: Four-step Process for Materiality Assessment





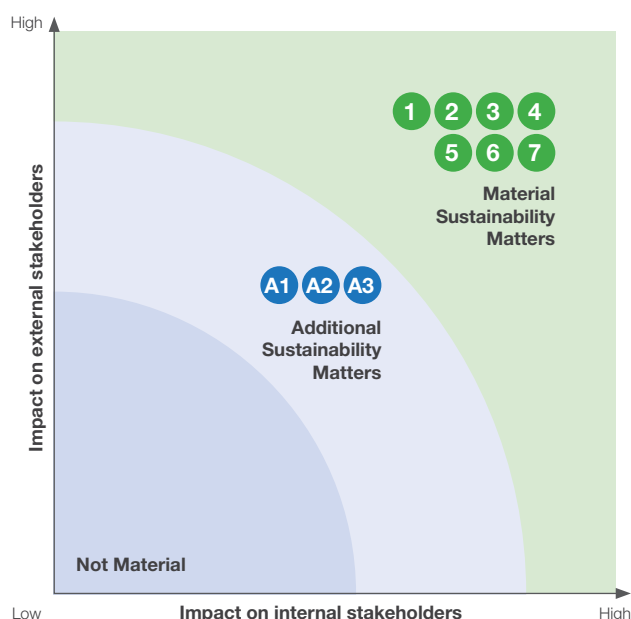
Step	Activities
i Identification of sustainability matters 	A formal materiality assessment workshop was conducted by the sustainability consultant to identify the sustainability matters most relevant and significant to Suntec REIT's internal and external stakeholders. A list of potential sustainability matters, including risks and opportunities, was identified through discussions with key management representatives from all functions to understand their concerns, and the concerns of key external stakeholders with whom they communicate with.
ii Prioritisation 	These sustainability matters were prioritised through an unbiased and anonymous electronic voting exercise. The following set of criteria was used to determine the significance of each matter: <ul style="list-style-type: none"> • Relevance to Suntec REIT's business strategies, business model and outcomes • Likelihood and impact on the continuity of the business • Influence on decision-making process of key internal and external stakeholders
iii Validation 	The results of the materiality voting exercise were further validated by benchmarking against others in the REIT industry. Based on this list of material sustainability matters, the Manager put in place systems to incorporate sustainability across various business functions.
iv Review 	A final materiality assessment was conducted to refine the list of material sustainability matters under focus, and to determine their impact on both internal and external stakeholders. From the assessment, the Manager has distilled seven most critical sustainability matters and three additional sustainability matters for reporting. These material sustainability matters were presented to and approved by the Board of Directors.

Figure 4: Suntec REIT's Material Sustainability Matters

Material Sustainability Matters	
<i>In no particular order of importance</i>	
1	Corporate Governance
2	Energy and Carbon Footprint
3	Water Management
4	Occupational Health and Safety
5	Tenant and Visitor Health, Safety and Security
6	Security of Information
7	Quality of Assets and Services
Additional Sustainability Matters	
A1	Waste Management
A2	Employment Practices
A3	Talent Development



GOVERNANCE

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

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

In line with the corporate governance framework, the Manager has established a formal Suntec REIT Sustainability

Working Committee led by the Chief Executive Officer ("CEO") with senior representatives from the finance, investor relations, special projects and asset management functions. The Suntec REIT Sustainability Working Committee takes the lead in continuously enhancing the sustainability report's disclosures, performance targets and systems, and drives responsible business practices in accordance with Suntec REIT's sustainability philosophy.

The Suntec REIT Sustainability Working Committee reports to the Board of Directors, in consultation with the ARA Group Sustainability Committee, on sustainability policies and practices and adopts them accordingly. Please refer to **Figure 5** which presents a summary of sustainability policies which apply to all ARA entities.


 For more details on Suntec REIT's corporate governance, please refer to **Page 54 to 71** of Suntec REIT's Annual Report FY 2017.

Figure 5: Sustainability Policies at Suntec REIT

ARA Group-level Policies	
Governance 	
Anti-Bribery Policy	ARA adopts a zero-tolerance stance towards bribery and corruption. All employees are required to adhere to a code of conduct and observe ethical behaviour. Employees are expected to conduct and carry themselves in a manner consistent with the values of ARA.
Policy on Conflict of Interest	ARA details a rigorous set of procedures to address any potential conflict of interest risks. All employees and major service providers have to declare any potential conflicts of interest before entering into transactions. All interested person transactions and situations of conflicted interest are subject to review by the Audit Committee.
Fraud Risk Management Framework	ARA has a framework that sets out the principles and approach in a robust system of controls and procedures to manage fraud risks. The processes and assessments established to identify areas exposed to fraud are clearly defined and incorporated in the Risk Profile Register.
Internal Code on Securities Dealing	ARA has an internal code which prohibits Directors and executives of the ARA Group from dealing in its shares as well as in the units of public-listed REITs managed by the ARA Group, while in possession of unpublished material or non-public price sensitive information in relation to such securities and during the "black-out period" in respective jurisdictions.
Whistle Blowing Policy	ARA has a Whistle Blowing Policy which allows employees and external parties, in confidence, to report possible improprieties directly to the Board in a responsible and effective manner.
Social 	
Building Safety Policy	ARA is dedicated to ensuring the safety of tenants and visitors at its portfolio of properties in compliance with all safety and security regulations. As an investor-cum-operator, ARA invests in quality properties with good design specifications, build quality and proper regulatory certifications. In assessing potential acquisitions, ARA appoints consultants to carry out mechanical & electrical, and architectural evaluation on the building.
Cyber Security Policy	ARA recognises the increased risk of cyber-attacks and hence the importance of cyber security in the company. ARA will maintain, secure and ensure legal and appropriate use of ARA's Information Technology ("IT") infrastructure and system. ARA also seeks to enforce its IT policies, safeguard the integrity of computers, networks, data and all IT property interests to ensure that the use of electronic communications, computers, IT and network systems comply with its policies.

GOVERNANCE

ARA Group-level Policies

Social



Diversity and Equal Opportunities Policy

ARA embraces diversity at the workplace by hiring talent from different backgrounds, cultures and languages based on merit. It respects and appreciates differences in ethnicity, gender, age, nationality, disability, sexual orientation, education and religion. It also provides all employees with equal opportunities for skills training and development, and rewards all employees fairly based on their performance and contribution.

Child or Forced Labour Policy

ARA prohibits the employment of anyone below the age of 13 years in any form of labour. It also does not tolerate forced labour of any kind, including slave labour, prison labour, indentured labour, or bonded labour, including forced overtime hours.

Health, Safety and Well-being Policy

ARA is committed to providing a healthy and safe environment for its employees, and ensuring that the operations comply with the relevant occupational health and safety regulations. In line with the Building Safety Policy, ARA provides a safe workplace for its employees to perform their work, and regular safety inspections are carried out to prevent accidents. ARA is also focused on employee wellness and engagement by promoting positive work-life balance and encouraging its employees to lead an active and healthy lifestyle.

Performance and Career Development Policy

ARA recognises that its success is driven by a performance-based culture which emphasises on talent development, career advancement and employee training. ARA's talent management program provides developmental opportunities for its employees and grooms them into future leaders for critical positions across the region.

Remuneration Policy

ARA seeks to remain competitive by attracting and retaining the best talent. It conducts routine benchmarking exercises against different geographical markets and industries to ensure that its compensation packages are adequate and competitive in the market. Employees are motivated and incentivised through a performance-based culture with competitive fixed and variable pay components. All employees are rewarded fairly based on their ability, contribution, performance and experience.

Worker Rights Policy

ARA employees are entitled to fundamental employee rights at work. This includes the elimination of forced or compulsory labour, the abolition of child labour and the elimination of discrimination with respect to employment and occupation. ARA also abides by the Ministry of Manpower legislation for workplace safety and health, the Employment Act and the Central Provident Fund Act ("CPF Act").

Environment



Climate/Climate Change Adaptation Policy

ARA is committed to identifying and responding to climate change risks, and to act on opportunities to enhance the company's property portfolio. Managing the efficient use of electricity and water represents a dual opportunity to reduce its carbon and water footprint while saving on utility costs to improve returns to investors.

