

# SUSTAINABILITY REPORT 2020



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PRIME US

PRIME US REIT ("**PRIME**") is a diversified Singapore real estate investment trust ("REIT") which focuses on investing in stabilised income-producing office assets in the United States ("U.S."). Listed on the Mainboard of the Singapore Exchange Securities Trading Limited ("SGX-ST") in 2019, PRIME is managed by KBS US Prime Property Management Pte. Ltd. (the "Manager"). Currently, PRIME offers high-quality portfolio of 12 Class A prime and freehold office properties, with strategically diverse locations in 11 key office markets in the U.S., with a total appraised value of US\$1.405 billion as at 31 December 2020.

In furtherance of PRIME's goal to provide Unitholders with long-term and sustainable growth, the Manager is pleased to present PRIME's Sustainability Report ("SR" and/ or the "Report").

The Manager welcomes all guestions and feedback on PRIME's sustainability performance and reporting practices. Please direct them to Sherena Seow at sseow@primeusreit.com. [102-53]

### **REPORTING SCOPE**

[102-45] [102-46] [102-50]

This Report covers the sustainability performance of PRIME for the financial year 1 January 2020 to 31 December 2020 ("FY2020").

The scope of this Report relates to the activities of the Manager and property-specific data applicable to PRIME's portfolio of U.S. properties, unless otherwise stated.

This Report should be read together with PRIME's Annual Report for a more comprehensive view of PRIME's business and performance.

### **REPORTING STANDARDS** [102-54]

This Report has been prepared in accordance with the Global Reporting Initiative ("GRI") Standards: Core Option. The GRI Standards were preferred as they represent global best practice for the reporting of an organisation's economic, environmental, social and governance ("ESG") impacts.

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### **CEO LETTER TO STAKEHOLDERS**

### DEAR STAKEHOLDERS,

We are pleased to present PRIME's inaugural SR for FY2020. 2020 was a challenging year for all businesses globally but one which demonstrated the resiliency of PRIME's financial and operational performances, where PRIME continued to exceed IPO financial forecasts for the second consecutive year.

The pandemic has impacted global economic activity and it underscores the importance of companies to assess their long-term risks and to implement robust business continuity plans. PRIME is fully committed to sustainable business practices and has considered material ESG factors to enhance stakeholder value and trust. The Manager considers sustainability issues an integral part of its strategic formulation process and works closely with the Board of Directors for strategic direction in shaping PRIME's future growth.

In FY2020, the Manager focused on monitoring and reviewing the management of five material ESG topics: Sustainable Economic Value, Energy and Carbon Abatement, Diversity and Inclusion, Health, Safety and Satisfaction of Stakeholders, and Ethical Behaviour and Compliance. The Board has maintained oversight of the management and integration of ESG issues into PRIME's business operations and strategies, and will continue to do so.

As we progress from year to year, the Manager will continue to seek opportunities with the purpose of long-term value creation for a more sustainable future.

### **MS BARBARA CAMBON**

**Chief Executive Officer and Chief Investment Officer** 



PRIME is fully committed to sustainable business practices and has considered material ESG factors to enhance stakeholder value and trust.

### PRIME'S SUSTAINABILITY APPROACH [102-16] [102-18] [102-20] [102-26] [102-29] [102-32]

The Manager is dedicated to its goal of delivering sustainable value for the stakeholders of PRIME. Being a partner of choice for its business partners and respective stakeholders, the Manager is committed to laying the foundation for high standards of corporate governance and responsible management of PRIME's environmental and social impacts.

To facilitate the integration of sustainable practices into PRIME's business operations, sustainability is a shared responsibility across all functions. The management team develops and refines PRIME's sustainability strategy, while the property managers help to implement, execute, and monitor the practices and policies.

Ultimately, the Manager's Board of Directors work with the management team to set and review targets, review management policies and practices, with the goal of improving PRIME's sustainability performance year on year.

#### PRIME'S VALUE CHAIN [102-9]

The Manager is committed to dealing with environmentally and socially responsible suppliers. Essential suppliers to PRIME's business consist of engineering, janitorial, parking, landscaping, security and waste and recycling suppliers.

