

# SUSTAINABILITY REPORT

## ABOUT THE REPORT

Ascendas India Trust (“a-iTrust” or the “Trust”) is pleased to present its fifth annual Sustainability Report. This report provides an update of a-iTrust’s sustainability strategies, goals, initiatives, and progress on material Environmental, Social and Governance (ESG) matters, reflecting the Trust’s firm commitment and continued efforts to deliver sustainable value to its stakeholders.

## INTERNATIONAL STANDARDS AND GUIDELINES

This report has been prepared in accordance with the SGX-ST Listing Manual Rule 711(B), Global Reporting Initiative (GRI) Standards: Core option, and GRI’s Construction & Real Estate Sector Supplement (CRESS). The GRI Standards have been selected as it is an internationally recognised

reporting framework that covers a comprehensive range of sustainability disclosures that are relevant to a-iTrust’s industry and business model. This report has also incorporated elements of the Integrated Reporting (IR) Framework of the International Integrated Reporting Council, and references the United Nations Sustainable Development Goals (SDGs).

## REPORTING SCOPE AND PERIOD

This report covers a-iTrust’s sustainability performance for the period from 1 January to 31 December 2020 (FY2020), with relevant prior data for the comparable period between 1 January 2019 to 31 December 2019 where available. The scope of this report covers a-iTrust’s portfolio<sup>1</sup>, comprising the seven IT parks listed in Figure 1 below.

**Figure 1: Portfolio in Reporting Scope for FY2020**

City	Portfolio
Bangalore	International Tech Park Bangalore (ITPB)
Chennai	International Tech Park Chennai (ITPC)
	CyberVale
Hyderabad	International Tech Park Hyderabad (ITPH)
	CyberPearl
	aVance Hyderabad
Pune	aVance Pune

## FEEDBACK

Feedback from a-iTrust’s stakeholders is welcome as it enables continual improvement in the Trust’s policies, processes and performance. Please send your comments and suggestions to [choonsiang.tan@a-iTrust.com](mailto:choonsiang.tan@a-iTrust.com).

## BOARD STATEMENT

a-iTrust places sustainability at the core of what it does. As a responsible business trust, a-iTrust contributes to the environmental and social well-being of the communities where it operates, as it delivers long-term economic value to its stakeholders.

The Board of Directors (the “Board”) of the Trustee-Manager sets a-iTrust’s risk appetite, which determines the nature and extent of material risks that a-iTrust is willing to take to achieve its strategic and business objectives. The risk appetite incorporates ESG factors such as fraud, corruption and bribery, environment, health and safety. The Board considers sustainability issues as part of its strategic formulation, determines the material ESG factors and oversees the management and monitoring of the material ESG factors.

The Board also approves the executive compensation framework based on the principle of linking pay to performance. a-iTrust’s business plans are translated to both quantitative and qualitative performance targets, including sustainable corporate practices, and are cascaded throughout the organisation.

<sup>1</sup> The report excludes the six operating warehouses at Arshiya Free Trade Warehousing Zone in Panvel, as the Trust does not have operational control of the facilities.

## SUSTAINABILITY REPORT

### SUSTAINABILITY COMMITMENT

With the launch of CapitaLand's 2030 Sustainability Master Plan, CapitaLand elevated its commitment towards global sustainability in the built environment. Articulated

through a series of sustainability strategies, plans and targets, the Master Plan focuses on three key themes to drive CapitaLand's sustainability efforts in the ESG pillars, enabling the CapitaLand Group to create a larger positive impact for the environment and society.

### KEY THEMES OF CAPITALAND'S

## 2030 SUSTAINABILITY MASTER PLAN



As a CapitaLand-sponsored business trust, a-iTrust aligns its sustainability objectives and strategies with CapitaLand Group. It is committed to improving the economic and social well-being of its stakeholders through management of human capital, asset, portfolio operations and project development. The Trustee-Manager and the Property Manager firmly uphold CapitaLand's credo, "Building People. Building Communities." and abide by CapitaLand's sustainability framework, policies and guidelines, as well as ethics and code of business conduct.

a-iTrust will steer towards the pathways set by CapitaLand, and keep adapting its strategies as technologies evolve and new scientific data become available. The five pathways identified by CapitaLand to achieve the CapitaLand Group's sustainability objectives are:

- › **Integrating sustainability in CapitaLand's real estate life cycle**  
From the earliest stage of our investment process, to design, procurement, construction, operations and redevelopment, sustainability targets will be embedded in policies, processes, best practices, and key performance indicators of its business operations.
- › **Strengthening innovation and collaboration to drive sustainability**  
CapitaLand will continue to source globally for new ideas and technologies to meet its sustainability ambitions and work with like-minded partners to create shared values.
- › **Leveraging sustainability trends and data analytics**  
This allows CapitaLand to track critical performance and progress in water, waste, energy, carbon emissions and health and safety. These measurements along with social indicators are key to driving performance improvement across its operating properties and development projects.

- › **Monitoring and reporting to ensure transparency**  
As CapitaLand tracks its sustainability progress, it will look to validate its performance by external assurance and align its Sustainability Report to international standards.
- › **Increasing stakeholder engagement and communication with key stakeholder groups**  
It is key to build awareness among its employees, investors, customers and communities, and collectively effect transformational change to achieve its 2030 targets.

### PUSH BOUNDARIES OF CHANGE

To push the boundaries of change, CapitaLand will transit to a low-carbon business that is aligned with climate science. In November 2020, it had its emissions reduction targets aligned with the Science Based Targets initiative (SBTi) for a 'well-below 2°C' scenario. The targets are in line with the goals of the Paris Agreement to keep global temperature rise well below 2°C in this century. CapitaLand is also developing a new metric, Return on Sustainability, in addition to the regular financial return to measure the Group's ESG impact.

CapitaLand has launched the inaugural CapitaLand Sustainability X Challenge (CSXC), an innovation challenge to enable CapitaLand to accelerate its sustainability efforts and meet its 2030 targets. The CSXC covers seven challenge statements which reflect the key themes and goals in CapitaLand's 2030 Sustainability Master Plan.

CapitaLand aims to be a leader in sustainable finance and intends to secure S\$6 billion through sustainable finance by 2030. Proceeds and interest rate savings from CapitaLand's efforts in sustainable finance can also be used to drive more sustainability initiatives and innovations within the company.

## SUSTAINABILITY DURING COVID-19

The COVID-19 pandemic was an unprecedented event that has raised global awareness of the importance of ESG and forced organisations to re-think how daily business is run. Its impacts have been felt deep and wide globally. India, which had the second highest number of COVID-19 cases as of February 2021, underwent a nation-wide lockdown starting end March 2020 which extended over several phases across many months, before progressively reopening amid varying levels of restrictions across different cities.

a-iTrust and its stakeholders have not been spared from the impact of COVID-19. Right from the onset of the pandemic, a-iTrust placed health and safety as a key priority, enabling most staff and tenants to work from home. Nonetheless, to support its tenants' essential operations, the Trust's business parks remained operational throughout the year. Although retail tenants in Park Square mall in Bangalore were forced to only close from 14 March 2020 to 7 June 2020 and for a further one week from 14 July 2020 on government orders, mall footfalls

reduced for several months in 2020. Since January 2021, mall traffic has gradually started to improve.

The lockdown restrictions also affected contractors for the Trust's developments who faced labour and material supply shortage issues. All ongoing project construction works have since resumed, with the availability of labour and supply chain improving considerably by the end of the third quarter of 2020.

Since the early days of the outbreak in India, the Board of Directors (Board) and the Trustee-Manager and Property Manager (the "Managers") have been actively involved, providing strategic input to tackle both short- and long-term impact brought about by COVID-19. Under the guidance of CapitaLand, immediate actions were taken across the Trust's portfolio through implementing all necessary precautionary measures to safeguard health and safety and provide support to tenants and contractors, while making a positive impact on the community. The following table provides a summary of the Trust's response in navigating COVID-19 with its stakeholders.