Energy Consumption/Management Policy

ARA is committed to improving energy efficiency and reducing energy consumption of the properties. It endeavours to work closely with property managers to educate tenants and to improve the operations, where possible.

GHG Emission/Management Policy

ARA is committed to minimising the emission of greenhouse gases ("GHG") and the release of toxic or harmful materials from the properties. ARA also seeks to comply with the relevant environmental standards in countries where it operates, as well as, to monitor its buildings' emission intensity in line with expectations in the industry.

Waste Management Policy

ARA recognises the impact of improper waste treatment and its harm to the environment, which can be reduced through good waste management practices. It endeavours to work closely with property managers towards reducing waste, minimising non-recyclable waste and educating tenants and shoppers on appropriate practices, where possible.

Water Consumption/Management Policy

ARA recognises that water consumption is an important area for conservation of natural resources within its properties. It endeavours to make concerted efforts towards educating tenants and making improvements to the operations, where possible.

GOVERNANCE

RISK MANAGEMENT

Suntec REIT has an Enterprise Risk Management (“ERM”) Framework which covers the management of its strategic enterprise, operational, financial and compliance risks, in consideration of the governance, socioeconomic and environmental aspects of the business. The ERM Framework, together with the internal control activities, aims to provide reasonable assurance on compliance with legislations and safeguarding of assets against material losses.

The strategic risks relate to sustainable long-term growth of Suntec REIT through sound investment strategies, asset management and clear communications with stakeholders. The Manager is focused on achieving sustainable profitability, and balances risks and returns across its property portfolio, with strong corporate governance, accountability and transparency. The operational risks relate to the day-to-day management of the property portfolio, including human capital where there are established remuneration policies on compensation, benefits and succession planning. The financial risks relate to the impact to Suntec REIT’s financial position as a result of changes in market conditions such as liquidity, interest and credit risks. The compliance risks

relate to compliance with applicable laws and regulations which Suntec REIT is subjected to in the various jurisdictions in which it operates.

BUSINESS ETHICS

The Manager seeks to uphold its ethical principles in the business activities, based on ARA’s core values of Respect, Excellence, Integrity and Teamwork. The Manager’s governance policies include the Code of Ethics, Code of Business Conduct (collectively the “Codes”) and various measures put in place against fraud, corruption, insider trading and misuse of confidential information.

The Manager’s zero tolerance towards such wrongdoings and any breach of the Codes is communicated to all employees during the induction training. This is further confirmed by all employees during the annual employee declaration on compliance with these governance policies. Non-compliance with these policies will result in disciplinary actions and/or immediate dismissal of the employee. During FY 2017, the Manager confirmed that it has achieved a perpetual target of zero validated cases of corruption, fraud or non-compliance with policies.



For more details on Suntec REIT’s risk management, please refer to **Page 50** of Suntec REIT’s Annual Report FY 2017.

COMPLIANCE

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

The Manager’s approach towards compliance is further detailed in **Figure 6**.

Figure 6: Approach Towards Compliance

Compliance Control Self-Assessment	Training on the latest regulatory developments	Monitoring
The Compliance Control Self-Assessment process evaluates the adequacy and effectiveness of internal controls in addressing compliance risks in specific areas. It is annually certified by the Manager and audited by independent professionals.	Directors and management receive regular updates on regulatory requirements, standards and best practices, such as the Securities & Futures Act, Common Reporting Standards, Foreign Account Tax Compliance Act and Singapore Financial Reporting Standards. This is facilitated by the ARA Corporate Division and/or external professionals.	The Company Secretaries and Internal Auditors ensure that Board procedures are duly followed and regularly reviewed for compliance. Any material non-compliance or weakness, including recommendations for improvements, is reported to the Audit Committee.

The Manager has set a perpetual target towards zero validated cases of non-compliance with all relevant laws and regulations. As a testament to its effectiveness, there were zero validated cases during FY 2017.

DELIVERING EXCEPTIONAL VALUE



QUALITY OF ASSETS AND SERVICES

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

Sustainable design and planning are considered, where feasible, during the decision-making process in the acquisition and upgrading of properties. Relevant environmental and technical assessments are conducted on areas such as structural safety, mechanical and electrical, and energy efficiencies. In its day-to-day management, the Manager works closely with the property managers to improve the sustainability performance of the properties. This involves the use of technology to monitor and improve the efficiencies of facilities, and better manage renovation and upgrading works. Refer to the case study presented in the Environment section on page 19.

Tenant satisfaction is integral to Suntec REIT's continued commitment towards quality and business excellence.

The Manager strives to maintain high tenant satisfaction survey scores within its properties. Feedback from tenants and visitors is gathered through the property managers, frequent face-to-face meetings, telephone conversations and/or online surveys. In several properties, external consultants were engaged to study the tenants' views and concerns. In FY 2017, tenant satisfaction surveys were conducted for Suntec City Office, ORQ and MBFC Properties. The surveys showed that tenant satisfaction level was high and exceeded industry average, in terms of physical building, onsite services and tenant management. Through these surveys, the Manager is able to better understand the needs of tenants and tailor its efforts to meet them.

The Manager and the property managers have clinched numerous accolades over the years, which reflect their commitment towards the quality of assets and services.

Figure 7 shows the key awards and accolades attained for quality and excellence within the MICE industry. For other social and environmental awards and certifications, refer to pages 11 and 17.

Figure 7: List of key awards and accolades for excellence (2016-2017)

Key Awards & Accolades for Excellence	
Property	2016 & 2017 
Suntec Singapore	<ul style="list-style-type: none"> Asian Federation of Exhibition & Convention Associations Awards 2017 – Outstanding Venue (Runner-up) Exhibition Showcase Magazine Exhibition Excellence Awards 2017 – Top Asian Venue Campaign Events Impact Magazine Editors' Choice 2017 – Best Convention & Exhibition Centre HR Magazine Vendors of the Year 2017 – Best Training Venue (Gold) World Travel Awards 2016 and 2017 – Asia's Leading Meetings & Convention Centre HRM Asia Readers' Choice Awards 2016 and 2017 – Best Corporate MICE Venue Enterprise Asia Asia-Pacific Entrepreneurship Awards 2016 – Hospitality, Food, Tourism Award TTG Travel Awards 2016 – Best Convention & Exhibition Centre Asia Pacific MICE Awards 2016 – Exhibition Venue of the Year

DELIVERING EXCEPTIONAL VALUE



SUPPLY CHAIN MANAGEMENT

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

SECURITY OF INFORMATION

The ever-changing IT landscape and emerging cyber threats pose risks and vulnerabilities to the stakeholders' confidential data and information. Any breakdown in the IT controls could cause data breaches and result in significant legal and reputational costs to the organisation. Guided by ARA Group's Cyber Security Policy, the

Manager and property managers have established the IT controls and processes to safeguard the privacy and confidential information of stakeholders and to comply with the Personal Data Protection Act and Privacy Act in Singapore and Australia respectively.

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

During FY 2017, the Manager has met its perpetual target of achieving zero validated cases of data breaches, as well as zero validated cases of non-compliance with the respective laws. In addition, there were zero incidents of substantiated complaints across the properties relating to breaches of confidential information.