In FY2020, despite the COVID-19 pandemic, business operations at PRIME's properties went on as usual with the safety measures implemented by the property managers, as some tenants were considered essential businesses and required to operate as per normal.

#### PRIME'S AFFILIATIONS [102-13]

PRIME is a member of the REIT Association of Singapore ("REITAS"), which was formed to promote the growth and development of the S-REIT industry.

From IPO until 30 June 2020, PRIME was a member of the Investor Relations Professionals Association (Singapore) ("IRPAS").



## SUSTAINABLE MANAGEMENT

### STAKEHOLDER ENGAGEMENT AND MATERIALITY

[102-40] [102-42] [102-43] [102-44] [102-47] [103-1]

Understanding and adapting to the needs and expectations of PRIME's stakeholders is an integral factor to PRIME's long-term growth and success. The Manager therefore communicates with PRIME's stakeholders regularly, in order to gain a comprehensive understanding of the ESG topics that matter most to PRIME's stakeholders.

Engaging with PRIME's Stakeholders			
Stakeholders	Mode of Engagement	Frequency of Engagement	
Regulators	Emails and phone calls	Ad hoc	
Investors	<ul> <li>Business and financial updates</li> <li>Corporate access events</li> <li>Investor queries via emails and phone calls</li> <li>Annual General Meetings</li> </ul>	Quarterly Ad hoc Ad hoc Annually	
Financial Institutions	<ul> <li>Meetings for corporate profiling and investor outreach</li> </ul>	Ad hoc	
Tenants	<ul> <li>Discussions in person, or via emails and phone calls</li> <li>Tenant events such as socials and webinars, both in person and virtual</li> </ul>	Daily Ad hoc	
Local Community	<ul><li>Discussions in person, or via emails and phone calls</li><li>Corporate social responsibility programmes</li></ul>	Regular Ad hoc	
Employees	Discussions in person or via email and phone call	Daily	

From these regular interactions and an assessment of industry-wide sustainability concerns, the Manager identified a list of ESG topics that reflect ESG issues of significant impact to PRIME and its stakeholders.

	Material ESG Topics	Targets
\$ Economic	Sustainable Economic Value	<ul> <li>Lay a foundation for the integration of sustainability into PRIME's business strategy and operations</li> </ul>
Environmental	Energy and Carbon Abatement	<ul> <li>Ensure that energy efficiency is a priority at PRIME's properties</li> </ul>
Ř	Diversity and Inclusion	<ul> <li>Maintain record of zero reported incidents of discrimination in FY2021</li> </ul>
लि लि Social	Health, Safety and Satisfaction of Stakeholders	<ul> <li>Maintain the Manager's record of zero workplace injuries and fatalities</li> </ul>
Governance	Ethical Behaviour and Compliance	<ul> <li>Maintain zero confirmed incidences of bribery or corruption</li> <li>Maintain zero significant fines or non-monetary sanctions for non- compliance with laws and regulations</li> </ul>

### SUSTAINABLE ECONOMIC VALUE [103-2] [103-3] [201-1]

The Manager is committed to achieving sustainable economic growth and delivering long-term value for PRIME's stakeholders. In order to achieve this goal, the Manager will lay a foundation for the integration of sustainability into its business strategy and operations. PRIME's sustainability policies, practices and performances, detailed in this report, complement PRIME's overall financial performance by providing a perspective with an emphasis on its environmental, socioeconomic and governance impacts.

Please refer to PRIME's Annual Report FY2020 for more details on PRIME's FY2020 financial results.



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## ENERGY AND **CARBON ABATEMENT**

[103-2] [103-3] [302-1] [305-2] [CRE 8]

Climate change is one of the most significant and urgent challenges today, and with 35% of REITs exposed to climate hazards<sup>1</sup>, the Manager recognises the critical importance of enhancing energy efficiency and reducing overall greenhouse gas ("GHG") emissions. To that extent, the Manager is pleased to report that 11 out of the 12 properties in PRIME's portfolio are U.S. Green Building Council Leadership in Energy and Environmental Design ("LEED") and Energy Star certified, demonstrating the Manager's commitment to investing in properties that integrate sustainability into design and operations:

PRIME's Energy Savings Certification	ons
Tower I at Emeryville	Energy Star Certified
222 Main	<ul><li>LEED Gold (Core &amp; Shell)</li><li>Energy Star Rating for 2021: 78</li></ul>
Village Center Station I	<ul><li>LEED Gold (Core and Shell)</li><li>Energy Star Rating for 2021: 86</li></ul>
Village Center Station II	LEED Silver
Tower 909	<ul><li>LEED</li><li>Energy Star Certified</li></ul>
Promenade I & II	Energy Star Certified
Cross Point	<ul><li>LEED Gold</li><li>Energy Star Certified</li></ul>
One Washington Center	<ul><li>LEED Platinum</li><li>Energy Star Certifie</li></ul>
Reston Square	<ul><li>LEED Silver</li><li>Energy Star benchmarked</li></ul>
171 17 <sup>th</sup> Street	<ul> <li>LEED Platinum</li> <li>Energy Star Rating for 2021: 76</li> </ul>

In FY2020, as a result of the COVID-19 crisis, global primary energy demand dropped by nearly 4%, and energy-related GHG emissions fell by 6.8%<sup>2</sup> In line with the general decrease in energy demand, PRIME's property managers have made the following adjustments to ensure energy efficiency:

Tower I at Emeryville	Optimised heating, ventilation, and air-conditioning ("HVAC"), with monthly assessments
	<ul> <li>to assess tenant needs</li> <li>Monitored daily usage with Gridium, a tool for organising building operations such as energy use, in order to review the rate structure strategies for 2021 usage</li> </ul>
222 Main	<ul> <li>Optimised HVAC and lighting usage on unoccupied floors by setting them to on demand during daytime hours</li> </ul>
Village Center Station II	<ul> <li>Optimised HVAC and lighting usage expanding HVAC set points, allowing for maximum outdoor air circulation</li> </ul>
Tower 909	<ul> <li>Reduced chiller operation and run time to reflect the building load</li> <li>Optimised lighting usage with installation of sensor lighting with auto shut-off</li> </ul>
Promenade I & II	<ul> <li>Optimised HVAC and lighting usage on unoccupied floors by adjusting the setpoints and exercising demand response</li> </ul>
Park Tower	<ul> <li>Optimised HVAC and lighting usage on unoccupied floors by setting them to on demand</li> </ul>

Considering the temporary positive impact of COVID-19 on energy demand, the Manager has a responsibility to ensure that energy efficiency remains a priority when business operations return to their normal occupancy rate. As such, PRIME's property managers have implemented the following long-term initiatives:

PRIME's Long-Term En	ergy Savings Initiatives
Tower I at Emeryville	<ul> <li>Forming trial partnerships with companies suc on identifying areas where energy efficiency r</li> <li>Investing in technological upgrades such as fl System equipment and use Direct Drive Contu- may be controlled and automated</li> <li>Documenting improvements in efficiency me Company for rebate consideration</li> </ul>
222 Main	<ul> <li>Participating in the Blue Sky programme with associated with energy usage</li> </ul>
Tower 909	<ul> <li>Operating HVAC on Saturday business hours of Retrofitting LED lighting for speculative suites restrooms</li> <li>Utilising Energy Management System for remo- temperature selections to reduce energy consistent Sound and motion activation for all stairwell light Web-based irrigation system that adjusts watering</li> </ul>
Promenade I & II	Participating in demand response during the s electricity consumption during conservation e
One Washington Center	<ul><li>Purchasing renewable (wind) energy certificat</li><li>Participating in demand response</li></ul>
171 17 <sup>th</sup> Street	<ul> <li>Organising annual lunch and learn programm reduce their carbon footprint</li> <li>Conducting annual review of the building's ut</li> <li>Sharing energy knowledge and training with c platform routinely</li> </ul>

In addition to these initiatives, most properties have put in place recycling programmes for used batteries and fluorescent bulbs, as well as weather proofed window panels.

The Manager also works to ensure that PRIME's stakeholders are actively engaged in its community activities as part of the sustainability effort. One of the ways in which the property managers have involved stakeholders is through Earth Day celebrations.





The Earth Day celebration at CrossPoint was held before the COVID-19 pandemic. At this annual event, tenants, vendors and local groups have the opportunity to discuss green practices.

