

SUSTAINABILITY REPORT

1. SUSTAINABILITY AT SPH REIT

At SPH REIT, we recognise that sustainability goes beyond meeting the minimum requirements imposed on us by the countries or markets in which we operate. We take a proactive and conscientious approach to embed sustainability within our practices and business operations. We do so in order to minimise environmental impact, ensure a high standard of corporate governance and create positive value for the communities.


To build and sustain long-term relationships with our key stakeholders, SPH REIT regularly engages with them to better understand their evolving needs. Such engagements allow us to fine-tune our sustainability approach and provide a tailored response to their needs. Through collaboration with our partners, we aim to promote sustainability initiatives and raise awareness of salient sustainability issues in the communities.

This Sustainability report is prepared in accordance with the Global Reporting Initiative (“GRI”) Standards: Core option, which is widely recognised as one of the most widely used reporting standards due to its robust guidance and universal application. Furthermore, this framework allows for a more holistic disclosure of our sustainability performance and better comparability with industry peers. SPH REIT has not sought third-party external assurance for information disclosed in this report but will seek to do so as our reporting matures over time. We will continue to align our sustainability approach with the United Nations Sustainable Development Goals (“SDGs”) – a global blueprint for sustainability. Targets for each material ESG factor of importance to SPH REIT have also been set to guide our continuous performance improvement.

SPH REIT’s Sustainability Targets, Performance and Contribution to UN SDGs

The table below summarises our material ESG factors, performance, targets for FY2022 and our contribution to the SDGs. The targets are applicable for our businesses in both Singapore (Paragon, The Clementi Mall and The Rail Mall) and Australia (Figtree Grove Shopping Centre and Westfield Marion), except for the environmental targets which apply only for Paragon and The Clementi Mall in Singapore.

TABLE 1: SPH REIT’S MATERIAL ESG FACTORS, TARGETS, PERFORMANCE AND CONTRIBUTION TO THE SDGS

BUILD ETHICAL AND TRANSPARENT BUSINESSES We uphold high standards of corporate governance throughout the organisation.		
		
Material ESG Factors	FY2021 Performance Highlights	FY2022 Targets ¹
Corporate Governance	<ul style="list-style-type: none"> No known incidents of corruption No significant fines and non-monetary sanctions for non-compliance with laws and regulations 	To aim for zero cases of non-compliance with laws and regulations, which includes those relating to anti-corruption
Data Privacy	<ul style="list-style-type: none"> No known cases of theft, leak or loss of all stakeholders data 	To comply with Singapore Personal Data Protection Act 2012 (PDPA) and the Privacy Act 1998 of Australia

¹ Targets remain relevant as at 31 August 2021 and may be revised depending on the progression of the COVID-19 situation.

PROMOTE WORKPLACE WELLNESS AND ENSURE SAFETY OF OUR STAFF AND CUSTOMERS

We ensure safe and secure environments for our employees, tenants and shoppers.



Material ESG Factors	FY2021 Performance Highlights	FY2022 Targets
Health and Safety of Stakeholders²	<ul style="list-style-type: none"> Zero incidents resulting in stakeholders' permanent disability or fatality 	To maintain zero incidents resulting in stakeholders' permanent disability or fatality

ADOPT ENVIRONMENT-FRIENDLY PRACTICES

We are committed to the efficient management and use of our natural resources.



Material ESG Factors	FY2021 Performance Highlights	FY2022 Targets ¹
Energy Usage³	<ul style="list-style-type: none"> 48,736 megawatt hours ("MWh") of electricity consumed Electricity Intensity at 0.40 MWh/m² <p>Both electricity consumption and intensity were a 23% decrease from FY2015</p> <ul style="list-style-type: none"> 19,759 tonnes of carbon dioxide equivalent ("tCO₂e") of Greenhouse Gas ("GHG") emissions GHG emissions intensity at 0.16 tCO₂e/m² <p>Both GHG emissions and intensity were a 32% decrease from FY2015</p>	<ul style="list-style-type: none"> To maintain at least 18% reduction in like-for-like⁴ electricity intensity by FY2025, using FY2015 performance as the baseline⁵ To maintain at least 30% reduction in like-for-like⁴ GHG emissions intensity by FY2025, using FY2015 performance as the baseline⁵
Water Usage⁴	<ul style="list-style-type: none"> 258,004 m³ of water consumed Water intensity at 2.13 m³/m² <p>Both water consumption and intensity were a 40% decrease from FY2015</p>	<ul style="list-style-type: none"> To maintain at least 18% reduction in like-for-like⁴ water intensity by FY2025, using FY2015 performance as the baseline⁵

Note: The percentage differences stated above were based on like-for-like⁴ comparison and not of overall consumption of SPH REIT's properties.

CARE FOR OUR COMMUNITY

We collaborate with stakeholders to support philanthropic causes and strengthen community ties.



Material ESG Factors	FY2021 Performance Highlights	FY2022 Targets ¹
Local Communities	<ul style="list-style-type: none"> Various Corporate Social Responsibility ("CSR") initiatives across our malls held strictly in line with COVID-19 regulations 	<ul style="list-style-type: none"> To integrate CSR activities into at least two events held at the malls

² Stakeholders include shoppers, tenants, employees, contractors and suppliers.

³ As the COVID-19 situation continued through FY2021, consumption of energy and water was similar to that of FY2020 with the low footfall across Paragon and The Clementi Mall.

⁴ Like-for-like comparison refers to the comparison for a consistent portfolio of assets between two reporting years. In FY2021, the assets that remained consistent from the FY2015 baseline are Paragon and The Clementi Mall.

⁵ While we have met these targets in FY2021, part of the reduction can be attributed to the impacts of COVID-19 which continued to affect the operations across both malls. We will continue to monitor our performance and review our targets when the situation has stabilised.

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2. SPH REIT'S RESPONSE TO COVID-19

As at time of publication, COVID-19 remains an uncertainty globally. In Singapore, a rise in community cases in May 2021 led to the move from Phase 3 to Phase 2 (Heightened alert) to contain the spread of the virus. Across the two geographic regions we operate in, our businesses adhere closely to the government's directives, adopting the latest COVID-19 precautionary measures across the five properties.

SPH REIT continues with a similar approach in response to the COVID-19 pandemic. Respective safety protocols and measures are in place to safeguard health and safety for all stakeholders. The Board continues to support appropriate measures that enhance economic viability of all stakeholders amid the challenging times. High-risk areas impacted by COVID-19 are assessed and action plans are put forth to address future challenges. The Management works closely with the Board in ensuring that all operations remain in full compliance with the prevailing regulations.

We also work closely with tenants through the provision of various assistance and relief measures which complement those that are provided under the Government's directive. Rental relief has been granted by us to impacted tenants in Singapore and in Australia. During the Phase 2 Heightened Alert, SPH REIT also supported tenants by helping shoppers and delivery services with the extension of parking grace period to 30 minutes with the cessation of dining-in at all F&B establishments in Singapore. Further, the management participated in the industry development for better long-term landlord and tenant relationship which led to the conclusion of the Fair Tenancy Framework. The Framework is expected to assist tenants particularly in times of uncertainties. SPH REIT will continue to engage with our tenants, understand the impact of COVID-19

on their businesses, and render targeted assistance where appropriate.