TENANT AND VISITOR HEALTH, SAFETY AND SECURITY

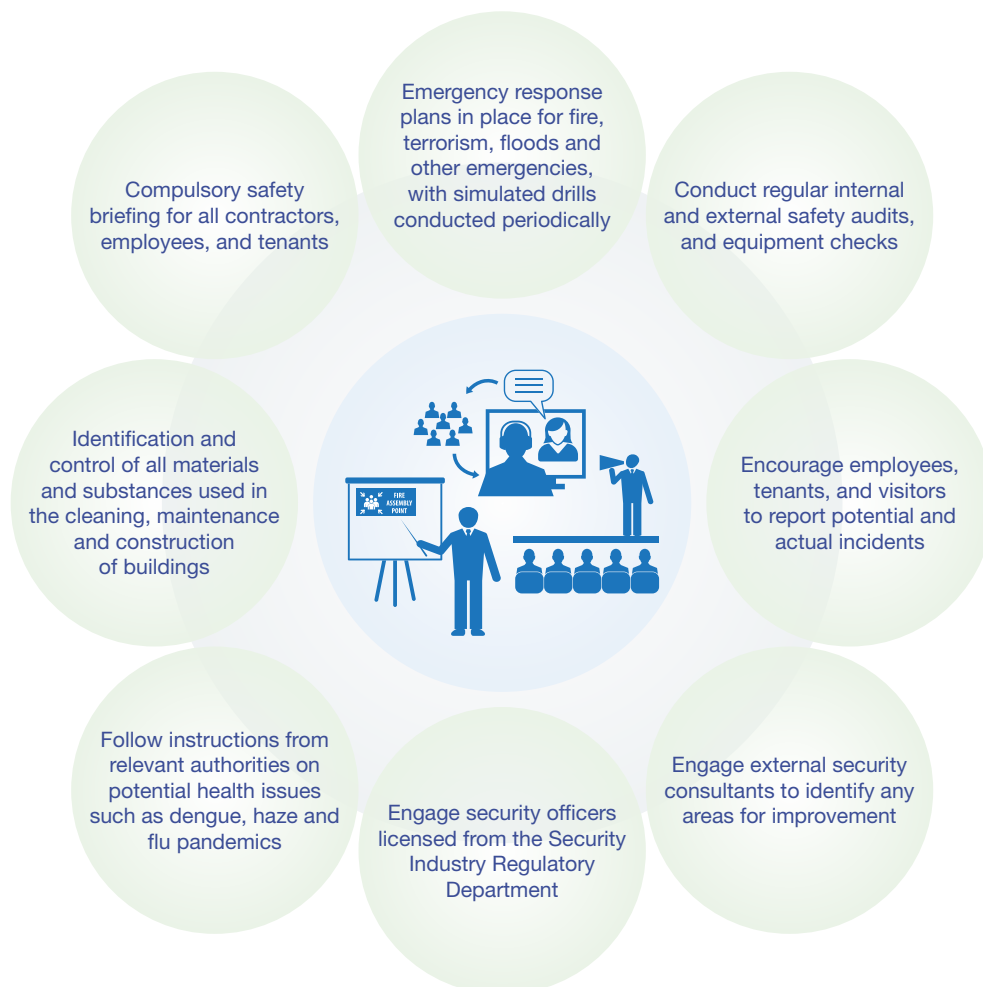
The Manager recognises its responsibilities in ensuring the health, safety and security of its stakeholders, and works to inculcate a “safety first mindset” throughout its everyday operations. Careful management of this matter is vital for the Manager to enhance business resilience and respond swiftly to potential disruptions and challenges. The Manager ensures the safety and security of the properties through the installation of security access control system (with access barriers and electromagnetic lock), closed-circuit television (“CCTV”) and deployment of security guards.

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

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

During FY 2017, the Manager and property managers have undertaken other numerous health and safety initiatives, which are described in **Figure 8**.

Figure 8: Initiatives and actions for tenant and visitor health and safety



For FY 2017, the Manager has met its perpetual target of zero validated cases of non-compliance with regulations and voluntary codes concerning health and safety across all properties. In addition, the Manager and property managers have received numerous accolades which are described in **Figure 9**, as a testimony of the effectiveness of the properties' health and safety management systems.

Figure 9: List of key social awards and accolades (2016-2017)

Key Social Awards & Accolades	
Property	2016 & 2017 
Suntec City	<ul style="list-style-type: none"> Safety and Security Asia 2017 – Merlion Award for Smart Security Solution (Gold)
Suntec Singapore	<ul style="list-style-type: none"> Workplace Safety and Health Council (“WSHC”) – bizSAFE Star Certification Health Promotion Board (“HPB”) Singapore HEALTH Awards 2017 – Certificate of Recognition National Trades Union Congress (“NTUC”) U SAFE Awards 2016 – SPARKS Award Ministry of Home Affairs (“MHA”) National Safety & Security Watch Group Award 2016 – Cluster Award HR Asia Best Companies to Work for in Singapore – Ranked #14 National Arts Council (“NAC”) Patron of the Arts 2016 and 2017 Ministry of Defence (“MINDEF”) – NS Mark Gold
ORQ	<ul style="list-style-type: none"> WSHC – Safety and Health Award Recognition for Projects Occupational Health and Safety Assessment Series (“OHSAS”) 18001 Occupational Health and Safety Management (Property Manager) WSHC – bizSAFE Star Certification (Property Manager) WSHC – Workplace Safety and Health Performance Award (Silver) (Property Manager)
MBFC Properties	<ul style="list-style-type: none"> WSHC – Safety and Health Award Recognition for Projects OHSAS 18001 Occupational Health and Safety Management (Property Manager) WSHC – bizSAFE Star Certification (Property Manager) WSHC – Workplace Safety and Health Performance Award (Silver) (Property Manager)



The case study below showcases the use of IT to enhance the security level of Suntec City.

CASE STUDY: Leading the charge towards smart security solutions



Suntec City was awarded with the Merlion Award (Gold) at the Smart Security Solutions Competition (“SSSC”) held during the Safety & Security Asia 2017.

The key objective of the SSSC is to encourage security professionals to adopt and embed smart security technological solutions into their security deployment plan to prevent and respond to terror threats.



Integrated Intelligence Command Centre (“I2C2”)

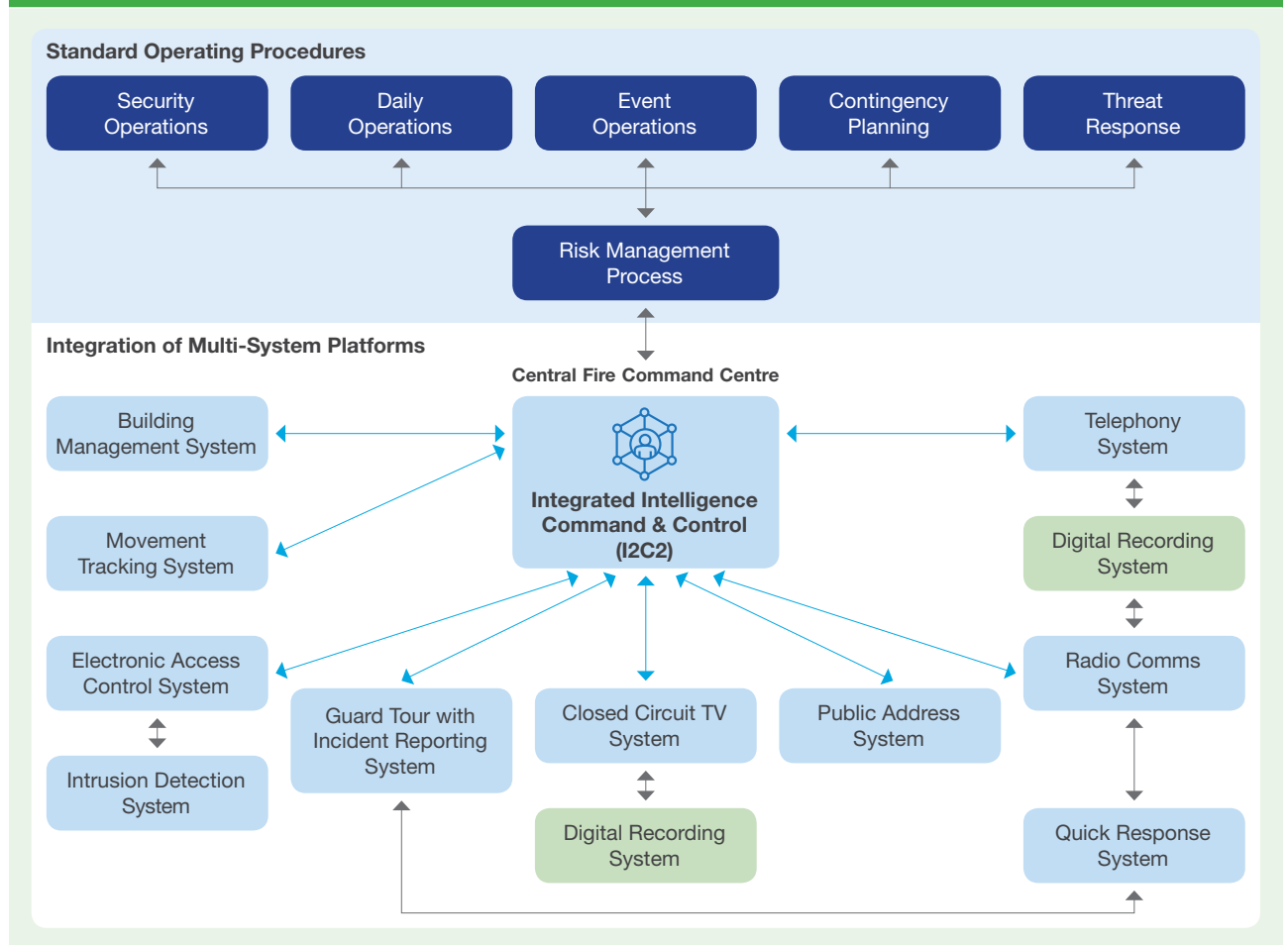
Suntec City has put in place a set of robust standard operating procedures in security, mall operations, evergreen scalable events, contingency planning and responding to threats.