### Staff



The Managers implemented various precautionary measures to take care of the safety and total-well-being of its staff. Frontline staff were provided with appropriate equipment such as surgical masks, hand sanitisers and Personal Protective Equipment (PPE). Enhanced cleaning measures were implemented in the work areas. Where possible, staff would work from home with the support of telecommuting technologies. To ensure the total well-being of its staff, the Managers have been engaging them through CapitaLand via online platforms including pulse surveys, virtual townhalls and online activities such as online learning, competitions etc. Resources such as financial assistance channels, other employee assistance programmes and healthcare hotlines were also circulated regularly via emails.

## SUSTAINABILITY REPORT

### Tenants



All of a-iTrust's business parks remained operational throughout 2020 to support tenants' operations. To provide a safe environment for tenants and the park community, the Managers enhanced hygiene measures and employed the use of contactless technologies. Regular communication on COVID-19 preparedness is also shared with all tenants. As most within the park community continue to work-from-home, a-iTrust has held various virtual engagement activities to connect with them.

a-iTrust has committed to rental reliefs to retail tenants to support them through this difficult period till footfalls revive meaningfully. The Trust has also increased social media and marketing campaign efforts for consumer outreach to increase mall footfalls to support the retail tenants.



### Suppliers



There were no significant disruptions to a-iTrust's supply chain during the COVID-19 pandemic. Through the use of Zycus, an online Procure-to-Pay supplier management platform, tender calling and awarding of contracts could be conducted digitally and remotely.

During the lockdown period in India, a-iTrust leveraged its position as a real estate business trust to provide temporary lodging in addition to providing basic amenities for its contractors, including food supplies, as well as PPE and precautionary kits. This helped to reduce the exposure of these contractors to the virus and provided assurance to the Trust's tenants that the workers on-site in the IT parks were well-protected.

### Community



Through CapitaLand Hope Foundation India, a-iTrust has funded various COVID-19 related initiatives to support the frontline healthcare workers, police personnel and communities around the Trust's parks. Funds went towards areas such as the procurement of medical supplies and equipment for these at-risk groups. For more details of the initiatives, please refer to page 90 of a-iTrust Annual Report 2020.

**BOARD, TOP MANAGEMENT SUPPORT AND STAFF COMMITMENT AND INVOLVEMENT**

**STRATEGIC SUSTAINABILITY MANAGEMENT STRUCTURE**



CapitaLand’s sustainability management comes under the purview of the CapitaLand Sustainability Council. Reporting to the CapitaLand Board, the Council comprises certain CapitaLand independent board directors and members of the CapitaLand Executive Committee and is supported by the Group Sustainability Office and various work teams to drive continued progress and improvement in the areas of ESG. The work teams comprise representatives from all business units and corporate functions.

The Trust’s properties are overseen by representatives in the Environmental, Health and Safety (EHS) Committee to drive initiatives within its parks. The a-iTrust Board is updated regularly on sustainability matters related to the Trust, including sustainability management performance of a-iTrust, key material issues identified by stakeholders and the planned follow-up measures.

The Trustee-Manager works closely with the Property Manager in carrying out strategies and relevant activities, abiding by CapitaLand’s sustainability framework and policies.

**CAPITALAND DNA**

CORE VALUES			
 <b>Winning Mindset</b>	 <b>Integrity</b>	 <b>Respect</b>	 <b>Enterprising</b>
Commitment to our Stakeholders			
 We create great customer value and experiences through high-quality products and services.  For our Customers (Tenants & Shoppers)	 We deliver sustainable unitholder returns and build a strong global network of capital partners.  For our Investors (Investors & Business Partners)	 We develop high-performing people and teams through rewarding opportunities.  For our People (Employees)	 We care for and contribute to the economic, environmental and social development of communities.  For our Communities (Government agencies, NGOs, public, environment, suppliers)

## SUSTAINABILITY REPORT

### MATERIALITY

With the full integration of Ascendas-Singbridge and CapitaLand, the material ESG issues of a-iTrust were reviewed for its alignment with those identified by CapitaLand. As a CapitaLand-sponsored business trust, CapitaLand's list of ESG material issues have been deemed to be material and applicable to a-iTrust's business and operations.

Moving forward, a-iTrust will be guided by CapitaLand's regular review, assessment and feedback process in relation to ESG topics. Key to this is an annual CapitaLand Group-wide Risk and Control Self-Assessment exercise which entails the identification, assessment and documentation of material risks and corresponding internal controls.

These material risks include fraud and corruption, environmental (e.g. climate change), health and safety, and human capital risks which are ESG-relevant. The CapitaLand Group identifies and reviews material issues that are most relevant and significant to the business and its stakeholders. These are prioritised based on the likelihood and potential impact of issues affecting business continuity and development. For external stakeholders, priority is given to issues important to the society and applicable to CapitaLand. For more information on stakeholder engagement, please refer to the Social and Relationship Capital, Human Capital and Environmental Capital chapters of this report.




### PRIORITISATION OF ESG MATERIAL ISSUES

Environment	Social/Labour Practices	Governance
<b>Critical</b>		
<ul style="list-style-type: none"> <li>› Energy efficiency</li> <li>› Climate change and emissions reduction</li> <li>› Water management</li> </ul>	<ul style="list-style-type: none"> <li>› Occupational health &amp; safety</li> <li>› Employment</li> <li>› Stakeholder engagement</li> <li>› Supply chain management</li> </ul>	<ul style="list-style-type: none"> <li>› Compliance</li> <li>› Business ethics</li> <li>› Products and services*</li> </ul>
<b>Moderate and emerging</b>		
<ul style="list-style-type: none"> <li>› Building materials</li> <li>› Construction and operational waste</li> <li>› Biodiversity</li> </ul>	<ul style="list-style-type: none"> <li>› Diversity</li> <li>› Human rights</li> </ul>	
* Includes customer health and safety.		

**CREATING VALUE AND ALIGNMENT TO UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGS)**


The Guiding Principles of the International Integrated Reporting Council (IIRC) Framework were referenced in this report, and the material ESG issues are grouped into six Capitals – Environmental, Manufactured, Human,

Social and Relationship, Organisational, and Financial. This is also mapped against eight UN SDGs that are most aligned with CapitaLand’s Master Plan 2030 targets, and where CapitaLand can achieve the greatest positive impact.

Capitals	Material ESG Issues	What We Do	2020 Value Created
<p><b>Environmental Capital</b></p> <ul style="list-style-type: none"> <li>› Carbon emissions</li> <li>› Energy management</li> <li>› Water stewardship</li> <li>› Waste and resource management</li> </ul> <p><b>Manufactured Capital</b></p> <ul style="list-style-type: none"> <li>› Environmentally sustainable, healthy, safe and accessible quality building</li> <li>› Innovating and sustainable construction methods and technologies</li> </ul> 	<ul style="list-style-type: none"> <li>› Energy efficiency</li> <li>› Climate change and emissions reduction</li> <li>› Water management</li> <li>› Construction &amp; operational waste</li> <li>› Biodiversity</li> <li>› Stakeholder engagement</li> <li>› Product safety and customer well-being</li> </ul>	<p>a-iTrust is committed to:</p> <ul style="list-style-type: none"> <li>› Reduce water consumption, reuse water and prevent water pollution</li> <li>› Transit to low-carbon business and reduce energy consumption through improved energy efficiency and increase use of renewable energy</li> <li>› Actively embrace innovation to ensure commercial viability without compromising the environment for future generations</li> <li>› Preserve the biodiversity of its sites as well as the wider area where possible</li> <li>› Build safe, accessible, vibrant and quality real estate development to enhance the lives of the Trust’s tenants</li> </ul>	<ul style="list-style-type: none"> <li>› 77% of a-iTrust’s business park buildings are certified either with IGBC or USGBC LEED green ratings across the portfolio.</li> <li>› Achieved 41%<sup>2</sup> reduction of energy consumption.</li> <li>› 49% of total landlord energy consumed is from solar energy.</li> <li>› Achieved 53%<sup>2</sup> reduction in water use.</li> </ul>
<p><b>Manufactured Capital</b></p> <ul style="list-style-type: none"> <li>› Environmentally sustainable, healthy, safe and accessible quality building</li> <li>› Innovating and sustainable construction methods and technologies</li> </ul>  <p><b>Human Capital</b></p> <ul style="list-style-type: none"> <li>› Health and safety</li> <li>› Job creation and security</li> <li>› Learning and development</li> <li>› Benefits and remuneration</li> </ul> 	<ul style="list-style-type: none"> <li>› Occupational health and safety</li> <li>› Supply chain management</li> <li>› Employment</li> <li>› Diversity</li> <li>› Human rights</li> </ul>	<ul style="list-style-type: none"> <li>› a-iTrust believes that regardless of age, religion, gender, race, nationality and family status, staff can make a significant contribution based on their talent, expertise and experience. a-iTrust adopts consistent, equitable, and fair labour policies and practices in rewarding and developing staff.</li> <li>› a-iTrust aims to provide a work environment that is safe and contributes to the general well-being of its staff.</li> <li>› Occupational health and safety of its stakeholders is of utmost importance to a-iTrust. This includes a-iTrust staff, tenants, contractors, suppliers and the communities that use its properties.</li> </ul>	<ul style="list-style-type: none"> <li>› Zero employee injuries and fatalities during the reporting period</li> <li>› Ratio of male to female employees of Trustee-Manager at 1.6:1.</li> <li>› Employee turnover of 6.3% during the reporting period</li> <li>› Average of 10.8 hours of training for all employees including digital training courses.</li> </ul>