As we move ahead, we aim to position our malls ready for normalisation, to welcome shoppers back through safe reopening in line with the Government's gradual and continuing relaxation of various restrictions. For more information, please refer to pages 81 and 89.

3. BUILD ETHICAL AND TRANSPARENT BUSINESSES

SPH REIT recognises that effective corporate governance lays the foundation for stakeholders' trust, as well as the sustainability and viability of all business operations. The Board and Management firmly believe that success and prosperity depend upon our adherence to ethical business conduct. SPH REIT strives to achieve the highest standards of corporate governance through our rigorous internal controls and processes. More information regarding our governance practices can be found in our Corporate Governance report on pages 102 to 124.

Corporate Governance Anti-Corruption [GRI 103-1, 103-2, 103-3, 205-3]

Corrupt practices can have significant repercussions for both the organisation and society. The resultant financial and reputational damages can affect the trust stakeholders place in an organisation. SPH REIT upholds its commitment towards conducting businesses with high integrity and will ensure corrupt-free operations across Singapore and Australia.

All employees are expected to be fully compliant with the Code of Business Ethics and Employee Conduct ("Code of Conduct") put in place by the Manager. The Code of Conduct addresses matters

relating to fraud, business and workplace behaviour, safeguarding of assets, proprietary rights and intellectual property. It provides a structured framework to ensure that employees will conduct themselves professionally and ethically. The Code communicates and emphasises the Company's zero-tolerance stance towards any malpractice, impropriety, regulatory non-compliance or wrongdoing of any employee in the course of their employment. Any breach of principles set out in the Code of Conduct will result in disciplinary action against the offender.

A Whistleblowing Policy & Procedure is in place for employees and external parties to raise potential concerns or report observations of any suspected improper conduct in confidence to a designated person in the Manager. Such concerns may include dishonesty, fraudulent acts, corruption, regulatory breaches, unsafe work practices and any other improper conduct that may cause significant financial or non-financial loss, or damage to the Manager's reputation. The Manager may conduct independent investigations based on the report, where appropriate, and take further follow-up actions accordingly.

In Australia, external property managers have been engaged to manage the operations of Figtree Grove Shopping Centre ("Figtree Grove") and Westfield Marion Shopping Centre ("Westfield Marion"). In accordance with the local laws and regulations in Australia, relevant policies have been established by the appointed property managers to govern anti-corruption and compliance-related matters. These policies are applicable to employees working for the appointed property managers. In particular, the property manager of Westfield Marion has in place a Corporate Governance Statement which is in line with the Australian Securities Exchange ("ASX") Corporate Governance

Council's Corporate Governance Principles and Recommendations which are meant to ensure a high standard of governance, ethical business practices and personal conduct.

There were no known incidents of corruption reported in FY2021 and we aim to maintain this track record in future reporting periods.

Regulatory Compliance [GRI 103-1, 103-2, 103-3, 419-3]

Compliance with laws and regulations is fundamental in upholding high standards of corporate governance within the organisation. Any lapse in compliance may expose the organisation to reputational risks and liabilities such as fines and penalties.

SPH REIT strives to be fully compliant with all relevant statutory and regulatory requirements such as the Monetary Authority of Singapore regulations (Property Funds Appendix and Provisions in the Trust Deed), Singapore Exchange Listing Manual requirements, Personal Data Protection Act 2012, Privacy Act 1988, Building Control Act and Fire Safety Act and Technology Risk Management guidelines in Singapore and/or Australia. Regulatory developments are closely monitored throughout the year and changes to our policies and operating procedures are made where necessary. Any changes to policies and operating procedures are promptly communicated to all employees. In FY2021, there were no significant fines and non-monetary sanctions for non-compliance with laws and regulations. Moving forward, we aim for zero cases of non-compliance with laws and regulations.

Across all five properties, preventive measures have been introduced in compliance with new regulatory requirements to contain the spread of COVID-19. SPH REIT continues to



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work closely with the local government and agencies to comply with all new developments in relevant statutory and regulatory requirements.

Data Privacy [GRI 103-1, 103-2, 103-3, 418-1]

The disruptions brought about by the pandemic have led to an increased usage or reliance on technology. With a rise in the number of cybersecurity attacks in recent years, coupled with the public's growing awareness on data privacy, it is imperative for every organisation to have a robust data security framework and internal controls in place. Any data breach incident can significantly affect SPH REIT's businesses as well as undermine stakeholders' trust and confidence.

In Singapore, appropriate steps are taken to ensure strict compliance with the Cybersecurity Act and the Personal Data Protection Act 2012 ("PDPA"). In light of the new changes to the Data Privacy Act made effective from February 2021, we have since revised our internal policies to align with the latest regulations. In Australia, both our property managers have contractual obligations to ensure compliance with the Privacy Act 1988.

The technology risk management framework includes various IT policies and procedures which guide us in managing key technology risks and safeguarding information system assets. All employees have also been informed of the IT User Acceptance Policy Manual which includes guidelines pertaining to the access and

usage and deployment of IT resources. Firewall protection has been set up at all workstations, systems and servers, reducing risks of cyber-attack or data breach. It is updated regularly to the latest version available to maintain robustness. Vulnerability assessments and network penetration tests are also conducted for new servers and applications as well as when major enhancements to existing systems and applications are made. They help to detect threats and enhance the security of the systems.

In FY2021, in addition to the regular meetings organised by SPH Group's PDPA Committee on matters relating to PDPA compliance and the new amendments to the Personal Data Protection Act, representatives from both SPH REIT and SPH Retail Property Management Services Pte Ltd ("RPMS") also attended a training session conducted by an external legal party. Subsequently, training materials were also shared with all employees who handle personal data.

SPH REIT has a dedicated Personal Data Protection Officer to whom any feedback or enquiry relating to personal data can be directed via a hotline or email available on SPH Group's website.

No known cases of theft, leak, or loss of customer data were reported in FY2021. Moving forward, SPH REIT aims to continue to uphold this performance, ensuring practices and processes remain compliant with the relevant data privacy legislations across our businesses.



COVID-19 HIGHLIGHT: BOARD OVERSIGHT THROUGH TIMES OF UNCERTAINTY

As at time of publication, the world is still grappling with the effects of the COVID-19 pandemic. However, we remain hopeful with the accelerated pace of COVID-19 vaccination globally, and the increasing acceptance of a gradual transition towards endemic living, the markets in which we operate will see economic recovery.

As the nations continue to recover, we are starting to see an upward trend in the retail industry as well. The pandemic highlighted the importance of effective governance and oversight to tackle uncertainties and their impact. At SPH REIT, oversight was effective owing to the proactiveness of the Board, which provided strategic inputs to address both short- and long-term impacts which may arise from the pandemic.

Since the start of the pandemic, meetings with the board were held regularly or as needed to assess the potential impacts of COVID-19 and to review situation and action plans in order to safeguard the overall interests of our stakeholders.

To ensure a thorough assessment of the impact brought about by the pandemic while the outlook was highly uncertain, different scenarios were assumed and evaluated, including financial impact to stakeholders (people, customers, and suppliers), legal and contractual liabilities, changing customers' demands and preferences, and short and long-

term cash flows. Scenario planning allowed SPH REIT to respond faster to changing situations for the benefit of all stakeholders.