Through the use of smart technology, the property manager integrated different systems into one centralised scalable platform (i.e. I2C2) which enhances the operational effectiveness and efficiencies.

With the I2C2 platform, multiple systems are remotely controlled, including the Building Management System, Human Counter System, Access Control System and Guard Tour with Incident Reporting System. In addition, all CCTVs, Telephony System and Radio Communications System can be monitored and recorded 24/7.

The security level of Suntec City is further enhanced with the Quick Response platform. The segways and buggies devices are equipped with first-aid kits, siren and speakers. This enables security officers to quickly respond to any emergency situations.

CASE STUDY: Leading the charge towards smart security solutions (cont'd)



HUMAN CAPITAL

Profile of the Workforce

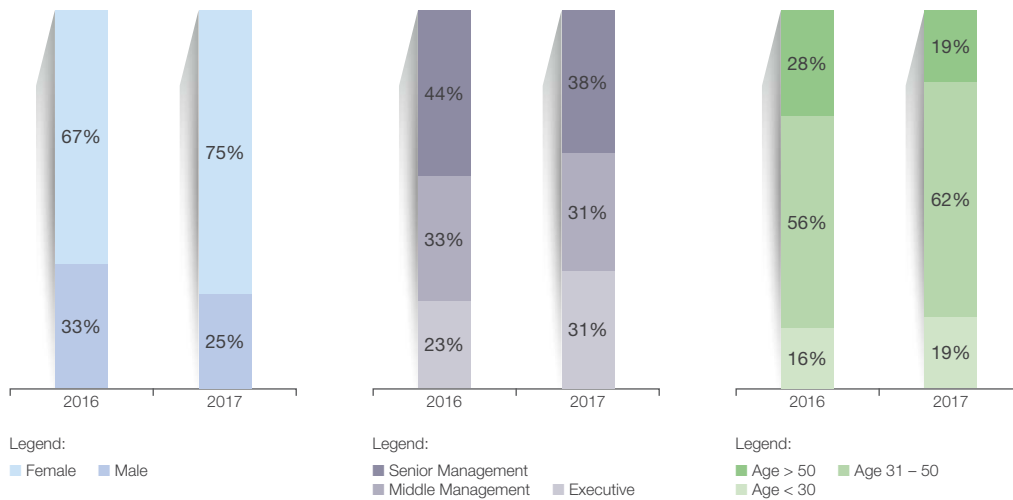
Suntec REIT's success is achieved through the dedication and contributions of the Manager's and property managers' employees from diverse backgrounds and age groups. All the employees of the Manager are based in Singapore and more than half of them are women who hold middle and senior management positions.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

The Manager's team comprises 16 full-time permanent employees based in Singapore. During FY 2017, there was only one resignation who has been replaced by a new hire, as well as an employee who was transferred to ARA Group.



For more details on Suntec REIT's Management Team, please refer to **Page 19 to 20** of Suntec REIT's Annual Report FY 2017.

Figure 10: Percentage Composition of Total Employees, by Gender, Employee Category and Age



Employment Practices

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

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

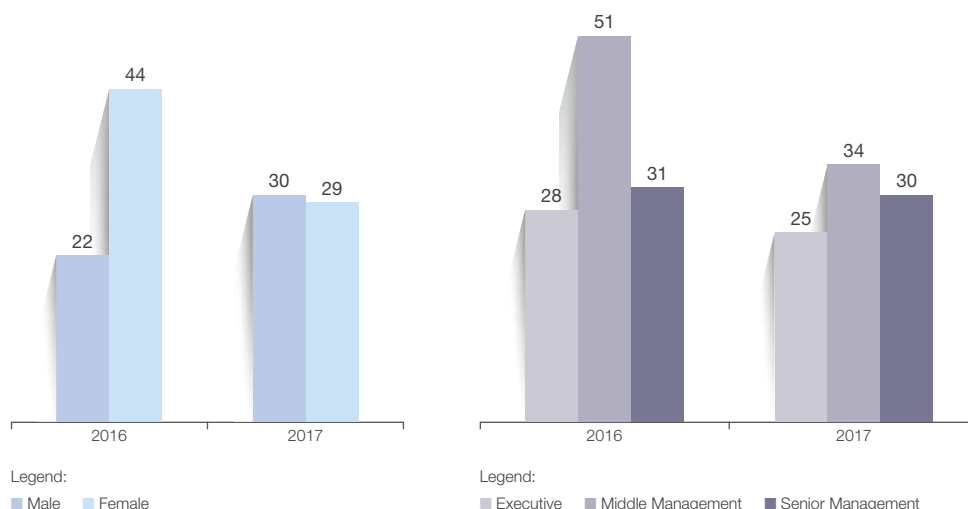
Employee wellness and work-life balance is a key emphasis at the workplace. Benefits such as health care, disability and invalidity coverage, marriage leave, parental leave and retirement provision are provided to all employees. Employees also engage in various activities; ranging from

corporate social responsibility initiatives, (e.g. SGX Bull Charge and YMCA Proms @ the Park), social events (e.g. Dinner and Dance and Chinese New Year), sports and fitness programmes (e.g. health screening, yoga, running and zumba) to other enrichment activities (e.g. wine appreciation and sushi-making workshops).

During FY 2017, the Manager has met its perpetual target of zero validated cases of non-compliance with employment regulations or acts concerning employee rights.



Figure 11: Average training hours of employees, by Gender and Employee Category



Talent Development

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

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

Adopting an Open Appraisal System, the CEO and Heads of Departments meet up with each employee face-to-face to discuss his or her job performance, including the areas of responsibilities and improvements. In addition, review sessions are done mid-year to provide feedback and guidance to employees to ensure that the progress toward the goals set is on track.

During FY 2017, the Manager surpassed its target of providing an average of 26 training hours per employee. A total of 469 hours of training was provided, averaging 29 hours per employee. **Figure 11** presents the breakdown of average training hours by gender and employee category.

Occupational Health and Safety

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

In line with the Tenant and Visitor Health, Safety and Security initiatives mentioned in pages 10 to 13, the Manager actively promotes a safety culture that has no tolerance for injuries at the workplace. The Manager is committed to ensuring that its operations comply with the relevant Occupational Health and Safety regulations. Fire drills and evacuation exercises are conducted to cover matters relating to safety principles, fire hazards, preventive gears, exit routes, and raise employee awareness and preparedness. Regular safety inspections are also carried out at the workplace to ensure that it is a safe environment.

The Manager works closely with respective property managers to drive the occupational health and safety message at various offices. The property managers have established policies which govern the management and monitoring of health and safety risks. In addition, formal joint management-worker committees are set up at the facility-level to facilitate a positive health and safety mind-set for all employees. These committees monitor and implement health and safety programs as well as encourage employees to participate.

During FY 2017, the Manager has achieved its perpetual target of zero cases of reportable work-related injuries for its employees. In addition, the absentee rate for employees improved to 0.65% in 2017 as compared to 0.96% in 2016.