#### PERFORMANCE

In FY2020, the total electricity consumption of landlord-controlled areas across PRIME's 12 properties is 52,138.1 MWh. This translates to energy indirect (Scope 2) GHG emissions of an estimated 24,409.76 tonnes CO<sub>2</sub>.<sup>3</sup>

uch as CORTEX and STEM to explore new technology with a focus may be improved

floor controls to ensure they are tied to Building Management trol to ensure the floors and zones are mapped such that they

leasures for each tenant and submitted to Pacific Gas & Electric

h Rocky Mountain Power, which aims to reduce carbon footprint

s upon tenant's request

which offer move-in ready spaces, common corridors and

note management, optimal start operations and after hour nsumption

lighting and parking garage

ring schedule for landscaping according to real time weather data

Summer months. Demand response refers to voluntarily reducing events, when statewide demand for power use is at its highest

ates equal to energy consumption

me for tenants, to motivate and educate them on measures to

utility rate and energy tracking case studies and best practices across the project manager

Additionally, tenants are introduced to the latest technology related to renewable energy, from electric vehicles to home products.

(3) Emissions factors are obtained from the U.S. Government Energy Information Administration's latest available State Electricity Profile 2019 data across the

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### DIVERSITY AND INCLUSION [102-8] [103-2] [103-3] [405-1]

Diversity and inclusion in the workforce encourages innovation and increases employee satisfaction. The Manager therefore views diversity and inclusion as an important key to PRIME's success and is committed to developing a workplace culture where people with a variety of skills, backgrounds, knowledge and industry experience can thrive.

Currently, the Manager employs five people on a full-time, permanent basis. Each individually-selected employee is highly valued, and the Manager places an emphasis on providing equal treatment and opportunities for growth. The Manager does not tolerate any form of racial and ethnic, gender, or age discrimination. There were no reported incidents of discrimination in FY2020. The Manager aims to maintain this record going forward.



At the Board level, each director is also selected for their extensive diverse experience and expertise. The Manager's Board Diversity Policy provides clear guidance for merit-based appointments, and the provision of equal opportunities regardless of age, gender, culture, nationality, ethnicity, and tenure. Under the Board Diversity Policy, the Board's structure, size, balance, and diversity are reviewed annually to assess the objectives and progress made in achieving an appropriately diverse board composition. Please refer to PRIME's Corporate Governance Report in Annual Report FY2020 for more details on PRIME's Board Composition, and the Board Diversity Policy.

At the property level, all of PRIME's buildings are built with the intention of being accessible to tenants who may require additional support. PRIME's buildings are all ADA compliant<sup>4</sup>, with ADA requirements varying according to the building's needs. Examples of how PRIME's buildings have been equipped according to building requirements are:

Examples of Compliance With ADA Requirements at PRIME's buildings		
Fire and Life Safety	<ul> <li>Equipped buildings to administer both sound and visual flashes to accommodate both visually and hearing impaired individuals</li> </ul>	
Restrooms	<ul> <li>Installed ADA restrooms, where restroom stalls provide space for wheelchairs and sinks, counters, and paper towel dispensers are within ADA height to accommodate ADA individuals</li> </ul>	
Parking	Ensured that all buildings per city, local, and county code have ADA parking	
Water Fountains	Retrofitted water fountains to a lower height	
Ramping	<ul> <li>Constructed and retrofitted buildings and parking garages to achieve compliance with ADA requirements related to slope, width, handrails and landings of ramps</li> </ul>	
Entrances	Equipped buildings with separate automatic doors with buttons at ADA height	

Further accommodations are also made for tenants who require additional care upon request.

### HEALTH, SAFETY AND SATISFACTION OF STAKEHOLDERS [103-2] [103-3] [403-2] [403-9]

The health, safety and satisfaction of employees is of utmost importance to the Manager, and the Manager aims to achieve zero workplace injuries and fatalities every year. There were no workplace injuries and fatalities in FY2020.

The health and safety of tenants is also of the highest priority at all of PRIME's properties.

To ensure the safety of stakeholders, each of PRIME's properties has robust policies and practices in place, and these policies and practices are reviewed regularly. They include building safety inspection and assessments, incident response and investigation procedures as well as reporting guidelines. Training is also provided for the property manager team to ensure that the property managers are able to identify and respond to health and safety threats, such as Fire Safety Training and Asbestos Awareness Training.