SPH REIT has also worked closely with the respective agencies in support of the government's efforts to contain the spread of new COVID-19 variants in the community. We continue to uphold our social responsibility by implementing preventive measures such as the communication of safe distancing messages and up-to-date information on COVID-19 across our malls and through the various social media platforms. We also engage with tenants regularly to have a clearer understanding of their needs and concerns and to provide targeted support as we navigate these challenging and uncertain times.

For more information regarding SPH REIT's response to COVID-19, please refer to Chapter 2 above and the relevant sections below.



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4. PROMOTE WORKPLACE WELLNESS AND ENSURE SAFETY OF OUR STAFF AND CUSTOMERS

Profile of our Workforce [GRI 102-7, 102-8, 102-41]

Human capital is the key to long-term business growth and value creation. As at 31 August 2021, The Manager's workforce comprised 12 full-time employees⁶ (six females and six males) based in Singapore.

Through our parent company, SPH REIT is a signatory to the Tripartite Alliance for Fair and Progressive Employment Practices ("TAFEP"). All SPH REIT's employees are executives that form part of management, they are not represented by the unions to avoid any conflict of interest. That notwithstanding, employees are able to raise any concerns regarding their working environment via human resource department.

SPH Retail Property Management Services Pte Ltd ("RPMS"), a wholly-owned subsidiary of SPH Group, manages the Singapore assets of Paragon, The Clementi Mall and The Rail Mall. For our two operations in Australia, each has a dedicated Australian property manager overseeing management of the malls respectively. Each of the property managers has established a Centre Management Team which comprises various functions including retail, property and administration, to manage the mall operations. As at end FY2021, there was a total of 243 property management staff across the five properties. Local third-party vendors are also engaged for other activities such as security and cleaning services.

Notwithstanding these challenging times, there has not been any retrenchment exercise at our malls due to COVID-19. RPMS

maintained employment of all employees, and received some payouts from the Jobs Support Scheme to support employees' wages partially.

Health and Safety of Stakeholders [GRI 103-1, 103-2, 103-3, 403-1 to 403-7, 403-9, 416-2]

SPH REIT is committed to providing our shoppers, tenants, employees, contractors and suppliers with a healthy and hazard-free environment through various policies, action plans and initiatives in place.

Managing risks and hazards in public spaces

Prior to COVID-19, our shopping malls received thousands of shoppers per day. Fire hazards can pose a major risk to the health and safety of all workers in and visitors to the malls. As Singapore begins to reopen its economy, level of activity within our malls remains relatively low when compared to that of a normal operating year. Notwithstanding the lower traffic, regular fire risk assessments are performed at our malls to identify and manage potential risks and hazards. Fire, lift and escalator safety certifications are checked to ensure its validity and renewed prior to its expiry. We comply with safe operating standards, performing necessary maintenance and repairs on a timely basis.

To ensure quick response and evacuation in the event of a fire outbreak, we are guided by an Emergency Response Plan which lists out required actions, duties and responsibilities of all parties involved during the emergency. This Plan has been communicated to all employees and tenants within our Singapore malls. To comply with local fire safety requirements, a tabletop fire drill was conducted for RPMS employees in place of a physical one during the year.

⁶ There are 11 permanent employees and one contract employee.

As for our operations in Australia, Figtree Grove has introduced a Pandemic Management Policy which outlines issues related to pandemic awareness, response plans, safety measures requirements and training. Figtree Grove conducts fire evacuation drills and a Fire Safety Equipment Compliance test at least once a year. The test ensures that fire safety equipment is operational and ready to be deployed when required. All other relevant equipment used in the mall undergoes regular maintenance servicing and are periodically tested to ensure safety compliance. In addition to fire and pandemic risks, the Emergency Management Manual addresses a wide range of emergency situations and scenarios such as acts of terrorism, building damages and natural disasters. Monthly desktop exercises continue to be conducted to review these emergency situations and scenarios.

Guidelines on incident reporting are in place for all relevant stakeholders to ensure timely and efficient reporting of hazards and incidents within the premises. Any significant incident will trigger a series of investigations and follow-up actions to minimise future incidents. A post incident review will be prepared and kept within the system. These guidelines are reviewed annually to ensure their continued relevance.

At Westfield Marion, safety manuals, emergency evacuation plans and pandemic responses have also been drawn up and communicated to all relevant stakeholders. A range of procedures has also been established to manage risks and hazards in public spaces. This year, an updated retailer fit-out guide was released which restricts the use of flammable aluminium composite panels within retail premises and this helps

mitigate risks of fire incidents. Additionally, the Tenancy Safety Certification process was also reintroduced, requiring all tenants to ensure timely renewal and validity of relevant fire, gas and electrical safety certificates. The on-site teams also undertake daily checks to ensure there is no build-up of fuel or rubbish and that systems are operational. A register of flammable goods is properly maintained and updated as well.

Safety Training

In Singapore, regular safety trainings such as Company Emergency Response Team (“CERT”) and first aid are conducted for employees at all centre management offices (“CMOs”). During the year, appointed safe management officers (“SMOs”) from HQ and CMOs attended a new course on ‘Safe Management Measures - Preparing Workplace for COVID-19’. The course equipped the SMOs with the knowledge and skills to identify risks, recommend, implement and monitor control measures by coordinating and managing Safe Management Measures (“SMM”) at the workplace. These measures provide employees with a safe working environment, minimising the risks of further outbreaks.

In Australia, an annual workplace health and safety training is conducted for all Centre Management personnel at Figtree Grove and monthly safety trainings are organised for all employees at Westfield Marion. Monthly safety forums are also conducted with tenants and the annual safety induction is also extended to all third-party workers prior to their commencing fit-out works at Westfield Marion. Additionally, regular training covering emergency management, safe working procedures on handling hazardous materials or chemicals as well as working at height or within confined spaces were also organised for employees.

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Creating a Safe and Healthy Work Environment for All Employees and Workers

In Singapore, SPH REIT adopts the Group's Total Workplace Safety and Health Policy which covers employees of SPH REIT and RPMS. The policy adopts a holistic and integrated approach, laying out relevant criteria to manage interactions between work, safety and health.

A similar set of Workplace Safety and Health policies and procedures is also instituted by the respective Australian property manager across the two properties. At Figtree Grove, all newly inducted employees are required to attend a Workplace Health and Safety ("WHS") training which covers topics such as first aid, emergency preparedness as well as safe work practices. Specific trainings would also be conducted based on the requirements of their respective job roles. At Westfield Marion, the safety team oversees all aspects of health and safety, ensuring that safety policies are adhered to, and that risks are identified and adequately managed. The team also reviews safe working procedures to instil a safety-first working culture at Westfield Marion. The safety management system is AS4801-certified.

Even as various policies and measures have been put in place to minimise working hazards, accidents may occur during the course of work. Rehabilitation support and re-arrangement of duties will be taken to assist employees' recovery. To provide and

sustain the safe work environment for all, regular communication on necessary safety requirements and practices are conducted for all our tenants and contractors as well.

In FY2021, there were zero incidents resulting in any stakeholder's permanent disability or fatality.