ENVIRONMENT

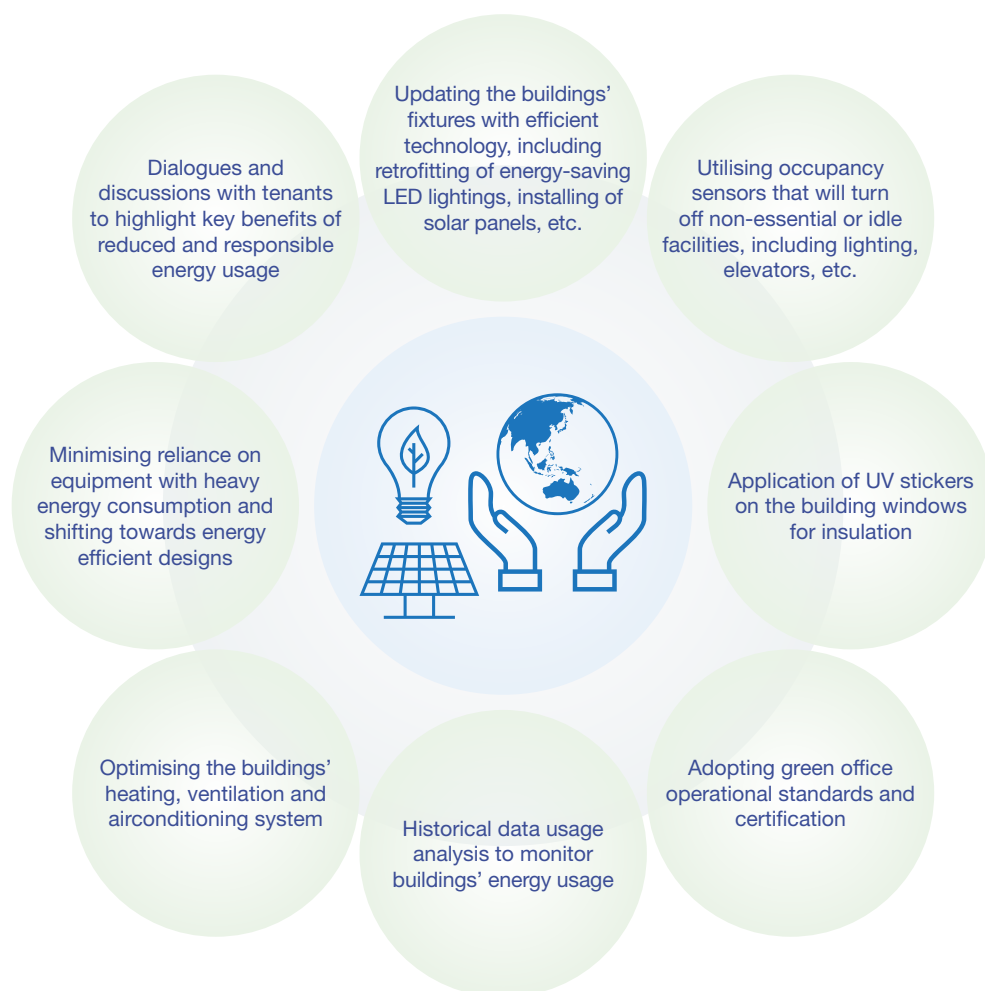
The Manager is committed to identifying and responding to climate change risks and environmental impacts to its property portfolio. The Manager aligns itself with ARA Group's Climate Change Adaptation Policy which comprises the three overarching principles of Compliance, Conservation and Communication. In this report, the environmental data on fuel, electricity, water and waste are presented with narratives on the consumption trends and fluctuations. For Australian properties, only the FY 2017 data are presented as the Manager took over the asset management of these properties in the later part of 2016. The Manager is currently in the midst of collecting more data for assessing its environmental targets to be established for the forthcoming year.

ENERGY CONSUMPTION AND CARBON FOOTPRINT

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

Some of the properties' environmental initiatives are highlighted in **Figure 12**.

Figure 12: Initiatives and actions for energy and emissions management

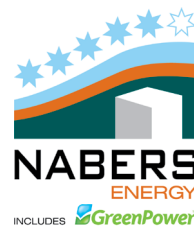
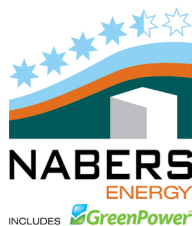


ENVIRONMENT

The Manager strives to achieve and maintain green building certifications and ratings for its properties. These include Singapore Building and Construction Authority (“BCA”) Green Mark certification, the National Australian Built Environment Rating System (“NABERS”) and the Green Building Council of Australia (“GBCA”) Green Star rating. The certifications and ratings for each property are highlighted in **Figure 13**.

Figure 13: List of key environmental awards and accolades (2016-2017)

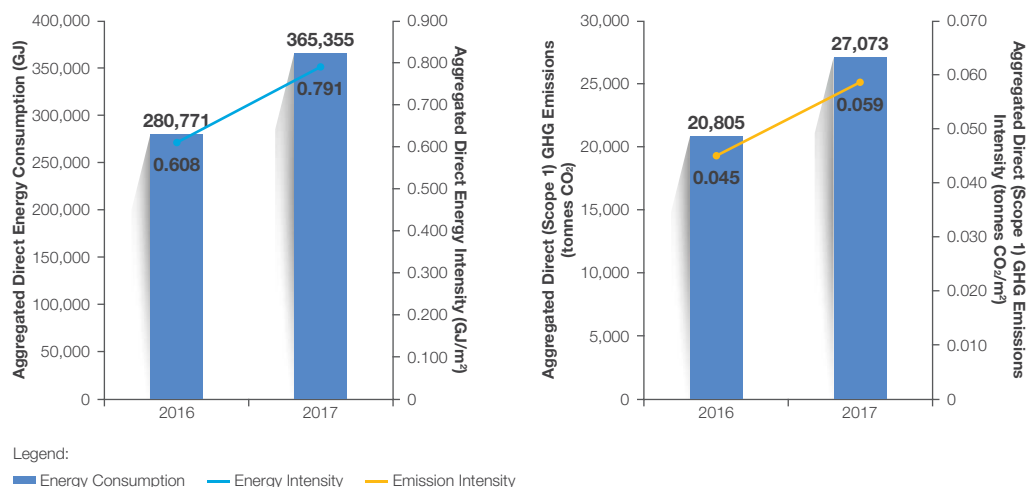
Key Environmental and Green Building Certifications	
Property	2016 & 2017 
Suntec City Mall	<ul style="list-style-type: none"> • BCA – Green Mark Gold
Suntec Singapore	<ul style="list-style-type: none"> • BCA – Green Mark Gold • EarthCheck – Bronze
ORQ	<ul style="list-style-type: none"> • BCA – Green Mark Platinum • ISO14001: 2015 Environment Management System (Property Manager)
MBFC Properties	<ul style="list-style-type: none"> • BCA – Green Mark Platinum • ISO14001: 2015 Environment Management System (Property Manager)
177 Pacific Highway	<ul style="list-style-type: none"> • GBCA – 5 Star Green Star, Office Design v3 Certified Rating • NABERS – 5.5 Star Energy Rating
Southgate Complex	<ul style="list-style-type: none"> • NABERS – 4.5 (IBM Centre) and 5 (The Herald and Weekly Times Tower) Star Energy Rating with GreenPower



Fuel Consumption

Fuel consumption mainly relates to use of diesel oil for gensets across properties, excluding the direct consumption by Food & Beverage ("F&B") tenants. It also comprises gas used in the kitchen at Suntec Singapore and natural gas used for heating during winter at the properties in Australia. During FY 2017, a total of 365,355 GJ of direct energy was consumed, translating to Scope 1 GHG emissions of 27,023 tonnes of carbon dioxide ("CO₂") from the Singapore properties. The increase in fuel consumption from 2016 levels was due to higher number of meals cooked at the staff kitchen for operational staff who were supporting more events in Suntec Singapore. During FY 2017, fuel consumption and intensity in Australia were reported as 18,682 GJ and 0.316 GJ/m², translating to Scope 1 GHG emissions and intensity of 1,048 tonnes CO₂ and 0.018 tonnes CO₂/m², which were in line with the expected heating needs during winter. Comparative figures will be presented in the next sustainability report.