### **RESPONDING TO COVID-19**

FY2020 was an exceptional year due to the COVID-19 pandemic. To ensure the health and safety of employees and tenants, each property has put additional precautions and measures in place. For example, at each property, the following initiatives were taken:

Initiatives in Response to COVID-19 at F	PRIME's Properties
Providing hand sanitisers	<ul> <li>Installed at all main buildin janitorial staff</li> <li>Provided individual bottles</li> </ul>
Upgrades to equipment	<ul> <li>Upgraded air filters to ME</li> <li>Installed NanoSeptic self- surfaces disinfected</li> </ul>
Ensuring social distancing	<ul> <li>Leveraged technology suddevelop socially distanced for space planning, and as</li> <li>Monitored building occup</li> <li>Put up signs reminding te</li> </ul>
Increased cleaning frequency	<ul> <li>Arranged for additional cl high-touch areas such as</li> <li>Dedicated one full-time s</li> <li>Used UV sterilisation as re</li> </ul>
Communication of updates related to COVID-19	<ul> <li>Sent regular memos on al CDC and WHO websites f</li> </ul>

ling entrances and main elevator lobbies and refilled daily by

es to tenants

ERV 13 air filters, currently the highest quality air filters available cleaning button covers in elevators to help keep high-touch

uch as Maptician software to analyse risks associated with ed layouts for seating within the offices, facilitate work schedules assist with proximity contact tracing

pancy and controlled foot traffic throughout buildings enants and employees that social distancing must be enforced

cleaning staff during the daytime shift to focus on disinfecting s door handles, elevator buttons, restrooms, etc. staff to COVID-19 measures

equired in common areas and upon request in tenant spaces.

all practices followed by building employees as well as links to for COVID-19 updates

### HEALTH, SAFETY AND SATISFACTION OF STAKEHOLDERS [103-2] [103-3] [403-2] [403-5] [403-9]

#### **TENANT WELLNESS DURING COVID-19**

To engage with tenants specifically, the property managers at PRIME's properties regularly held events with overall wellbeing in mind, such as Ice Cream Socials, Lemonade Stands, Hot Dog Events, Holiday Breakfasts, Puppy Therapy, Friday Popcorn, as well as fitness classes. These activities help to provide time for tenants' employees to destress, as well as for tenants to build rapport with each other, and with their property managers.

In light of COVID-19, PRIME's property managers switched all engagements to virtual platforms as tenant health and wellbeing remained the focus. Examples of such activities include virtual social events such as Zoom events featuring renowned chefs, wine tastings and holiday parties, along with additional contests and raffles held throughout the year.





At Cross Point, the Manager partnered with Alveole to install an urban beehive and run interactive workshops with tenants on sustainability through interacting with the beehive.

Due to COVID-19 restrictions, the in-person workshops have been substituted with live-footage of the beehives and streaming video of the monthly beekeeper maintenance. Online beekeeping workshops have also been planned, and will be made available to all tenants. Furthermore, in order to keep tenants engaged, the property managers held a "Name the Queen" contest for building employees at Cross Point. The winning name for the queen bee at Cross Point is Queen Petunia.

Before the pandemic, tenants were invited to participate in caring for the beehive, extracting honey and making candles out of beeswax. The honey from the beehives that was harvested at the end of the season was either shared with the tenants or donated. For tenants who did not wish to work directly with the beehives, there were other initiatives such as an educational introduction to honey bees, their role in people's lives, and sustainability efforts to halt the rapid decline in the bee population. The feedback received from tenants was very encouraging.

### PUMPKIN CARVING CONTEST AT RESTON SQUARE



Keeping in mind COVID-19 safety measures, a virtual Pumpkin Carving Contest was organised in lieu of the annual Halloween party celebration at Reston Square.

Tenants emailed pictures of their carved pumpkins for prizes, which were awarded based on the originality, details and creativity of the designs and craftwork.

Similar events were held throughout December, such as virtual meet-and-greet sessions with Santa Claus, Spiderman, and Elsa, in order to keep the festive spirit going for Christmas and the New Year as social distancing continued.