There were zero recordable and high-consequence⁷ injuries from employees of SPH REIT. There were zero recordable injuries from the property manager in Singapore. However, we would like to address the incident where an outsourced lift technician sustained injuries while working in the lift shaft at Paragon Mall in July 2021. The case is currently undergoing investigation and the outsourced service provider will keep SPH REIT informed of the results which will advise both parties on the review of safety procedures where required.

There were four recordable injuries (recordable injury rate⁸ of 8.8) from the property manager in Australia. Corrective actions have been promptly taken which include safety briefings to remind employees to exercise caution while on duty.

A total of 26,520 and 452,451 working hours were recorded for SPH REIT and Property Managers respectively, and there were zero cases of non-compliance in health and safety matters during the year. Moving forward, we strive to uphold this standard and continue to review our policies and procedures to maintain this performance in the future.

7 High-consequence work-related injury is a work-related injury that results in a fatality or in an injury from which the worker cannot, does not, or is not expected to recover fully to pre-injury health status within six months.

8 A recordable injury is any injury or death resulting from a workplace accident, including work-related traffic injuries. The rate is calculated by no. of recordable injuries reported / no. of manhours worked x 1,000,000).



**COVID-19 HIGHLIGHT:
SAFEGUARDING HEALTH AND
SAFETY OF EMPLOYEES, WORKERS,
TENANTS AND SHOPPERS**

SPH REIT continues to place utmost importance on the precautionary measures taken to safeguard and ensure the health and safety of its stakeholders. During the year-end festive season, we began seeing footfall and tenant sales recovering gradually across Singapore and Australia. However, towards the end of the financial year, community cases and clusters began to emerge in Singapore and Australia. SPH REIT responded quickly to the situation and stepped up various precautionary and preventive measures at our malls and properties to reduce further spread of the new Delta variant as well as ensure that our premises are well-maintained and clean. To date, we continue to keep up-to-date, following guidance from the various government advisories issued to safeguard public health and safety in Singapore and Australia.

Across all our malls



- Intensified cleaning and disinfecting across Singapore malls following the reintroduction of Phase 2 (Heightened Alert) in May 2021
- Implemented mandatory TraceTogether check-ins across all malls from 17 May 2021, QR Check-In displayed at Figtree Grove in line with New South Wales Government requirements
- All atrium activities remain suspended to prevent crowding, ensuring safe distancing is practiced across Singapore malls
- Closure of children’s play area at Figtree Grove

- Figtree Grove maintains a direct line to the Wollongong Police, should there be any incidents experienced and they also regularly patrol throughout the Centre to enforce shopper compliance

Across Centre Management Offices and HQ



- SMO at HQ works closely with the SPH Safety Team to conduct monthly inspections of our office premises based on the Pandemic Safe Management System Checklist developed by the Group. The monthly inspection ensures compliance with the safe management measures (“SMM”) as stipulated by the government.
- Appointed SMOs continue to assist in the implementation, coordination and monitoring of SMM at the respective CMOs in Singapore
- Mandatory TraceTogether check-ins required of all employees when entering offices
- Work-from-home as a default arrangement in line with Government’s advisories
- At Westfield Marion, increased frequency of regular toolbox talks to assure cleaning team members of safe working environment within the premises
- All staff events continue to be deferred or cancelled

For more information on the responses at our Australian malls, please refer to the dedicated COVID-19 section on their respective websites.

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5. ADOPT ENVIRONMENT-FRIENDLY PRACTICES

We commit towards addressing the ongoing climate issue through efficient use of resources within our business operations where possible. This is reiterated through the environmental policy⁹ which is overseen by the CMOs at Paragon and The Clementi Mall.

In Singapore, we regularly monitor electricity and water consumption data and collate the data for submission to the respective statutory boards to support the green certification of our malls. As a testament to our environmental practices, both The Clementi Mall and Paragon obtained recertification for the BCA Green Mark (Gold) and Green Mark (Certified) respectively in FY2021.

In FY2021, we met our long-term targets for electricity, GHG emissions and water consumption for Paragon and The Clementi Mall of reducing our like-for-like electricity intensity by 18%, GHG emissions intensity by 30% and water intensity by 18% by FY2025, from FY2015's baseline. As the pandemic continued through FY2021, data reported this year was not representative of a normal year of operations. We will continue to reduce our consumption and track our numbers going forward.

In Australia, Figtree Grove has achieved an estimated 2.7% reduction in absolute energy consumption from FY2020's baseline, which is equivalent to a GHG emission reduction of 14 tonnes of CO₂ equivalent (tCO₂e). Currently, the mall is in the midst of obtaining a National Australian Built Environment Rating System ("NABERS")¹⁰ rating.

Westfield Marion has achieved a 4 Stars for Water and 4 Stars for Energy in the NABERS rating this year. It established an Energy Use Reduction Procedure which aims to minimise energy usage within the malls' premises. During the COVID-19 pandemic, an energy management response strategy was also drawn up to ensure a consistent approach at maximising energy efficiency across the mall. With lower footfall recorded, sections of the mall were closed under this response strategy, resulting in additional energy and water savings.

Energy and Emissions [GRI 103-1, 103-2, 103-3, 302-1, 302-3, 305-2, 305-4]

As businesses begin to adopt new measures in transition towards a low-carbon future, SPH REIT is committed to adopting energy-efficient practices to optimise its energy usage and reduce its carbon footprint over time.

Maintaining Efficient Use of Energy

Across all properties, Air Conditioning and Mechanical Ventilation ("ACMV") is the main source of electrical energy usage. The Building Management System ("BMS") conducts regular checks and monitors the operations' ACMV to ensure efficiency in the starting and shutting down of the plant at the desired times as well as in the optimisation of lighting for the ambient conditions. In Singapore, ACMV is constantly monitored across the malls to ensure that they operate at optimal settings and efficiencies.

At Figtree Grove, the Heating, Ventilation and Air Conditioning ("HVAC") checkpoint settings and BMS are monitored regularly to ensure the efficiency of the systems. On

⁹ The policy is not extended to The Rail Mall as it does not have common service areas.

¹⁰ National Australian Built Environment Rating System ("NABERS") is a national rating system that measures the environmental performance of Australian buildings, tenancies and homes via Energy, Water and Waste benchmarks.

a regular basis, the facility management team also reviews industry updates and publications to keep abreast of the latest developments in this area as well as collaborates with the operations team to share key learning and project insights.

At Westfield Marion, there is an appointed electricity committee which advises on decision-making around the procurement of electricity and investment in solar power. In-house technical teams as well as specialist contractors advise the facility management team on the implementation of short, medium and long-term upgrades to existing systems to enhance power supply reliability. In particular, the Power Demand Management System has been reprogrammed to improve energy efficiency of the mall. The facility managers also work with external HVAC and BMS contractors to ensure efficiency of these systems. During the year, conventional carpark lights have also been upgraded to energy-efficient LED lights.