2 Compared to base year 2019. This reduction may not be reflective of the Trust’s future performance due to lower physical occupancy during the reporting period in view of the COVID-19 pandemic

## SUSTAINABILITY REPORT

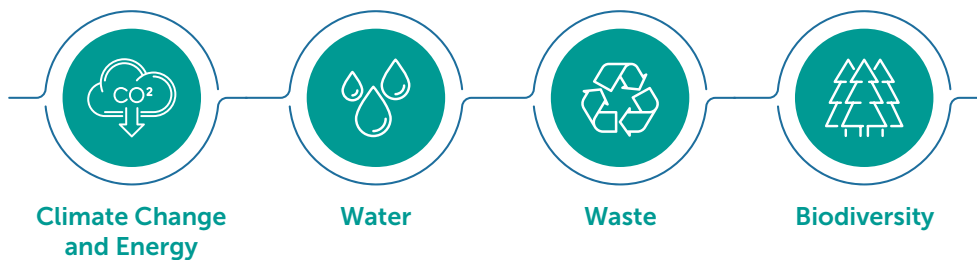
Capitals	Material ESG Issues	What We Do	2020 Value Created
<p><b>Social and Relationship Capital</b></p> <ul style="list-style-type: none"> <li>› Stakeholder relations</li> <li>› Social license to operate</li> <li>› Community development</li> <li>› Cross-sectoral partnership</li> </ul> 	<ul style="list-style-type: none"> <li>› Stakeholder engagement</li> <li>› Products and services (Include customer health and safety)</li> </ul>	<ul style="list-style-type: none"> <li>› a-iTrust is committed to building safe, accessible, vibrant and quality real estate developments for tenants and members of the community</li> <li>› a-iTrust is committed to activities that are aligned with its focus on community investment</li> <li>› Promote sustainability within the tenant community</li> </ul>	<ul style="list-style-type: none"> <li>› Awarded the British Safety Council accreditation with implementing of effective control measures for COVID-19.</li> <li>› Tenant engagement through virtual events. Refer to page 39 of a-iTrust Annual Report 2020.</li> <li>› Set up COVID-19 fund in India to assist front-liners and local communities to manage the spread of the virus. More information can be found on page 90 of a-iTrust Annual Report 2020.</li> </ul>
<p><b>Organisational Capital</b></p> <ul style="list-style-type: none"> <li>› Leadership and culture</li> <li>› Corporate governance</li> <li>› Risk management</li> </ul>	<ul style="list-style-type: none"> <li>› Compliance</li> <li>› Business ethics</li> <li>› Stakeholder engagement</li> </ul>	<ul style="list-style-type: none"> <li>› Ensure compliance with CapitalLand's Supply Chain Code of Conduct</li> <li>› All staff are required to make an annual declaration to uphold CapitalLand's core values and not to engage in any corrupt or unethical practices</li> <li>› Requires third-party service providers and vendors to adhere to anti-bribery and anti-corruption provisions</li> </ul>	<ul style="list-style-type: none"> <li>› Refer to Corporate Governance chapter on pages 97 to 129 of the a-iTrust Annual Report 2020</li> <li>› No reported incident relating to staff discrimination; child labour or forced labour in a-iTrust project sites</li> </ul>
<p><b>Financial Capital</b></p> <ul style="list-style-type: none"> <li>› Sustainable financing</li> <li>› Earnings</li> <li>› Equity</li> <li>› Investments</li> <li>› Assets</li> </ul>		<ul style="list-style-type: none"> <li>› Combination of operating income from investment properties, disciplined approach to investments, proactive portfolio management and prudent capital management</li> </ul>	<ul style="list-style-type: none"> <li>› Refer to financial review on pages 56 to 60 of a-iTrust Annual Report 2020</li> </ul>



**ENVIRONMENTAL AND MANUFACTURED CAPITAL**

a-iTrust is committed to minimising its environmental impact as a real estate business trust. It believes that lowering the environmental footprint of its buildings through innovation creates value for its stakeholders.

It incorporates environmental sustainability in its life cycle management, in all stages of a project, from feasibility, design, procurement, construction, operation to redevelopment. Monitoring environmental impacts is integral to its business operations, as the efficient use of environmental resources such as energy and water contributes to the operational efficiency and long-term sustainability of the Trust.



Framework	
<b>Policy and Objectives</b>	<ul style="list-style-type: none"> <li>› Identify opportunities in managing its property portfolio to deliver long-term benefits</li> <li>› Reduce energy consumption and encourage renewable energy sources</li> <li>› Reduce water consumption and encourage the use of treated/recycled water</li> <li>› Manage waste through construction efficiency and encourage recycling</li> <li>› Manage biodiversity to contribute positively to the natural environment</li> <li>› Engage stakeholders to play their part</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>› Setting performance targets linked to remuneration for employees, and monitoring energy and water usage, waste generation and carbon emissions performance through the Environmental Tracking System (ETS)</li> <li>› Use of the ISO 14001-certified Environmental Management System (EMS) ensures accountability to relevant managers and all employees</li> </ul>
<b>Methods/Action plan</b>	<p>Environment Management System (EMS)</p> <ul style="list-style-type: none"> <li>› Compliance with local environmental laws and regulations.</li> <li>› Identify significant environmental aspects and manage impact.</li> <li>› Implementation of Sustainable Building Guidelines (SBG), an in-house guide that ensures holistic incorporation of environmental considerations throughout all stages of the Trust's properties' life cycles.</li> <li>› Appointment of ISO 14001-certified main contractors or conduct EMS legal compliance on site</li> </ul> <p>To contribute towards CapitaLand Group achieving the following operational targets (baseline 2008) by 2030:</p> <ul style="list-style-type: none"> <li>› Reduce carbon emissions intensity by 78%</li> <li>› Reduce energy consumption intensity by 35% in day-to-day operations</li> <li>› Increase proportion of total electricity consumed from renewable sources to 35%</li> <li>› Reduce water consumption intensity by 45% in day-to-day operations</li> <li>› Achieve 25% recycling rate in day-to-day operations</li> <li>› Divert 75% of construction waste from landfill</li> </ul>
<b>Stakeholder engagement</b>	<ul style="list-style-type: none"> <li>› Require and indicate preference for ISO 140001 main contractors/vendors</li> <li>› Share CapitaLand EHS policy with suppliers and service providers</li> <li>› Encourage end users, including tenants and the general community, to adopt environmentally sustainable habits</li> </ul>

## SUSTAINABILITY REPORT

### TOP MANAGEMENT COMMITMENT AND STAFF INVOLVEMENT

Initiatives associated with environmental and safety performance in India are driven by representatives in CapitaLand's EHS committee. This committee maintains the Group's EHS Management System as the CapitaLand Environment Sustainability Working Team and supports the work of CapitaLand's Sustainability Council.