### ETHICAL BEHAVIOUR AND COMPLIANCE [103-2] [103-3] [205-1] [205-2] [205-3] [404-1]

Good corporate governance is the cornerstone of long-term success for companies. Having a robust corporate governance system ensures that the Manager is well-placed to address any potential risks to the company's reputation and promotes investor confidence.

In FY2020, the COVID-19 pandemic posed unique challenges for PRIME. During the course of the year, the Board worked closely with the Manager in monitoring the situation as it developed. The Manager implemented its business continuity plan to address the impact of the pandemic on business operations, with all employees working remotely. The Board was regularly consulted on developments that required impact assessments and mitigation measures, as well as regularly updated on relevant legal and regulatory requirements in light of the rapidly evolving COVID-19 situation.

The Manager takes a zero-tolerance stance towards bribery, corruption and non-compliance with relevant laws and regulations and adopted the Singapore Code of Corporate Governance issued by the Monetary Authority of Singapore.

Please refer to PRIME's Corporate Governance Report in Annual Report FY2020 for more details.

In order to ensure that PRIME maintains its culture of responsible and ethical behaviour, the Board sets out a code of conduct and ethics, with a set of clear policies and procedures in place for dealing with conflicts of interest. The code of conduct sets out expectations and guidelines for employees of the Manager on matters of ethical concern, and is communicated to all employees with annual mandatory refresher training on our rules and ethics. To support the effectiveness of these policies and procedures, the Manager has in place appropriate risk control processes and undergoes regular internal and external audits to ensure those controls remain effective.

To ensure that the Manager's employees are well-positioned to contribute to its culture of responsible and ethical behavior, as well as keep abreast of legal and regulatory developments, the Manager ensures that each employee receives the necessary training. In FY2020, each employee received an average of 13 hours of training. At the C-Suite level, employees received an average of 10.6 hours of training, while employees at managerial level received an average of 14.7 hours of training.

#### **PRIME's Employee Training Programmes**

- C-Suite level
- Rules and ethics
- Forums aimed at C-Suite level and Sponsors

Managerial level

- Rules and ethics
- Climate-related risk management and disclosures



• Seminars on various topics related to industry updates and the future of the industry

• Seminars on various topics related to industry updates and the future of the industry

### ETHICAL BEHAVIOUR AND COMPLIANCE

[103-2] [103-3] [403-2] [403-5] [403-9]

To ensure that PRIME's stakeholders have a safe and confidential avenue to raise concerns about possible improper behaviour observed in the course of business, the Manager has put in place a Whistleblowing Policy, which can be accessed at https://secure.ethicspoint.com/domain/media/en/gui/71338/index.html.

The Manager also ensures that full compliance is achieved with the relevant laws and regulations that apply to PRIME. The Manager closely monitors changes in legislations and regulations, as well as significant developments in the operating environment. Significant changes are promptly communicated to stakeholders.

Singapore	U.S.
<ul> <li>Monetary Authority of Singapore regulations (Property Funds Appendix and Provisions in the Trust Deed)</li> <li>Singapore Exchange Listing Manual requirements</li> <li>Personal Data Protection Act 2012 ("PDPA")</li> </ul>	<ul> <li>Applicable U.S. Securities and Exchange Commission regulations</li> <li>Building standards codes specific to each state</li> <li>Energy codes specific to each state</li> <li>The Gramm-Leach-Bliley Act of 1999 and Privacy laws specific to each state</li> </ul>

In FY2020, due to the COVID-19 pandemic, the Manager had the task of ensuring compliance with additional regulations related to COVID-19. To comply with the social distancing rules, the Manager's employees were all instructed to work from home, and meetings with unitholders and stakeholders moved fully online.

In terms of support for tenants at the height of the COVID-19 pandemic, the Manager provided assistance for tenants by way of lease deferrals on a case-by-case basis.

In FY2020, the Manager is pleased to report zero confirmed incidences of bribery or corruption, and no significant fines or non-monetary sanctions for non-compliance with laws and regulations. The Manager aims to maintain this track record moving forward.

For its efforts in upholding high standards of corporate governance, PRIME placed in the Top 10 in the Governance Index for Trusts ("GIFT") 2020.

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