Performance Data

In FY2021, the total energy consumption of all four¹¹ properties included for reporting in Singapore (Paragon, The Clementi Mall) and Australia (Figtree Grove, Westfield Marion) was 50,125 MWh, which is equivalent to 20,739¹² tCO₂e of Scope 2 GHG emissions. Comparing like-for-like⁵ to FY2020, the collective consumption and intensity for Paragon and The Clementi Mall were recorded at 48,736 MWh and 0.40 MWh/m² respectively, which saw a slight 5% increase in FY2021 from FY2020's values. Likewise, the Scope 2 GHG emissions and GHG emissions intensity for Paragon and The Clementi Mall were 19,759 tCO₂e and 0.16 tCO₂e/m² respectively, which had a

similar trend. The slight increase in FY2021 was a result of an increase in footfall in our malls compared to FY2020 when the circuit breaker and stricter restrictions were enforced. Footfall began to increase in FY2021 as government restrictions were gradually eased.

Although we have met our long-term goals that were set using FY2015 performance as a baseline, our FY2021 performance may not be a fair representation of our energy usage trend due to the disruptive impacts from COVID-19. We will re-assess our long-term targets for FY2025 based on the energy consultant's report once the COVID-19 situation has stabilised.

Water [GRI 103-1, 103-2, 103-3, 303-1, 303-2, 303-3]

In the face of climate change, increasingly erratic weather patterns have exacerbated water stress worldwide. While SPH REIT has secure access to water for our operations, we seek to play an active role in water conservation and reduce our impacts on the environment.

Optimising Water Use Across Properties

All water taps in Singapore malls have been adjusted to the recommended flow rates which ensure more efficient use of water. Tracking and close monitoring of water consumption are done regularly. Inspections are also carried out to identify anomalies which will be addressed promptly when detected to prevent further losses and leakages. Paragon and The Clementi Mall have been certified by PUB, Singapore's National Water Agency, as Water Efficient Buildings ("WEBs") through its WEB Certification Programme. All properties in Singapore adhere strictly to the legislations

¹¹ Energy and water consumption data at The Rail Mall has been excluded as it is insignificant to total consumption.

¹² Diesel is used across malls to operate the genset in times of emergency. The consumption has been assessed for FY2021 and has been excluded as it is insignificant to total GHG emissions. As such, there were no Scope 1 GHG emissions for FY2021.



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and requirements on sewage and drainage stipulated by PUB, Singapore's National Water Agency. Moving forward, we will continue to explore future opportunities in our water supply infrastructure and cooling systems, as well as the potential use of NEWater to meet our water demands, to optimise water consumption for our assets.

In Australia, water saving devices such as half-flush toilets and sensor taps are installed at our amenities with regular monitoring and inspections to ensure their continued efficiency. Both Figtree Grove and Westfield Marion comply with AS/NZS 3500 standards of plumbing and drainage which includes backflow prevention, cross contamination, management of trade waste and metering standards. At Figtree Grove, digital meters are installed for accurate tracking of water consumption and detection of leakages. Through real time tracking of water usage, the online water monitoring system will notify users should there be any anomalies detected. Since the water-use assessment conducted in FY2020, Figtree Grove has continued to roll out digital water meters and data loggers enabling more tenants to monitor their water consumption levels as well. Flow restrictors were installed to reduce the water flow rate of basin taps at two toilet blocks to lower water consumption.

Likewise at Westfield Marion, digital meters were installed on all water flow gates in FY2020. Through real time tracking of water usage and variances, it has also enabled quicker identification and rectification of leaks and losses, compared to conventional methods used previously. Where the water flow is detected to be higher than average, the online water monitoring system will notify the facility management team to look further into the source. Since the deployment of these meters, it has brought about significant water and cost savings.

Performance Data

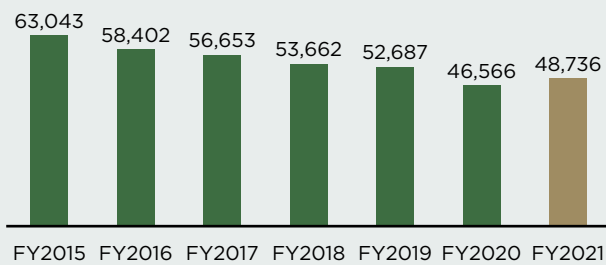
In FY2021, the total water consumption of all four¹¹ properties included reporting for Singapore (Paragon, The Clementi Mall) and Australia (Figtree Grove, Westfield Marion) was 388,826 m³. On a like-for-like⁴ basis to FY2020, the collective water consumption and intensity for Paragon and The Clementi Mall were 258,004 m³ and 2.13 m³/m² respectively, which saw a 13% reduction in FY2021 from FY2020's levels. Water consumption remained low due to reduced footfall across both malls.

The like-for-like charts below showcase electricity, GHG emissions and water performance data for Paragon and The Clementi Mall only.

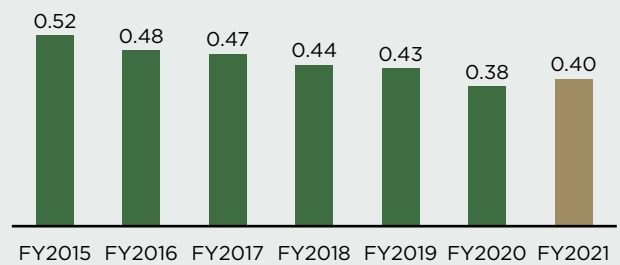
FIGURE 1: SPH REIT'S LIKE-FOR-LIKE ELECTRICITY CONSUMPTION, SCOPE 2 GHG EMISSIONS, WATER CONSUMPTION AND RESPECTIVE INTENSITIES¹³

Energy Use

Like-for-like Electricity Consumption (MWh)

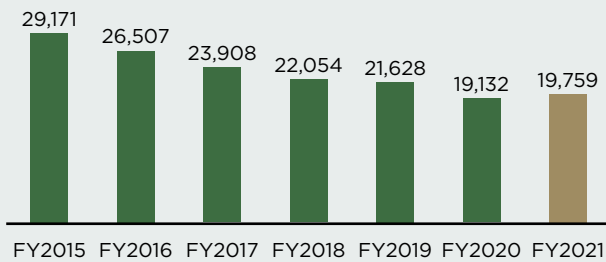


Like-for-like Electricity Intensity (MWh/m²)

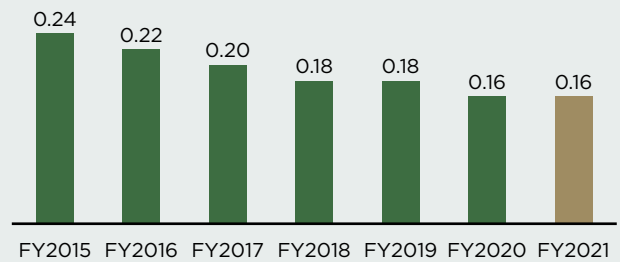


Scope 2 GHG Emissions

Like-for-like Scope 2 GHG Emissions (tCO₂e)

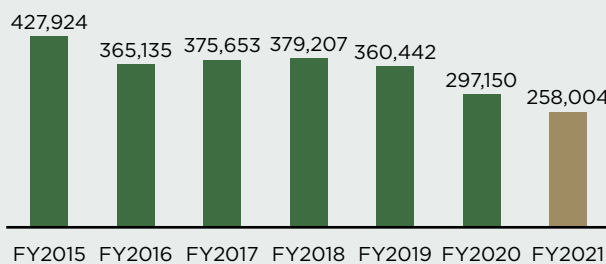


Like-for-like Scope 2 GHG Emissions Intensity (tCO₂e)