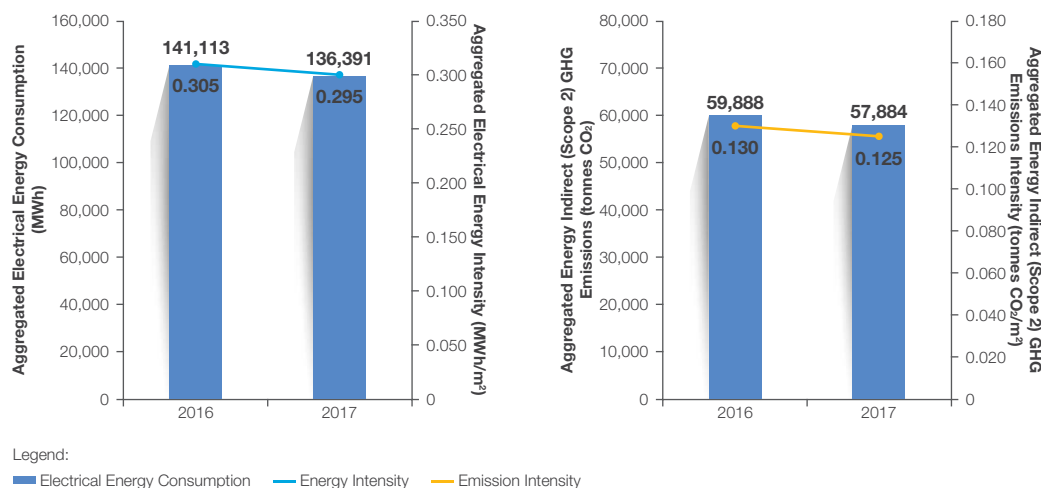
Figure 14: Aggregated Fuel Consumption & Intensity and Direct (Scope 1) GHG Emissions & Intensity in Singapore



Electrical Energy Consumption

Electrical energy consumed in FY 2017 decreased by 3% from 2016 levels to 136,391 MWh, resulting in a corresponding decrease of Scope 2 GHG emissions to 57,884 tonnes CO₂ for the Singapore properties. The aggregated electrical energy intensity also decreased to 0.295 MWh/m² and aggregated Scope 2 GHG emissions intensity decreased to 0.125 tonnes CO₂/m². The decrease in electrical energy consumption was due to various energy management initiatives at the properties, such as the installation of energy-saving LED lighting and occupancy sensors for majority of the properties in Singapore. During FY 2017, electricity consumption and intensity in Australia were reported as 12,569 MWh and 0.213 MWh/m², translating to Scope 2 GHG emissions and intensity of 13,188 CO₂ and 0.233 tonnes CO₂/m², which were in line with the budgeted utilities costs set at the start of the year. Comparative figures will be presented in the next sustainability report.

Figure 15: Aggregated Electrical Energy Consumption & Intensity and Energy Indirect (Scope 2) GHG Emissions & Intensity in Singapore



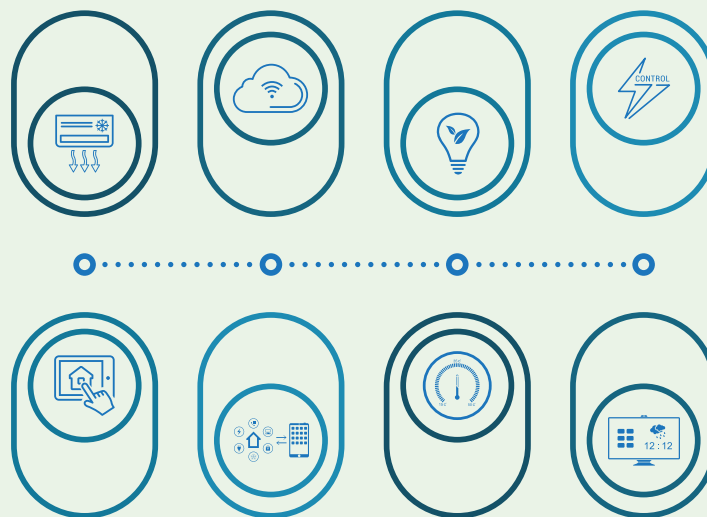
ENVIRONMENT

The Manager strives to leverage on the use of technology to enhance the energy efficiencies of the properties. See example of a case study highlighted below.

CASE STUDY: Harnessing the power of new technologies to deliver excellence at Suntec Singapore

Suntec Singapore has in place a sophisticated state-of-the-art Integrated Building Management System ("IBMS") which allows for close integration between building, processes and people.

This centrally-controlled system is programmed to independently monitor and manage the building's ecosystem. For instance, IBMS allows for remote configuration so as to minimise energy consumption across multiple events simultaneously. In addition, the system is able to monitor and proactively modify the temperature in the event halls and meeting rooms. Depending on the scheduled activities and existing environmental conditions, IBMS helps to maintain ambient temperatures for the events. Suntec Singapore's flexible spaces are also controlled and automated by IBMS. For example, where any walls are moved to join two or more rooms together, sensors immediately recognise the space as one room and adjusts the light and sound systems as well as the air-conditioning to reflect this change.



Recent investments in new technologies and the implementation of new business practices (e.g. building envelope and fins, use of induction cooking, and switching to LED lighting etc.) are already expected to yield significant environmental improvements. With IBMS, the incremental environmental benefit comes from having a building that anticipates the event requirements prior to the commencement of the event (e.g. by automatically switching on air conditioning to get a room to a pre-agreed temperature just before an event starts), during events (e.g. by automatically updating the digital room signage according to a predetermined schedule) and post-event (e.g. by switching off all the lights when a room is not in use). By having a building that works alongside staff to deliver events and manage space more effectively, Suntec Singapore can minimise wastage and utilise its facilities in the most efficient way.

WATER MANAGEMENT

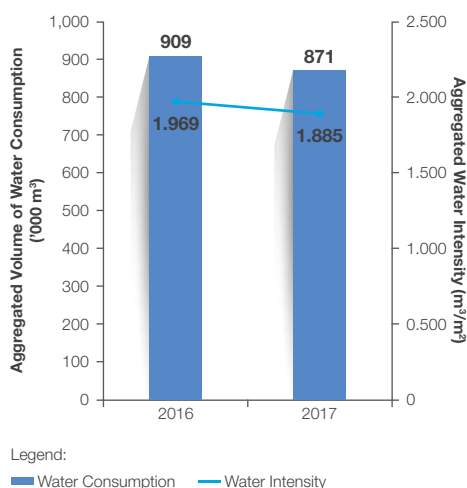
The Manager values water as a scarce natural resource which has an immense impact to the society and environment. In line with ARA Group's Water Consumption/Management Policy, the Manager seeks to promote the responsible use and management of water and improve its efficiencies across the properties. Working with the property managers, collaborative efforts have been taken in educating tenants, who account for the bulk of water consumption, and raising awareness on water conservation. In addition, various initiatives and actions for water management are in place as highlighted in **Figure 16** on the next page.

Figure 16: Initiatives and actions for water management



The Suntec REIT's properties obtain their water from municipal water utilities. In Singapore, as a result of the key water management initiatives across properties, water consumed in FY 2017 decreased slightly from 2016 levels to 871,123 m³. During FY 2017, water consumption and intensity in Australia were reported as 115,791 m³ and 1.960 m³/m². Comparative figures will be presented in the next sustainability report.

Figure 17: Aggregated Water Consumption & Intensity in Singapore



ENVIRONMENT

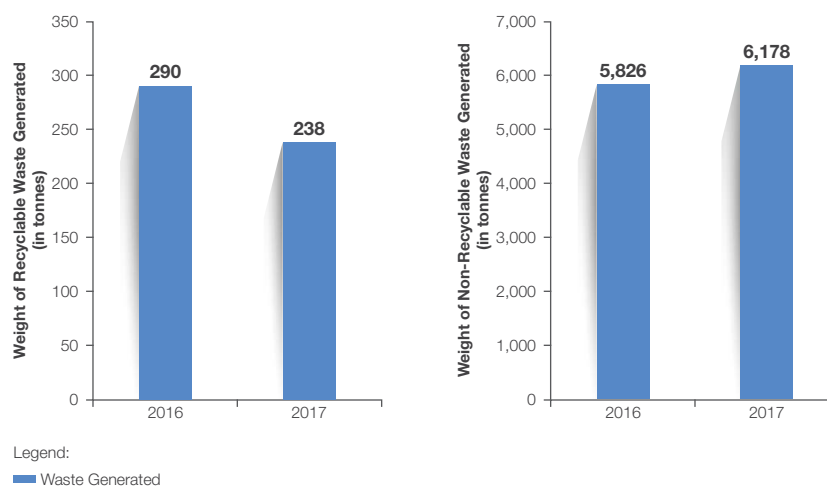
WASTE MANAGEMENT

The Manager believes that proper waste management is important for the environment and human health. In line with ARA Group's Waste Management Policy, various steps and initiatives are undertaken to manage the generation and disposal of waste. In addition, concerted measures are taken by the Manager together with the property managers to drive waste reduction and raise awareness on recycling as described in **Figure 18** below.