All staff are involved in reducing a-iTrust's environmental footprint. They are encouraged to be forthcoming and to report all incidences of environmental-related issues and complaints, as well as incidences of non-compliance and non-conformities.

### MANAGING OUR ENVIRONMENTAL FOOTPRINT

a-iTrust has adopted CapitaLand's Environmental Management System (EMS) as a key tool in managing its environmental footprint across its entire portfolio. The EMS is integrated with the Occupational Health and Safety Management System (OHSMS) to form CapitaLand's Environmental, Health and Safety Management System (EHSMS), and certified to the requirements of ISO 14001 (Environmental Management System) and ISO 45001 (Occupational Health & Safety) Standards.

### Risk Management of Environmental Aspects and Impact

The EMS provides a systematic approach to manage a-iTrust's environmental impact and to continuously improve its environmental performance. A key element of the EMS is to identify and manage significant environmental aspects of its business operations that can potentially have a negative impact on the environment. The significance of each environmental aspect and impact is assessed based on factors such as the likelihood of the occurrence, severity of the impact and control measures implemented.

a-iTrust strives to minimise impacts such as resource depletion, carbon emissions and waste generation. This is done by setting environmental targets such as green building rating targets; carbon emissions, energy, water and paper usage reduction targets; stakeholder engagement activities; and implementing various measures to achieve them.

### Training

To facilitate effective implementation of the EMS, training and awareness programmes are planned and conducted for all staff. New staff are inducted to the EHSMS, as well as CapitaLand's EHS policy and briefed on the roles they play. For the implementation of CapitaLand's EHSMS, Heads of Departments in administration, operations, and project development, including heads of operating properties, design managers and project managers, undergo more detailed training.

### Internal and External Audits

a-iTrust is under the internal audit system by CapitaLand which ensures the conformance and effective implementation of its EMS to ISO 14001 international standards. Internal audits are conducted at least once a year. External audits are also conducted annually by a third-party accredited certification body.

### GREEN BUILDING RATING AND BENCHMARKS

a-iTrust is aligned with the CapitaLand Group's overall green building rating targets of achieving green certifications for all new and existing high-value buildings in its portfolio. Green certification validates the Trust's efforts in aligning its portfolio with industrial best practices that are environmentally responsible and resource efficient.

Over the years, a-iTrust is proud to be recognised for its efforts to reduce its environmental footprint, receiving numerous certifications and awards relevant to the Trust's properties in India, namely the U.S. Green Building Council (USGBC) Leadership in Energy and Environmental Design (LEED) and Indian Green Building Council (IGBC) certification<sup>3</sup>. Figure 2 provides an overview of these certifications and awards.

<sup>3</sup> LEED/IGBC is a green building certification programme that recognises best-in-class building strategies and practices. To receive the LEED/IGBC certification, building projects must satisfy prerequisites and accumulate points to achieve different levels of certifications.

**Figure 2: Sustainability Certifications**

City	Property	Building	Award
Bangalore	International Tech Park Bangalore	Anchor (SEZ)	IGBC Platinum
		Aviator (SEZ)	IGBC Platinum
		Creator	USGBC LEED Gold
		Discoverer	USGBC LEED Gold
		Explorer	IGBC Gold
		Innovator	USGBC LEED Gold
		Inventor	IGBC Gold
		Navigator	IGBC Gold
		Victor (SEZ)	USGBC LEED Platinum
		Voyager (SEZ)	IGBC Silver
Chennai	International Tech Park Chennai	Crest	USGBC LEED Gold
		Pinnacle	USGBC LEED Gold
		Zenith	USGBC LEED Platinum
	CyberVale	Building 3	USGBC LEED Gold
		Lakeview	USGBC LEED Gold
		Springfield	USGBC LEED Gold
Hyderabad	International Tech Park Hyderabad	Atria	USGBC LEED Gold
		Vega	USGBC LEED Platinum
	Cyber Pearl	Block A	IGBC Gold
		Block B	IGBC Gold
Pune	aVance Pune	Buildings 1-3	IGBC Platinum

Target	Performance
Obtain 100% certification by a green rating system administered by a national government ministry/agency or World Green Building Council (WGBC) recognised Green Building Council by 2030	› In progress; 77% of the buildings across the portfolio are certified either with IGBC or USGBC LEED green rating.

### CapitaLand Sustainable Building Guidelines

a-iTrust takes reference from CapitaLand's Sustainable Building Guidelines (SBG) which ensures environmental considerations are factored in at all stages of its properties' life cycles. The SBG is regularly reviewed to ensure continuous improvement, with a focus on four key objectives – reducing carbon footprint and energy consumption, water management, reducing waste generation and promoting biodiversity.

A key component of the SBG is the mandatory Environmental Impact Assessment (EIA). Prior to any

acquisition or development, an EIA will be carried out during the feasibility study stage. Significant findings of the EIA and their cost implications, if any, are incorporated in the investment paper submitted to the Board for approval.

The EIA focuses on identifying any environmental threats or opportunities related to the project site and its surroundings, covering areas such as floods, biodiversity, air quality, noise, connectivity, heritage and resources. There are no properties in a-iTrust's portfolio located within protected areas and no material biodiversity risk has been identified.

**SUSTAINABILITY REPORT**

**TRACKING OUR ENVIRONMENTAL RESULTS**

The primary impact of a-iTrust’s operations on the environment is through its energy use, water use and waste generated in the operations of its buildings. To reduce its environmental footprint, a-iTrust has continuously explored new and innovative ways, with a focus on the adoption of more efficient technologies which can reduce resource use.

In FY2020, a-iTrust fully transitioned to CapitaLand’s cloud-based Environmental Tracking System (ETS) platform. The ETS acts as a central point of consolidation and monitoring of energy and water consumption, carbon emissions and waste generation across the properties, allowing the Property Manager to conduct analysis against set targets and past trends to understand consumption patterns and identify areas for improvement.

This year, as a result of the lockdowns in India and changes to working arrangements, there has been a significant reduction in the amount of energy and water used and waste generation when compared to the previous year. As such, the environmental performance of a-iTrust in 2020 may not accurately reflect the typical performance of a-iTrust’s properties. a-iTrust will continue to monitor

its environmental performance closely and introduce initiatives to reduce its environmental impact.

**Energy and Carbon Emissions**

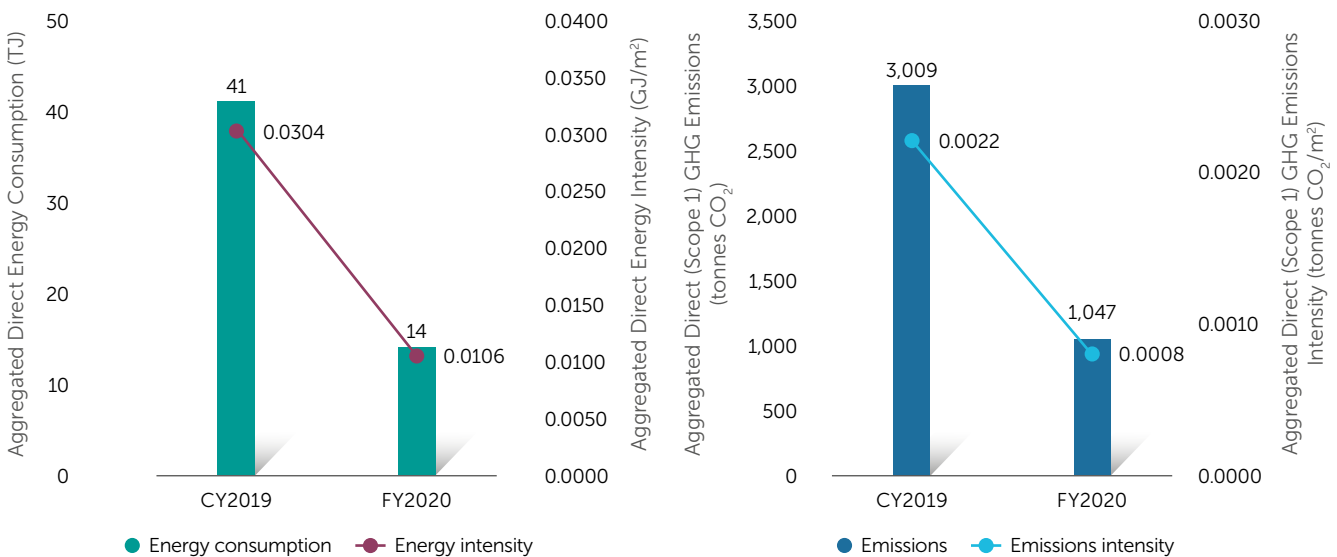
The Trust’s direct energy consumption comprises fuel consumption for emergency genset testing and diesel generators as well as the energy generated from solar rooftop installations in ITPB, ITPC, CyberVale and CyberPearl.