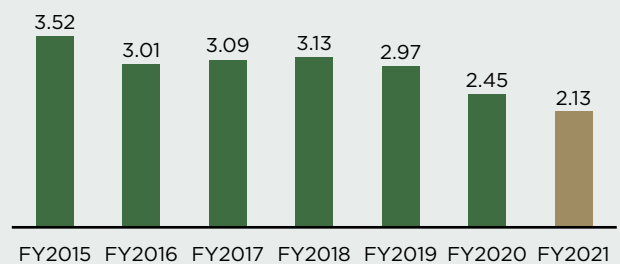


Water Use

Like-for-like Water Consumption (m³)



Like-for-like Water Intensity (m³/m²)



¹³ Scope 2 GHG emissions are provided by the appointed energy management firm servicing Paragon and The Clementi Mall. Scope 2 GHG emissions in Figtree Grove were provided by the property manager while the emissions from Westfield Marion was calculated by applying Southern Australia's emission factor obtained from the National Greenhouse Accounts Factors (October 2020) published by Australia's Department of Industry, Science, Energy and Resources.

SUSTAINABILITY REPORT

6. CARE FOR OUR COMMUNITY

Impact on Local Communities [GRI 103-1, 103-2, 103-3, 413-1]

Fostering and engaging with the local community is an integral part of SPH REIT's Corporate Social Responsibility ("CSR") programme. Leveraging our retail spaces, we collaborate with tenants to implement various campaigns that support social causes and foster a culture of giving back to the community.

At SPH REIT, our engagement programmes are tailored in response to the profile and key concerns of the respective local community in the vicinity of each property. Prior to COVID-19, we provided venue sponsorships to beneficiaries and partners to host activities ranging from fundraising, charity workshops and mass workouts. Additionally, SPH REIT also partners with external stakeholders such as selected philanthropic groups and associations to run campaigns, organise fundraisers and support social causes.

While our two Australian malls adopt a slightly different CSR approach, the principles are generally aligned with SPH REIT's value of creating positive community impact. At Figtree Grove, the marketing manager oversees and coordinates promotions, campaigns and events focused on the local community and their shopping experience at the mall. It is currently exploring a community grants programme, to be held in

conjunction with local council, where grants are given to local charity groups to further develop a programme or initiative.

At Westfield Marion, community engagement is guided by a Community Engagement Strategy which outlines the most important and relevant issues faced within the vicinity of Westfield Marion. The team then reaches out to potential community partners and sets up respective engagement plans to tackle these salient issues. All the initiatives planned for the year would be listed within the annual Community Plan which also details the types of partnerships with various stakeholders like the local police department, schools and community organisations.

Local community programmes organised at our properties across Singapore and Australia are grouped into five broad areas - Charity & Community, Nature & Conservation, Education, Arts & Culture and Sports. Due to the COVID-19 situation which resulted in preventive measures such as social distancing and limits on the number of people present at an event, the Management began exploring alternatives to conventional community engagement programmes to show that even in such unprecedented circumstances, SPH REIT remains committed to serving and touching the lives of people in the local community. The table below highlights our key community engagement programmes initiated and implemented in FY2021.

CHARITY & COMMUNITY

A Jolly Christmas (6 November to 25 December 2020)

Paragon – Members of the Paragon Club rewards programme were encouraged to pledge donations on line via accumulated reward programme points. This was implemented to drive donation proceeds for the CSR partner, Kids Horizon Appeal (KHA) in a contact-less manner. Members may donate 10 of their reward points for a \$5 donation to KHA.

Additionally, hand painted bear figurines painted by KHA beneficiaries were posted on Paragon's Facebook page where users may vote for their favourite piece from 4 – 13 December 2020. Paragon pledged a donation of \$500 for every 100 "likes", "shares" and comments. Both initiatives raised a total of \$1,095 for KHA.



Giving is The Best Therapy (25 March to 18 April 2021)

Paragon – 7 beneficiaries of Kids Horizon Appeal (KHA) attended a complimentary moss art workshop with one of Paragon's tenants, Mosscape and created one moss art piece each. These moss art pieces were posted on Paragon's Facebook page and Paragon pledged a \$500 donation for every 100 likes, shares and comments garnered from 1 to 18 April 2021 capped at \$2,500. This initiative raised a total of \$2,500 for KHA.

Created moss art pieces were also displayed at Paragon's Atrium 2, Level 1, together with an existing Mossscape setup from 1 to 18 April 2021.



Start the New Year with a Helping Hand (8 January to 11 February 2021)

The Clementi Mall – Working with the Lion Befrienders, shoppers were encouraged to make donations via the donation box placed within the mall with the mall pledging to match dollar-for-dollar.

A grand total of \$2,000 was raised to purchase 100 bags of essential items which were packed at the Lions Befrienders Senior Activity Centre @ Clementi 344 on 26 March 2021 and distributed to the needy seniors.



Charity Casual Mall Leasing Sites (ongoing in FY2021)

Figtree Grove – A dedicated Casual Mall Leasing site has been designated specifically for local not-for-profit and charity organisations. Local groups including the Cancer Council, Red Cross and Salvation Army have utilised these sites to bring the public more awareness on various social causes and hold fundraising events.

SUSTAINABILITY REPORT

CHARITY & COMMUNITY

Easter Eggshibition (March - April 2020)

Figtree Grove - Local primary schools were invited to decorate giant Eggs to be displayed in centre. Each Egg represented a story and people voted to give each school the opportunity to win A\$1,000.

Mother's Day Messages To Mum (April - May 2020)

Figtree Grove - Schools were invited to provide messages to mothers, which complemented the ongoing Mother's Day campaign. Messages were displayed in centres where families can visit. The initiative, which ran for two weeks, collated an estimated 500 messages from schoolchildren to their mothers.

Donation to Children's Ward at Wollongong Hospital (April 2021)

Figtree Grove - Over 380 individually wrapped craft kits which are valued at approximately A\$1,000 were donated to Wollongong Hospitals Children's Ward.

Wall of Gratitude (November 2020)

Westfield Marion - Customers were invited to write a message of thanks to someone who helped them through 2020 and post it on the Wall of Gratitude, to enable them to feel connected to their communities. For every message written, A\$1 was donated to Lifeline in Australia and New Zealand on customers' behalf. Westfield Marion raised a total of A\$436 from this initiative.



Foodbank Partnership (July and December 2020)

Westfield Marion - In collaboration with Foodbank, collection points are set up within the shopping centre at key seasonal times Winter/Christmas encouraging shoppers and members of the public to donate food items to those in need.

EDUCATION

Flavours of Figtree Community Recipe Book (January - December 2020)

Figtree Grove - The Flavours of Figtree Community Recipe E-Book was launched online for the first time as an E-book. It brings together much-loved recipes from across the Figtree Grove community, contributed between January to December 2020. As part of the launch, individual sampling boxes were provided to customers when they signed up to receive their free download.

Community events under the other three pillars have since been halted or postponed due to the COVID-19 situation. SPH REIT looks to reintroduce them at an appropriate time in the future.