Figure 18: Initiatives and actions for waste management



Figure 19: Total Weight of Recyclable and Non-Recyclable Waste in Singapore



During FY 2017, recyclable waste generated decreased by 18% and non-recyclable waste generated increased by 6% for the Singapore properties. The increase in non-recyclable waste was due to the change in tenancy mix at Suntec City Mall with more F&B outlets, as well as higher footfall and increase in number of events at Suntec Singapore. For the Australia properties, the total recyclable waste and non-recyclable waste generated was 103 tonnes and 409 tonnes respectively. Comparative figures will be presented in the next sustainability report.

METHODOLOGICAL REVIEW

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

SOCIAL

Employee

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

New hires and turnover

Employee movement within each financial year is recorded and presented as at year-end headcount.

New hires are defined as new employees that have joined the Manager during the year.

Turnover is defined as all employees that have left the Manager voluntarily, or due to dismissal, retirement or death in service during the year.

Absentee days and absentee rate

Absentee days are measured in terms of the number of business days. An absentee day occurs when the employee is absent from work because of any incapacity, not just as a result of work-related injury or disease. It excludes permitted leave absences such as holidays, study, parental and compassionate leave.

Absentee rate is the total absentee days lost, relative to the total days scheduled to be worked by the employees in the reporting period, expressed as a percentage.

Training hours

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

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

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

ENVIRONMENT

Consolidation approach

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

Property	Ownership	
	2016	2017
Suntec City Office	59.11%	59.11%
Suntec City Mall	100.00%	100.00%
Suntec Singapore	60.80%	60.80%
One Raffles Quay	33.33%	33.33%
MBFC Properties	33.33%	33.33%
177 Pacific Highway	100.00%	100.00%
Southgate Complex	25.00%	25.00%

METHODOLOGICAL REVIEW

Energy consumption within the organisation

Purchased electricity is a significant form of energy that Suntec REIT properties consumes and it is expressed in megawatt hours (symbol: MWh). Natural gas, gas and diesel oil are used as fuels and it is expressed in gigajoules (symbol: GJ).

Energy intensity

The metric selected to calculate the respective energy intensity ratios is the square metre (symbol: m²). The ratio is calculated by the energy consumed, relative to the gross floor area of Suntec REIT properties.

GHG emissions

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

- Scope 1 GHG emissions are emissions from sources that are owned or controlled by the organisation. In the scope of reporting, this relates to natural gas, gas and diesel oil consumed and it is expressed in tonnes of CO₂.
- Scope 2 GHG emissions are emissions that result from the generation of purchased or acquired electricity, heating, cooling, and steam consumed by the organisation. In the scope of reporting, this only relates to purchased electricity and is expressed in tonnes of CO₂. A location-based method is adopted, which reflects the GHG emissions of the grids on which energy consumption occurs. In Singapore, the emission factors used is the grid emission factor for 2016 which is the latest estimate obtained from the “2017 Singapore Energy Statistics”, published by the Energy Market Authority of Singapore in 2017. In Australia, the emission factors used are the latest estimate of the grid emission factors of New South Wales and Victoria, the territories where the Australian properties are located in. Data is obtained from the “Australian National Greenhouse Accounts Factors”, published by the Department of the Environment and Energy of Australia in 2016.

GHG emissions intensity

The metric selected to calculate the respective GHG emissions intensity ratios is the square metre (symbol: m²). The ratio is calculated by the GHG emissions relative to the gross floor area of Suntec REIT properties.

Water consumption

Municipal water utilities are the only significant sources of water consumed by Suntec REIT properties and it is expressed in cubic metres (symbol: m³). For some properties, rainwater is collected directly and stored for usage. However, rainwater data is currently unavailable for disclosure.

Water consumption intensity

The metric selected to calculate the water consumption intensity ratios is the square metre (symbol: m²). The ratio is calculated by water consumption relative to the gross floor area of Suntec REIT properties.

Waste

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

GRI CONTENT INDEX

Reference:

SR – Suntec REIT's Sustainability Report 2017

AR – Suntec REIT's Annual Report 2017

GRI Standards Disclosures		Reference(s) or Reasons for Omission (if applicable)
General Disclosures		
Organisational Profile		
102-1	Name of the organisation	About Suntec REIT (SR Pg 1)
102-2	Activities, brands, products, and services	About Suntec REIT (SR Pg 1), Property Portfolio (AR Pg 24-45)
102-3	Location of headquarters	About Suntec REIT (SR Pg 1)
102-4	Location of operations	About Suntec REIT (SR Pg 1)
102-5	Ownership and legal form	Trust Structure and Organisation Chart (AR Pg 14), Notes to the Financial Statements (AR Pg 87, 137-140)
102-6	Markets served	Property Portfolio (AR Pg 24-45)
102-7	Scale of the organisation	Profile of the Workforce (SR Pg 13-14), Financial Highlights (AR Pg 12), Unit Performance (AR Pg 13), Manager's Report (AR Pg 21-23)
102-8	Information on employees and other workers	Profile of the Workforce (SR Pg 13-14), Management Team (AR Pg 19-20)
102-9	Supply chain	Supply Chain Management (SR Pg 9)
102-10	Significant changes to the organisation and its supply chain	Year in Review (AR Pg 9), Chairman's Report (AR Pg 10-11)
102-11	Precautionary principle or approach	Risk Management (SR Pg 7), Risk Management (AR Pg 50)
102-12	External initiatives	The Manager participates in various national and industry efforts towards economic growth, good corporate governance, environmental conservation, education, and community development. The Group is represented in several industry bodies such as the Asia Pacific Real Estate Association, Investor Relations Professionals Association (Singapore), Property Council of Australia, REIT Association of Singapore, Real Estate Developers' Association of Singapore, Singapore Chinese Chamber of Commerce and Industry, Singapore Green Building Council and Singapore Institute of Directors and Singapore Retailers Association.
102-13	Membership of associations	
Strategy		
102-14	Statement from senior decision-maker	Board Statement (SR Pg 2), Chairman's Report (AR Pg 10-11)
Ethic and Integrity		
102-16	Values, principles, standards, and norms of behavior	Business Ethics (SR Pg 7)
102-17	Mechanisms for advice and concerns about ethics	Whistle-Blowing Policy (AR Pg 65)