In FY2020, the Trust utilised 14 TJ of direct energy which resulted in 1,047 metric tonnes of CO<sub>2</sub>. This represents a significant reduction of 66% in direct energy consumed across the Trust’s operations. This decrease is in line with the Trust’s move away from fuel-based captive power plants to the utilisation of green energy sources such as solar energy.

The Trust’s indirect energy consumption is primarily derived from a mixture of traditional grid energy and solar energy from off-site solar farms. In FY2020, the Trust utilised 55,438 MWh of electricity<sup>5</sup> which resulted in 54,939 metric tonnes of CO<sub>2</sub>. Compared to the same period last year, there was a significant decrease of 41% in energy use intensity.

**Figure 3:**

**DIRECT ENERGY CONSUMPTION AND INTENSITY<sup>4</sup>**

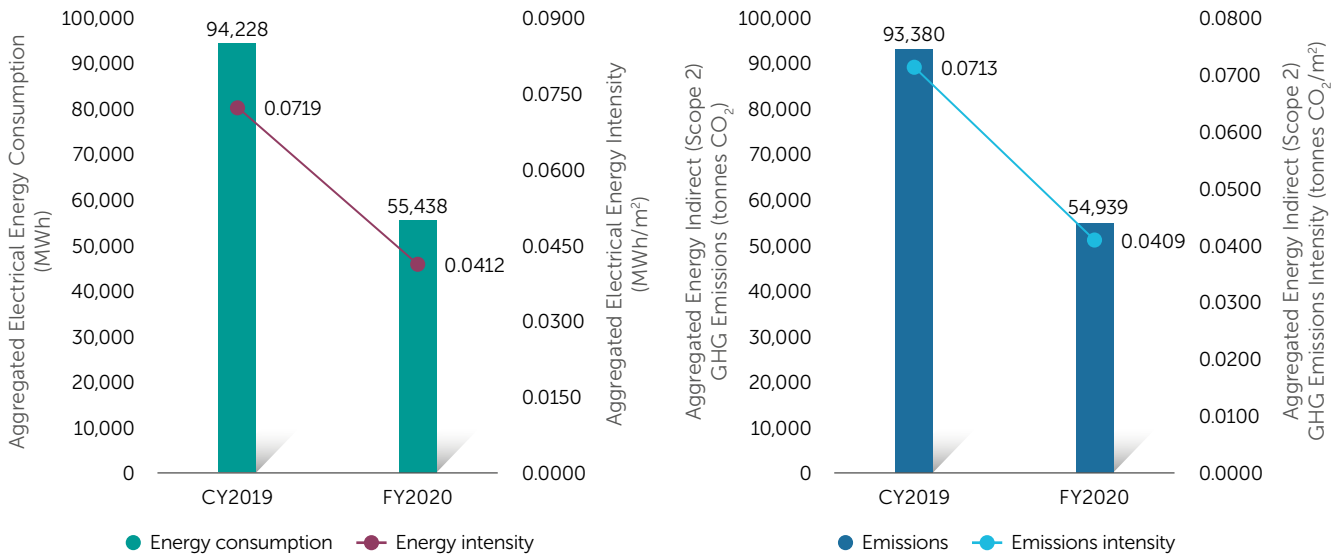


4 2019 figures refer to calendar year 2019, for comparison against full-year FY2020 figures.

5 This refers to energy consumption for common areas and air-conditioning.

Figure 4:

## INDIRECT ENERGY CONSUMPTION AND INTENSITY

**Renewable Energy**

As part of our commitment to reduce the carbon footprint of our portfolio, the Trust has been adopting renewable energy for its properties since 2014. Since then, the proportion of renewable energy has increased year-on-year, to 44% (approximately 68.5 million kWh) of total energy consumption in 2020. This increase is also partly due to lower overall energy usage in 2020 where most of the reduction came from traditional grid energy usage. The increased adoption of renewable energy has enabled the Trust to effectively reduce its carbon footprint by approximately 48,400 metric tonnes of CO<sub>2</sub> in 2020.

The Trust has managed to significantly increase its adoption of renewable energy year-on-year via multiple avenues. For example, as part of the plan to decommission the diesel-driven dedicated power plant in ITPB in 2017, the Trust signed multiple power purchase agreements across 2016 and 2017. Subsequently, the Trust also installed solar panels across the rooftops of its properties; in 2020, an additional 750 kW of solar power capacity was harnessed via the construction of rooftop solar panels across buildings in aVance Hyderabad and aVance Pune. To date, an equivalent of 2.9 MW of rooftop solar power has been installed across 24 buildings, generating approximately 4.1 Million kWh annually.

**SUSTAINABILITY REPORT**

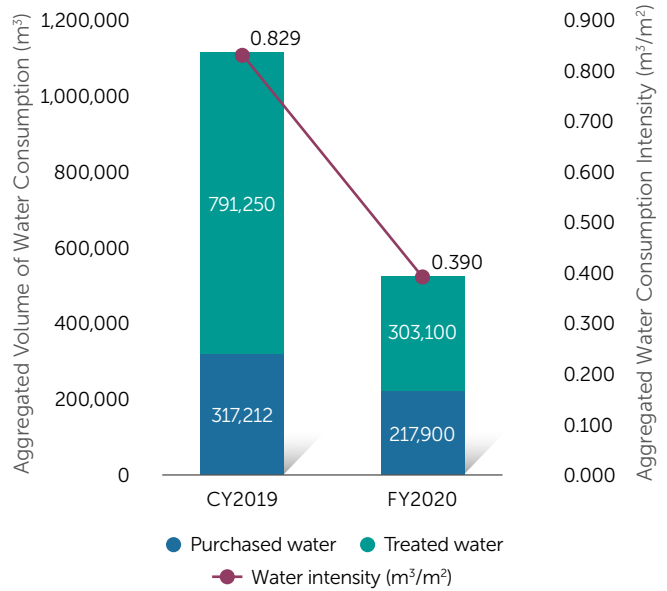
**Water Management**

Water scarcity remains an acute issue in India. a-iTrust is cognisant of its responsibility to the local community to use water in a sustainable manner and is committed to reduce water consumption in its daily operations. Adopting a strategic approach to water management and quality enhances the efficiency, resilience and long-term value of the Trust’s portfolio.

In FY2020, the Trust utilised 521,000 m<sup>3</sup> of water, a significant decrease of 53% compared to the same period last year. a-iTrust’s water use and water use intensity are shown in Figure 5.