**COVID-19 HIGHLIGHT:
SUPPORTING OUR TENANTS
AND THEIR BUSINESSES**

Tenant engagement and provision of rental assistance

With the emergence of community cases and clusters, the Singapore Government introduced Phase 2 (Heightened Alert) from 16 May to 13 June 2021. This impacted SPH REIT’s retail business due to measures such as cessation of dining-in at all F&B outlets. During this period, SPH REIT continued to support its F&B tenants with the extension of parking grace period to 30 minutes. This facilitates takeaways by shoppers as well as delivery platforms.

Throughout the year, we continued to engage with tenants to address their concerns and issues amid the trying times. Marketing communication plans and promotional campaigns were brought back from July 2021 onwards. As the situation remains uncertain, tenants are regularly updated about preventive measures to be taken in compliance with the advisories from authorities. At Figtree Grove, regular retailer, staff and contractor communication was carried out via email, phone and in-centre to show support and

ensure that all parties are kept up to date with the latest restrictions and government financial support, where applicable.

SPH REIT also provided targeted added rental relief to eligible tenants which complement the government’s grant.

Responsible reopening of our malls

In Singapore, since the introduction of Phase 2 (Heightened Alert), we have also stepped up cleaning frequency. Posters and infographics were prepared and displayed across all our malls and posted on social media platforms. SPH REIT has implemented the vaccination-differentiated safe management measures imposed by the Ministry of Health. The Property Management team continues to remain updated with the latest changes.

In Australia, Figtree Grove has also tapped on social media platforms and its website to communicate the latest safety messages to customers. At Westfield Marion, signages were displayed and regular announcements were broadcasted at the shopping mall to remind customers to practice good personal hygiene and social distancing measures.



COVID-19: IDENTIFYING THE SYMPTOMS

SYMPTOMS	COVID-19	FLU	RSD
Fever	Common	Rare	Common
Cough	Common	Common	Common
Runny Nose	Common	Common	Common
Shortness of Breath	Common	No	No
Fatigue	Common	Common	Common
Headache & Pain	Common	No	Common
Loss of Taste	Common	Common	Common
Loss of Smell	Common	Common	Common
Diarrhoea	No	Common	Common
Stomach Issues	No	Common	Common
Reddened Eyes	No	Common	Common
Swollen Lymph Nodes	No	Common	Common
Joint Pain	No	Common	Common
Stomach Issues	No	Common	Common

COVID-19 advisory posters displayed across Figtree Grove reminding shoppers of precautionary measures

SUSTAINABILITY REPORT

7. REPORTING WHAT MATTERS

About this Report [GRI 102-46, 102-48, 102-49, 102-50, 102-52, 102-54, 102-56]

This sustainability report discloses the sustainability performance of SPH REIT for 1 September 2020 to 31 August 2021 (“FY2021”), with FY2020 used for comparison where necessary. In FY2021, we have further expanded the reporting scope to include one new shopping mall in Australia – Westfield Marion. Changes to the reporting scope are detailed in the table below:

FY2018	
• Paragon	• The Clementi Mall
FY2019	
• Paragon	• The Clementi Mall
FY2020	
• Paragon	• The Rail Mall
• The Clementi Mall	• Figtree Grove Shopping Centre
FY2021	
• Paragon	• Figtree Grove Shopping Centre
• The Clementi Mall	• Westfield Marion Shopping Centre ^{NEW}
• The Rail Mall	

Energy and water consumption data at The Rail Mall are excluded as the amounts are insignificant.

This report has been prepared in accordance with the Singapore Exchange Securities Trading Limited (“SGX-ST”) Mainboard Listing Rules 711(A) and 711(B), and aligned with the GRI Standards: Core option. The GRI Standards were chosen as it is an internationally-recognised

framework and the most adopted standard, encompassing a comprehensive range of ESG disclosures for sustainability reporting.

SPH REIT has not sought external assurance for this reporting period but will consider seeking external assurance for future sustainability reports as reporting matures over time.

The sustainability report should be read in conjunction with our Annual Report as further information such as the GRI Content Index will be available there. Please refer to the online version of our Annual Report at <http://sphreit.listedcompany.com/ar.html>

Feedback [GRI 102-53]

SPH REIT welcomes all feedback regarding our sustainability practices and performance as we seek to sustain and enhance our reporting. Please direct your enquiries and feedback to ir@sphreit.com.sg.

Sustainability Governance [GRI 102-18]

The Board has delegated the responsibility of overseeing, monitoring and reporting of SPH REIT’s material ESG Factors to the Audit & Risk Committee (“ARC”).

The Sustainability Steering Committee (“SSC”), comprising senior management, supports the ARC with the formulation of SPH REIT’s sustainability objectives and strategy, as well as manages and monitors overall sustainability performance.

Working alongside the SSC is the Sustainability Working Committee (“SWC”), which is made up of representatives from different business functions.

Collectively, they play a key role in ensuring sustainability practices are driven across SPH REIT.

FIGURE 2: SPH REIT'S SUSTAINABILITY GOVERNANCE STRUCTURE



Responsible Supply Chain [GRI 102-9]

SPH REIT recognises that our commitment to sustainability will benefit from collaborating with external partners such as suppliers who can enhance our impact on society and the environment. On the other hand, the procurement of unsustainable materials can negatively impact SPH REIT's reputation and ESG performance. As such, for all projects which we embark on, we strive to work with suppliers who are transparent, ethical, and environmentally and socially responsible.

We have implemented guidelines, which include SPH Group's Supplier Code of Conduct, to promote ethical behaviour and sustainability awareness among our suppliers. The Supplier Code of Conduct covers:

- Compliance with laws and regulations
- Ethical business dealings handled with integrity, transparency and honesty
- Confidentiality in accordance with the terms of contract
- Compliance with all applicable competition laws
- Meeting fair standards in the treatment of all employees and compliance with national laws on wages and working hours as well as international standards regarding child labour and minimum age
- Provision of a safe and healthy working environment for all its employees
- Strict compliance with local environmental laws and practices. During the COVID-19 situation, RPMS' appointed vendors have continued to provide the minimum service standards required to support the malls' operations in Singapore. There were no disruptions to the supply chain and material operations across all our properties.

In FY2021, RPMS' appointed vendors continued to be in compliance and maintained the minimum service standards required in Singapore. No disruptions to the supply chain and material operations were reported across all our properties.

SUSTAINABILITY REPORT

Stakeholder Engagement [GRI 102-13, 102-40, 102-42, 102-43, 102-44]

At SPH REIT, we believe that maintaining a strong and active stakeholder engagement is key towards achieving long-term growth, value creation and success. We build rapport and trust with our stakeholders through regular, timely engagement and communication to understand their concerns and expectations. Such engagement helps us in allocating resources appropriately in response to their needs. Table 2 highlights our key stakeholders, and the methods we adopt to engage with them and subsequently respond to their changing needs.