GRI CONTENT INDEX

GRI Standards Disclosures		Reference(s) or Reasons for Omission (if applicable)
General Disclosures		
Governance		
102-18	Governance structure	Governance (SR Pg 5), Trust Structure and Organisation Chart (AR Pg 14)
102-20	Executive-level responsibility for economic, environmental, and social topics	Governance (SR Pg 5), The Board's Conduct of Affairs (AR Pg 55-56)
102-22	Composition of the highest governance body and its committees	Board of Directors (AR Pg 15-18), Board Composition and Guidance (AR Pg 56-58)
102-23	Chair of the highest governance body	Chairman and Chief Executive Officer (AR Pg 59)
102-24	Nominating and selecting the highest governance body	Board Membership and Performance (AR Pg 59-61)
102-25	Conflicts of interest	Dealings in Suntec REIT units (AR Pg 69), Dealing with Conflicts of Interest (AR Pg 69), Dealing with Interested Person Transactions (AR Pg 70-71)
102-26	Role of highest governance body in setting purpose, values, and strategy	Board Statement (SR Pg 2), The Board's Conduct of Affairs (AR Pg 55-56), Risk Management and Internal Controls (AR Pg 63-65)
102-29	Identifying and managing economic, environmental, and social impacts	Board Statement (SR Pg 2), The Board's Conduct of Affairs (AR Pg 55-56), Risk Management and Internal Controls (AR Pg 63-65)
102-30	Effectiveness of risk management processes	Risk Management and Internal Controls (AR Pg 63-65)
102-32	Highest governance body's role in sustainability reporting	Board Statement (SR Pg 2), Governance (SR Pg 5)
102-35	Remuneration policies	Remuneration Matters (AR Pg 61-63)
102-36	Process for determining remuneration	Remuneration Matters (AR Pg 61-63)
Stakeholder Engagement		
102-40	List of stakeholder groups	Stakeholder Engagement (SR Pg 3)
102-41	Collective bargaining agreements	All employees within the scope of this report are not covered by collective bargaining agreements, as they are professionals.
102-42	Identifying and selecting stakeholders	Stakeholders are entities or individuals that can reasonably be expected to be significantly affected by the Manager's activities, portfolio and services, or whose actions can reasonably be expected to affect the ability of the Manager to successfully implement its strategies and achieve its objectives.
102-43	Approach to stakeholder engagement	Stakeholder Engagement (SR Pg 3)
102-44	Key topics and concerns raised	Stakeholder Engagement (SR Pg 3)
Reporting Practice		
102-45	Entities included in the consolidated financial statements	Notes to the Financial Statements (AR Pg 101, 104)
102-46	Defining report content and topic boundaries	Reporting Framework (SR Pg 2), Materiality Assessment (SR Pg 4)
102-47	List of material topics	Materiality Assessment (SR Pg 4)
102-48	Restatement of information	Not applicable as this is Suntec REIT's inaugural sustainability report.
102-49	Changes in reporting	Not applicable as this is Suntec REIT's inaugural sustainability report.
102-50	Reporting period	Reporting Period (SR Pg 2)
102-51	Date of most recent report	Not applicable as this is Suntec REIT's inaugural sustainability report.
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	Feedback (SR Pg 3)
102-54	Claims of reporting in accordance with the GRI Standards	Reporting Framework (SR Pg 2)
102-55	GRI content index	GRI Content Index (SR Pg 24-27)
102-56	External assurance	Assurance (SR Pg 3)

GRI CONTENT INDEX

GRI Standards Disclosures		Reference(s) or Reasons for Omission (if applicable)
Material Topic: Corporate Governance		
Management Approach		
103-1	Explanation of the material topic and its boundary	Governance (SR Pg 5-7)
103-2	The management approach and its components	Governance (SR Pg 5-7)
103-3	Evaluation of the management approach	Governance (SR Pg 5-7)
Anti-corruption		
205-2	Communication and training about anti-corruption policies and procedures	Business Ethics (SR Pg 7)
205-3	Confirmed incidents of corruption and actions taken	Business Ethics (SR Pg 7)
Environmental Compliance		
307-1	Non-compliance with environmental laws and regulations	Compliance (SR Pg 7)
Socioeconomic Compliance		
419-1	Non-compliance with laws and regulations in the social and economic area	Compliance (SR Pg 7)
Material Topic: Energy and Carbon Footprint		
Management Approach		
103-1	Explanation of the material topic and its boundary	Energy Consumption and Carbon Footprint (SR Pg 16-19)
103-2	The management approach and its components	Governance (SR Pg 5-7), Energy Consumption and Carbon Footprint (SR Pg 16-19)
103-3	Evaluation of the management approach	Energy Consumption and Carbon Footprint (SR Pg 16-19)
Energy		
302-1	Energy consumption within the organisation	Energy Consumption and Carbon Footprint (SR Pg 18)
302-3	Energy intensity	Energy Consumption and Carbon Footprint (SR Pg 18)
CRE-1	Building energy intensity	Energy Consumption and Carbon Footprint (SR Pg 18)
Emissions		
305-1	Direct (Scope 1) GHG emissions	Energy Consumption and Carbon Footprint (SR Pg 18)
305-2	Energy indirect (Scope 2) GHG emissions	Energy Consumption and Carbon Footprint (SR Pg 18)
305-4	GHG emissions intensity	Energy Consumption and Carbon Footprint (SR Pg 18)
CRE-3	GHG emissions intensity from buildings	Energy Consumption and Carbon Footprint (SR Pg 18)
Material Topic: Water Management		
Management Approach		
103-1	Explanation of the material topic and its boundary	Water Management (SR Pg 19-20)
103-2	The management approach and its components	Governance (SR Pg 5-7), Water Management (SR Pg 19-20)
103-3	Evaluation of the management approach	Water Management (SR Pg 19-20)
Water		
303-1	Water withdrawal by source	Water Management (SR Pg 20)
CRE-2	Building water intensity	Water Management (SR Pg 20)
Material Topic: Occupational Health and Safety		
Management Approach		
103-1	Explanation of the material topic and its boundary	Occupational Health and Safety (SR Pg 15)
103-2	The management approach and its components	Governance (SR Pg 5-7), Occupational Health and Safety (SR Pg 15)
103-3	Evaluation of the management approach	Occupational Health and Safety (SR Pg 15)
Occupational Health and Safety		
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Occupational Health and Safety (SR Pg 15)

GRI CONTENT INDEX

GRI Standards Disclosures		Reference(s) or Reasons for Omission (if applicable)
Material Topic: Tenant and Visitor Health, Safety and Security		
Management Approach		
103-1	Explanation of the material topic and its boundary	Tenant and Visitor Health, Safety and Security (SR Pg 10-13)
103-2	The management approach and its components	Governance (SR Pg 5-7), Tenant and Visitor Health, Safety and Security (SR Pg 10-13)
103-3	Evaluation of the management approach	Tenant and Visitor Health, Safety and Security (SR Pg 10-13)
Customer Health and Safety		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Tenant and Visitor Health, Safety and Security (SR Pg 11)
Material Topic: Security of Information		
Management Approach		
103-1	Explanation of the material topic and its boundary	Security of Information (SR Pg 9)
103-2	The management approach and its components	Governance (SR Pg 5-7), Security of Information (SR Pg 9)
103-3	Evaluation of the management approach	Security of Information (SR Pg 9)
Customer Privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Security of Information (SR Pg 9)
Material Topic: Quality of Assets and Services		
Management Approach		
103-1	Explanation of the material topic and its boundary	Quality of Assets and Services (SR Pg 8)
103-2	The management approach and its components	Governance (SR Pg 5-7), Quality of Assets and Services (SR Pg 8)
103-3	Evaluation of the management approach	Quality of Assets and Services (SR Pg 8)
Product and Service Labeling		
CRE-8	Type and number of sustainability certification, rating and labeling schemes	Key Awards and Accolades (SR Pg 8, 11, 17)
Additional Topic: Waste Management		
Management Approach		
103-1	Explanation of the material topic and its boundary	Waste Management (SR Pg 21)
103-2	The management approach and its components	Governance (SR Pg 5-7), Waste Management (SR Pg 21)
103-3	Evaluation of the management approach	Waste Management (SR Pg 21)
Additional Topic: Employment Practices		
Management Approach		
103-1	Explanation of the material topic and its boundary	Profile of the Workforce (SR Pg 13), Employment Practices (SR Pg 14)
103-2	The management approach and its components	Governance (SR Pg 5-7), Profile of the Workforce (SR Pg 13), Employment Practices (SR Pg 14)
103-3	Evaluation of the management approach	Profile of the Workforce (SR Pg 13), Employment Practices (SR Pg 14)
Employment		
401-1	New employee hires and employee turnover	Profile of the Workforce (SR Pg 13)
Additional Topic: Talent Development		
Management Approach		
103-1	Explanation of the material topic and its boundary	Talent Development (SR Pg 15)
103-2	The management approach and its components	Governance (SR Pg 5-7), Talent Development (SR Pg 15)
103-3	Evaluation of the management approach	Talent Development (SR Pg 15)
Training and Education		
404-1	Average hours of training per year per employee	Talent Development (SR Pg 15)
404-3	Percentage of employees receiving regular performance and career development reviews	Talent Development (SR Pg 15)



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