**Figure 5:**

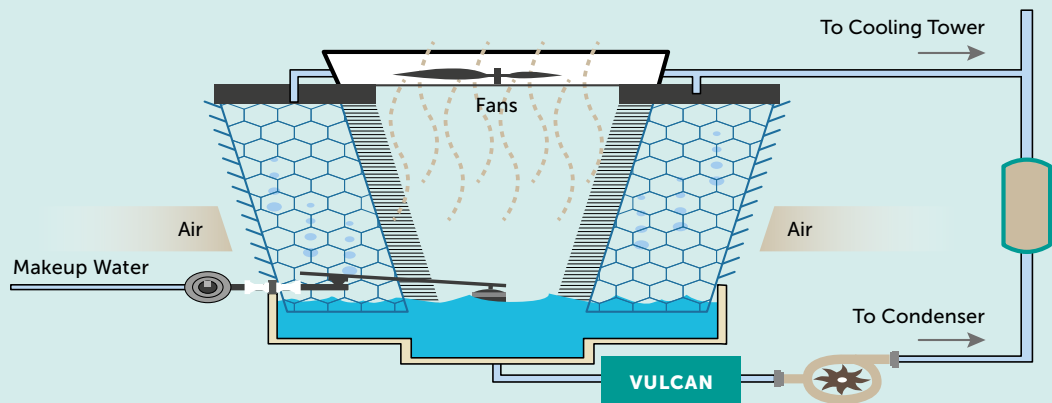
**WATER CONSUMPTION AND INTENSITY**



**CASE STUDY 1**

**DESCALING OF THE CHILLER CONDENSER WATER SYSTEM AT ITPB**

A common issue faced in the operation of water-cooled chiller condenser systems is the formation of scales caused by the crystallisation of minerals in water. These scales reduce the chiller efficiency resulting in increase in water and energy use. Traditionally, to prevent the formation of these scales, chillers are doused with chemicals and cleaned regularly. However, there are still limitations to such a solution as the scales are still able to form. Furthermore, the use of these chemicals can pose a risk to the environment.



To address the issue of scaling, ITPB introduced a radiofrequency (RF) based water treatment system to its water condensers at ITPB. Through the process of electrophoresis, the system modifies the crystallisation of minerals that prevents them from binding to the surface of the water condenser system. This solution has resulted in an increased chiller efficiency and a 58% reduction in the amount of water use, in addition to reducing the harmful effects of chemicals used in the process of descaling.

### Waste

Within a-iTrust properties, a significant amount of waste is generated from its park community. a-iTrust takes every effort to work with its stakeholders to reduce and recycle waste.

In FY2020, a total of 542.6 tonnes of waste was generated, of which 71% were recyclable waste comprising paper, plastic metals and other materials. a-iTrust has started tracking its waste data and will monitor waste generation and recycling rates with a view to improving its performance.

### Paper Consumption Management in a-iTrust Corporate Offices

Paper accounts for most of the waste generated from the Managers' corporate offices. Initiatives implemented included the use of "Follow-me" printing to better track paper usage and minimise wastage, and work processes moved online to reduce paper consumption. Recycling bins (including secured bins) are conveniently located at corporate offices to encourage staff to recycle used paper. a-iTrust also actively promotes the use of environmentally-friendly paper and reduced printing of the Ascendas India Trust Annual Report. The electronic version of the Annual Report is available on the Trust website.

## AUTOMATIC WASTE SEGREGATION AT ITPB

Building waste that is not segregated into biodegradable and non-biodegradable waste contributes to environmental pollution; poses a health risk to workers involved in the manual segregation of waste; wastes resources that could have been reused; and increases the footprint associated with more trips to collect larger volumes of unsegregated waste.

To address the above issues, ITPB has installed an automated waste segregation system, "Trashbot" that allows waste within ITPB premises to be separated into biodegradable and non-biodegradable waste. Biodegradable waste collected can be used to create compost or briquettes to generate energy, while non-biodegradable waste can be further treated by disinfection and converted into particle boards which can be reused for furniture, roofing tiles and partition walls.



## SUSTAINABILITY REPORT

### HUMAN CAPITAL

Occupational Health and Safety (OHS) of the Managers' staff, the Trust's tenants, contractors, suppliers and the communities who use its properties, is of utmost importance to a-iTrust. Effective OHS management is part of risk management and deemed to enhance staff productivity and morale.



Framework	
<b>Policy and objectives</b>	<ul style="list-style-type: none"> <li>› Identify and reduce occupational injury rates to achieve zero harm</li> <li>› Provide a robust OHS Management System (OHSMS)</li> <li>› Meet and exceed OHS legal requirements</li> <li>› Promote a culture of individual ownership and responsibility for OHS management</li> <li>› Seek proactive support and participation from a-iTrust's top management, staff and stakeholders including tenants and supply chain (contractors and suppliers)</li> <li>› Drive continuous improvement in OHS performance through active participation in industry and national programmes to raise OHS standards</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>› CEO is accountable</li> <li>› ISO 45001 certified OHS Management System ensures accountability to the Managers and all staff</li> <li>› Key performance indicators (KPIs) are linked to remuneration of all staff of the Managers, including top management</li> </ul>
<b>Method/Action plan</b>	<p>OHS Management system</p> <ul style="list-style-type: none"> <li>› Legal compliance</li> <li>› Identification of hazards and risk assessment</li> <li>› Sustainable Building Guidelines – Design for Safety (DfS)</li> <li>› Safe operations – OHS Standard Operating Procedures (SOPs)</li> <li>› Training and awareness</li> <li>› Give preference to ISO 45001 certified supply chain (vendors/suppliers)</li> <li>› Appoint ISO 45001 certified main contractors or carry out OHS legal compliance audit onsite</li> </ul> <p>KPI</p> <ul style="list-style-type: none"> <li>› OHS performance of staff</li> <li>› Stakeholder engagement</li> </ul>
<b>Stakeholder engagement</b>	Educate key stakeholders including tenants and the wider community



### TOP MANAGEMENT COMMITMENT AND STAFF INVOLVEMENT

CapitaLand champions OHS with commitment from the top management and staff participation through the OHSMS and stakeholder engagement activities. The CEO of the Trustee-Manager is accountable for overall OHS performance of a-iTrust and all staff are encouraged to take ownership of OHS issues and be proactive in reporting all OHS-related incidents, including non-compliances and non-conformities. This list is updated in the CapitaLand intranet.

Additionally, the OHSMS includes provisions for the consultation and participation of workers, such as determining the mechanisms for worker involvement and providing time, training and resources.

### ROBUST OHS MANAGEMENT SYSTEM

a-iTrust's approach to health and safety is guided by its OHSMS, which is governed by CapitaLand's EHS policy that outlines the company's commitment to manage OHS issues. For more details of the EHS policy, please refer to the EHS policy outlined in the Environmental Capital chapter of this report.

### Certified to International Standards

The OHSMS has been externally audited by a third-party accredited certification body to ISO 45001. This coverage encompasses all business functions including property management, property development, corporate management and operations.

### Internal and External Audits

CapitaLand has put in place an internal audit system to ensure conformance and effective implementation of the OHSMS. For a-iTrust, internal audits are conducted at least once a year, covering all its business parks in India. In addition, external audits are conducted annually by an accredited third-party certification body. These audits provide assurance to top management and external investors of its OHSMS, legal compliance requirements and commitment to best practices.

### Compliance

Legal requirements are reviewed on a quarterly basis, and compliance to these requirements are evaluated annually. There were no instances of non-compliance in a-iTrust's properties in FY2020.

### Risk Management of OHS Hazards

Identifying OHS hazards and assessing their risks are key components in the OHSMS. a-iTrust strives to eliminate or minimise such hazards and risks through various measures. Hazards Identification and Risk Assessments (HIRA) are reviewed annually or when appropriate, for example, following a change in processes. OHS hazards are identified for the administration, development and operational functions of CapitaLand's businesses and their risks are assessed. Examples of hazards include poor ergonomics, falling from height, falling objects and working in an enclosed space. The Managers have put in place various standard operating procedures (SOPs) to minimise the occurrence of such hazards.

### Training and Awareness

To facilitate the effective implementation of the OHS Management System, training and awareness programmes are organised for staff. Please refer to the Environmental Capital chapter of this report for more details on EHS training programmes. In addition, staff are briefed on how to respond to OHS incidents at the workplace. As part of staff well-being initiatives, the CapitaLand Group organises weekly wellness day emphasising the importance of mental, physical, and emotional wellness for all staff. Staff have the option to participate in wellness related activities and programmes such as body wellness talks, fun run, health screening and more.

### Measures to Mitigate Risks of Serious Diseases

a-iTrust responds to the threat of serious diseases in a timely manner by putting in place appropriate measures to mitigate risks. When necessary, the human resource department disseminates medical and travel advisories to all staff. Information on pandemic planning is also made readily available for all staff on the intranet. In response to the health and safety risks from COVID-19, a-iTrust has taken proactive steps to protect its business park tenants and employees, overseen by the CapitaLand Business Continuity Plan Committee (which comprises top management including the Chief People Officer and respective Heads of Departments).