TABLE 2: SPH REIT'S STAKEHOLDER ENGAGEMENT

Key Stakeholders	Description	Engagement Methods	Key Issues of Interest	Corresponding Sections of the Annual Report
Customers and Tenants	To understand the needs of the tenants and customers, and work with tenants to enrich customer experience	<p>Singapore</p> <ul style="list-style-type: none"> • Management circulars and notices • Tenant bulletins • Tenant engagement activities • Informal dialogue and networking sessions <p>Australia</p> <ul style="list-style-type: none"> • Annual collaboration workshops • Visual merchandising, social media workshops and loyalty programme • Retailer Handbooks and regular notices 	<ul style="list-style-type: none"> • Shopping experience, that enhances the lifestyle • A safe and sustainable space • Contribution to local communities • Property tax rebates and rental reliefs to ease tenants' cashflow 	Sustainability Report
Unitholders and Investors	To obtain unitholders' support to our sustainability efforts, and help them understand our sustainability goals and efforts	<ul style="list-style-type: none"> • Release of financial results, operational updates, announcements, media releases, and other relevant disclosures through SGXNET, Annual Report and SPH REIT's website • Annual General Meeting • Extraordinary General Meeting, where necessary • Updates through one-on-one and group meetings and investor roadshows (held virtually where possible) • Online meetings with Unitholders and Investors 	<ul style="list-style-type: none"> • Economic performance and recovery of SPH REIT in a post-COVID-19 economy 	Financial Statements

Key Stakeholders	Description	Engagement Methods	Key Issues of Interest	Corresponding Sections of the Annual Report
Regulators	To communicate with regulators from time to time and ensure compliance with relevant laws and regulations	<ul style="list-style-type: none"> • Industry networking functions • Annual regulatory audits • Compliance with mandatory reporting requirements and newly-introduced COVID-19 requirements 	<ul style="list-style-type: none"> • Economic performance • Regulatory and Socioeconomic compliance 	Corporate Governance Report
Employees	To provide a working environment that provides fair remuneration, equal treatment, safe and healthy working conditions, and career development opportunities	<ul style="list-style-type: none"> • Human Resources Policies and Practices • Employee grievance mechanism • Daily communications done virtually, bi-weekly check-ins from supervisors 	<ul style="list-style-type: none"> • Remuneration, compensation and benefits • Fair and equal employment opportunities • Training and career development programmes • Safe and healthy working environment • Job security amidst COVID-19 crisis and economic downturn 	Sustainability Report
Contractors and Suppliers	To build mutually beneficial and long-lasting business relationships	<ul style="list-style-type: none"> • Regular communications directly with the suppliers 	<ul style="list-style-type: none"> • Collaborative partnerships with SPH REIT 	Sustainability Report
Local Community	To be a responsible corporate citizen that serves the local community	<ul style="list-style-type: none"> • Community outreach programmes and charitable events (<i>held in accordance with latest COVID-19 regulations</i>) <p>Singapore</p> <ul style="list-style-type: none"> • While all in-mall atrium events have been cancelled, messages on being socially responsible during the COVID-19 period have been displayed across malls and their respective social media platforms <p>Australia</p> <ul style="list-style-type: none"> • All in-mall events have been downsized and modified to adhere to social distancing restrictions, while messages on being socially responsible during the COVID-19 period have been displayed across malls and their respective social media platforms 	<ul style="list-style-type: none"> • Contribution to local communities 	Sustainability Report

SUSTAINABILITY REPORT

Materiality [GRI 102-47]

The principle of materiality is an essential filter which allows us to determine the ESG factors which are of significance to our stakeholders and our business.

The following summarises our approach towards materiality assessment.

FIGURE 3: MATERIALITY ASSESSMENT PROCESS

FY2018

In FY2016, SPH Group went through an extensive list of ESG factors identified based on industry, peers and sustainability megatrends.

Key executives of SPH REIT came together to prioritise and validate these material ESG factors based on their relative importance to SPH REIT's business as well as the different perspectives of a REIT, REIT Manager and Property Manager.

Three ESG material factors (Energy Usage, Water Usage and Local Communities) were identified, approved by the Board and reported in FY2018.

FY2019

A review of the material ESG factors was conducted, incorporating inputs from various business functions and internal stakeholders.

To present a more holistic view of sustainability at SPH REIT, three additional ESG factors (Corporate Governance, Health and Safety of Stakeholders, and Data Privacy) were identified as material and disclosed in FY2019.

FY2020

With the expansion of the reporting scope to include The Rail Mall in Singapore and Figtree Grove in Australia, the six existing material ESG factors were reviewed by Management on its relevance to the business.

The six material ESG factors have been subsequently approved by the Board.

FY2021

In FY2021, we expanded the reporting scope to include Westfield Marion in Australia. The six existing material ESG factors were reviewed by the Management and determined to be of relevance to SPH REIT's business operations.

These six material ESG factors were presented to the Board for their approval and have been included in this Sustainability Report.

8. GRI CONTENT INDEX [GRI 102-55]

General Standard Disclosures			
GRI Standard	Disclosure	Section of Report and / or Explanation for Omission	Pg.
GRI 102: General Disclosures 2016	Organisational profile		
	102-1	Name of the organisation	Corporate Profile 2-3
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	102-3	Location of headquarters	Corporate Directory Inside back cover
	102-4	Location of operations	Corporate Profile 2-3
	102-5	Ownership and legal form	Corporate Profile 2-3
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	102-7	Scale of the organisation	Financial Highlights Profile of our Workforce 4-5 78
	102-8	Information on employees and other workers	Profile of our Workforce 78
	102-9	Supply chain	Responsible Supply Chain 91
	102-10	Significant changes to the organisation and its supply chain	There are no significant changes to the organisation and its supply chain
	102-11	Precautionary Principle or Approach	Risk Management 99-101
	102-12	External Initiatives	Profile of our Workforce 78
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Ethics and Integrity			
102-16	Values, principles, standards, and norms of behaviour	Vision and Mission Corporate Governance	Inside front cover 102-124
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102-40	List of stakeholder groups	Stakeholder Engagement	92-93
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102-44	Key topics and concerns raised	Stakeholder Engagement	92-93

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General Standard Disclosures				
GRI Standard	Disclosure		Section of Report and / or Explanation for Omission	Pg.
GRI 102: General Disclosures 2016	Reporting Practice			
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Material Topics				
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GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainability at SPH REIT Data Privacy	72 76
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GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Privacy	76
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GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	Health and Safety of Stakeholders	78-81
	403-2	Hazard identification, risk assessment and incident investigation	Health and Safety of Stakeholders	78-81
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	403-4	Worker participation, consultation, and communication on occupational health and safety	Health and Safety of Stakeholders	78-81
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GRI 416: Customer Health and Safety 2016	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Health and Safety of Stakeholders	80

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Material Topics				
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	103-2	The management approach and its components	Sustainability at SPH REIT Energy and Emissions	73 82-83, 85
	103-3	Evaluation of the management approach	Energy and Emissions	82-83, 85
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GRI 305: Emissions 2016	305-2	Energy indirect (Scope 2) GHG Emissions	Energy and Emissions	83, 85
	305-4	GHG emissions intensity	Energy and Emissions	83, 85
Water Usage				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainability at SPH REIT Water	73 83-85
	103-2	The management approach and its components	Sustainability at SPH REIT Water	73 83-85
	103-3	Evaluation of the management approach	Water	83-85
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	Water	83-84
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	103-2	The management approach and its components	Sustainability at SPH REIT Impact on Local Communities	73 86-89
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GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	Impact on Local Communities	86-89