**SUSTAINABILITY  
REPORT****CASE  
STUDY** 3**MANAGEMENT OF COVID-19 IN INDIA**

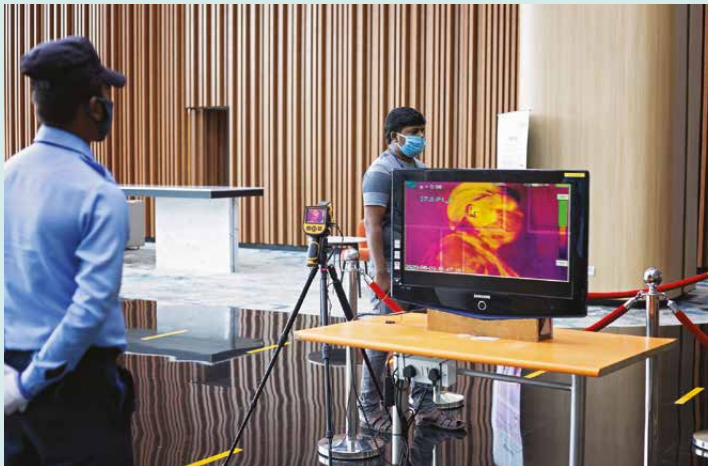
As of February 2021, over 10 million people have been tested positive for the virus. To manage the spread of the virus, the nation underwent a national lockdown starting from 23 March 2020 that extended through several phases in the period following. Although the lockdowns have since been lifted, several restrictions and guidelines have been put in place to ensure that businesses can continue to safely operate in the midst of the pandemic.

During the year, the Trust worked closely with property managers to ensure that all the necessary precautionary measures were implemented and adhered to within its parks. All of the Trust's business parks adhere to international standard safety protocols. The Trust is also exploring innovative digital and technological solutions to further strengthen the health and safety measures in its business parks. These measures can be categorised broadly in three key areas – Park, Tenant and Employees.

**PARK**

Firstly, there was a need to ensure that the infrastructure of the park allowed for the detection of potential carriers as well as prevented any further spread of the virus. Hardware-level solutions introduced include:

- › Screening of temperature at every entry point to the business parks
- › Installation of thermal imaging scanners at strategic locations
- › Deploying contactless technologies such as the in-house modification of elevators at ITPC/ CyberVale to allow the selection of floor through the use of a foot-operated pedal system
- › Utilisation of UVGI technology to disinfect Air Handler Units (AHU) for enhanced indoor air quality
- › Utilisation of anti-microbial coating for common touch surfaces e.g. elevator and restrooms



### TENANT

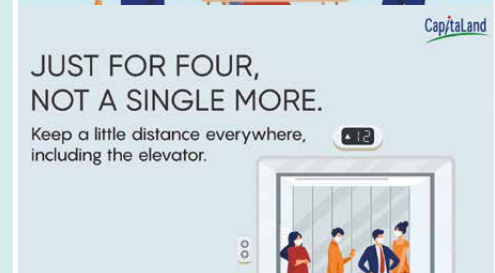
It was also important to ensure safe distancing, reduce the gathering of crowds and reduce transmission amongst tenants and visitors to the park. Accordingly, the Trust implemented the following measures:

- › Installation of social distancing markers at key areas such as lifts, queue in lobbies and entrances
- › Circulating guidelines and reminders to tenants to ensure safe distancing
- › Closing of food courts in the parks
- › Making the wearing of masks mandatory inside the park

### EMPLOYEE

Lastly, the Trust worked closely with its employees and contractors to enhance cleaning and disinfection of the park through the following measures:

- › Enhanced sanitation with dedicated deep cleaning team with increased frequency of cleaning and disinfecting at all common spaces
- › Training all service staff to follow precautionary and hygienic measures, including the use of PPE while they are in the IT parks



All of the Trust's IT parks have been accredited with the British Safety Council's global benchmarking certification for COVID-19 control measures. As an assurance assessment, the certification affirms the efficacy and compliance of the Trust's COVID-19 measures, including its policies, procedures and arrangement relating to the control of COVID-19 in accordance to requirements set by the Indian government, UK government and sector specific guidelines.



**SUSTAINABILITY REPORT**

**MEASURING OUR SAFETY PERFORMANCE**

In 2020, there were zero work-related fatalities, high consequence<sup>6</sup> injuries and occupational diseases recorded. However, there were a total of two minor incidents which occurred. These incidents involving one contractor and one operation staff, were deemed to not be severe. Thorough investigation was conducted to prevent

recurrence and all necessary follow-up actions have been taken in line with the Manager’s incident reporting and investigation guidelines and procedures. As part of its OHSMS, a-iTrust will continue to monitor its OHS performance, reinforce safety standards and review its procedures for improvement.

Perpetual target	Performance
Zero incident resulting in staff permanent disability or fatality	Achieved
Maintain ISO 45001 certification for its OHSMS	Achieved

**CASE STUDY 4**

**IMPROVEMENT OF INDOOR AIR QUALITY USING NANO FIBRE FILTRATION AT BUSINESS PARKS**

Air quality is monitored and maintained at a-iTrust’s properties to ensure a quality indoor environment. At ITPB, aVance Pune and ITPC, a nano fibre filtration has been introduced that reduces Particulate Matter (PM) concentrations for PM2.5 and PM10.

These are also more energy-efficient and cost-effective than the existing MERV13 solutions.



6 A high-consequence injury is a work-related injury that results in a fatality or an injury from which the worker cannot, or does not, or is not expected to recover fully to pre-injury health status within 6 months.

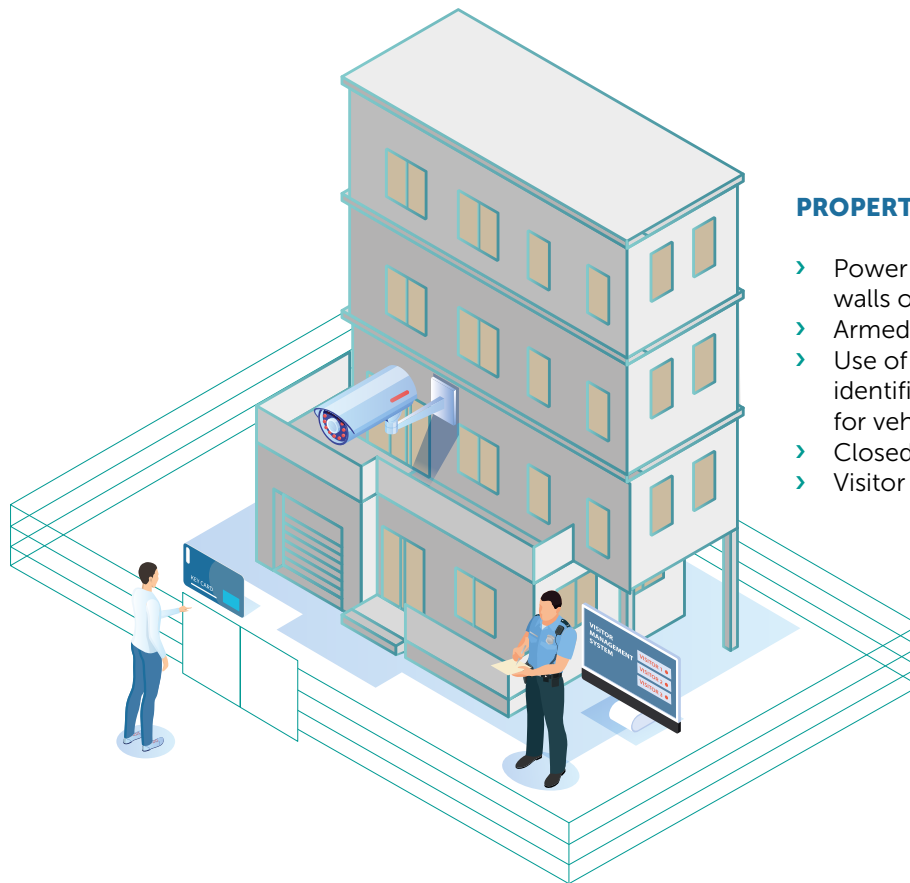
### SECURITY AND SAFETY AT BUSINESS PARKS

As a business space provider, a-iTrust is committed to provide a safe and secure environment for its stakeholders. The Trust takes a proactive approach by implementing various security measures, physical protection practices and security technologies.

The Managers recognise the need for constant vigilance and readiness on the ground and interact closely with

external security vendors to review procedures and ensure that they are well-equipped with the skills to anticipate, identify and manage security threats. Standard procedures such as building evacuation, video surveillance backup and visitor identification checks are in place. Additionally, the Property Manager liaises with the local police, the State Intelligence Bureau and the Centre for Counter-Terrorism to stay abreast of any recent developments that may require them to intensify their security plans.

**Figure 6: Examples of Security Practices at the IT parks**



### PROPERTY SECURITY

- › Power fencing along boundary walls of parks
- › Armed guards deployment
- › Use of unique hologram identification sticker for vehicles and personnel
- › Closed-circuit television (CCTV)
- › Visitor Management System

### SUPPLY CHAIN MANAGEMENT

CapitaLand works closely with its contractors and suppliers who are committed to high quality environmental, health and safety standards. Contractors are only appointed for its projects upon meeting the Group's stringent selection criteria.

The Managers adopts CapitaLand's Supply Chain Code of Conduct to influence its supply chain to operate responsibly in the areas of anti-corruption, human rights, health and safety, as well as environmental management.

### Vendors and Service Providers

All vendors are required to declare their adherence to CapitaLand's Supply Chain Code of Conduct at point of enrolment for submission of quotation or tender. In all term contracts, the Managers have stipulated for Risk Assessment Forms and vendors are requested to submit a copy of their risk assessments in cases where their activities may affect the occupational health and safety of the staff or visitors. For contractors, house rules stipulate requirements such as deploying personal protective equipment, reporting of accidents and proper disposal of debris and toxic waste.

## SUSTAINABILITY REPORT

To manage its suppliers, a-iTrust employs Zycus, an online Procure-to-Pay platform that can be accessed by its suppliers. Under Zycus, all new Property Management suppliers appointed in 2020 were screened using social and environmental criteria. Performance of the contractors is monitored on a regular basis and reflected in contractor performance evaluation ratings. Suppliers' finances are also checked in accordance to CapitaLand's Contractor Financial Check to ensure fiscal sustainability.

### HUMAN RIGHTS

CapitaLand has an integrated human capital strategy to recruit, develop and motivate employees. KPIs, both for the business as well as for people development, are in place to ensure that employees' performance goals are aligned with the Group's business objectives. Employees are provided with appropriate development opportunities to perform well in their job.

#### Anti-Child Labour and Anti-Forced Labour

a-iTrust is against any form of child labour and coerced labour. As a CapitaLand-sponsored business trust, it adheres to international human rights principles including the Universal Declaration of Human Rights and the International Labour Organisation (ILO) Conventions. In FY2020, there was no reported incident relating to discrimination, child labour or forced labour in a-iTrust, and the company had no employees below the age of 16.

#### Diversity and Inclusion

a-iTrust embraces diversity and inclusivity regardless of gender, race, nationality and family status. The Managers believe that all employees can make strong contributions based on their diverse talent, expertise and experience.

The Trust identifies talent internally and externally to build bench strength as well as talent pipeline for leadership succession planning. It recruits talent through a network of local and overseas universities, and attracts young talent at an early stage through its graduate development programme. Apart from fresh graduates, a-iTrust also employs experienced and mid-career professionals and industry veterans.

In FY2020, two new hires joined the Trustee-Manager, one employee left the Trustee-Manager, while one transferred internally to another business unit within the CapitaLand Group.

### Re-employment Opportunities

Programmes are also in place to facilitate the continued employability of employees such as pre-retirement planning for intended retirees, re-training for those intending to continue working after retiring, severance pay, job placement services, as well as training and counselling on transitioning to a non-working life.

### Respect for Freedom of Association

a-iTrust abides by the Industrial Relations Act that allows employees to be represented by trade unions for collective bargaining. This allows an avenue for employees to seek redress in cases of industrial disputes.

### Talent Management

a-iTrust seeks innovative, dynamic and talented staff to take the company into its next phase of growth and adopts a multi-pronged approach to manpower planning, i.e. developing internal talent and hiring young talent, mid-career and industry veterans. a-iTrust continuously builds its management bench strength through the identification of high potential talent from both within and outside of the CapitaLand Group as part of its regular succession planning process.

### Positive Work Environment

a-iTrust recognises that a positive work environment is essential to attract, motivate and retain talent. Its total well-being programme promotes personal development, health and work-life harmony. Initiatives include a flexible medical and benefits plan, flexible work arrangements and staff engagement initiatives. Part-time staff are entitled to the same benefits on a pro-rata basis. a-iTrust advocates a pay-for-performance philosophy to drive ownership of collective goals, leading to a high-performance culture which creates long-term shareholder value. Its robust performance management system ensures that all staff receive regular performance and career development reviews.

Through the flexible work arrangement policy, employees may apply for flexible work hours, work from home or part-time work arrangements depending on their needs.

### Fair Remuneration

All employees sign employment contracts with clearly stated employment terms and conditions for employees to understand. This includes employment terms on salary and allowances, (statutory) contributions/deductions, leave entitlements, insurance and medical benefits etc.

To ensure that a-iTrust remains competitive and able to attract and retain talent, external consultants are engaged to benchmark the Trusts' compensation packages against relevant talent markets. Beyond base salaries, other components of the compensation packages encompass short-term cash bonuses and long-term equity-based reward plans.

All regular full-time staff undergo an annual performance review where there is an open discussion on the staff's performance, areas for improvement, developmental needs and career plans.

a-iTrust rewards and motivates staff with a comprehensive and competitive compensation package and benefit programmes. Staff at managerial levels are also eligible to receive performance-based long-term share awards. The share awards will vest over three years subject to the achievement of pre-determined Trust's profitability and shareholder return targets.

### Job Security

a-iTrust is committed to providing meaningful jobs for its staff. This is in line with the revised Tripartite Guidelines on Managing Excess Manpower and Responsible Retrenchment issued by the Singapore Ministry of Manpower together with its tripartite partners, Singapore National Employers Federation and the National Trades Union Congress.

In the event of termination or staff resignation, there is a minimum notice period of one to three months, depending on the staff's job grade. Due to operational requirements, senior management staff are required to serve a notice period of three to six months.

### Learning and Development

Staff are provided with appropriate training to be better equipped to contribute at optimal levels and contribute effectively to the Trust's performance. CapitaLand has an in-house training hub, CapitaLand Institute of Management and Business, which supports the training and development needs of employees. Besides on-the-job exposure, there are many opportunities for job rotation, mentoring and coaching to allow employees to reach their full potential. These programmes include CapitaLand Onboarding Programme, Data Protection Training, Managing Fraud, Bribery and Corruption, among others. Full-time staff are allowed up to 10 days of examination leave per calendar year. In FY2020, the Trustee-Manager's employees underwent an average of 10.8 hours of learning.

### Employee Engagement

CapitaLand actively engages its staff through various avenues, including regular communication sessions held by senior management for effective flow of information and alignment of business goals and objectives across all levels of the workforce.

Quarterly staff communication sessions by the CapitaLand Group CEO allow the Group's senior management team to communicate and interact with staff. These sessions are webcast live to CapitaLand offices in Singapore and overseas. During these staff communication sessions, information on the Group's financial results and key business focus is shared with staff. Staff can pose questions via an online platform prior and during the sessions, or in person during the sessions.

CapitaLand practises an open-door policy, allowing all staff to obtain a fair review and a prompt response to problems or concerns relating to any aspect of their employment with the Group. This includes harassment, grievance handling and whistle-blowing policies applicable to all staff. Staff can also raise their concerns to a higher level of management or to the Human Resource (HR) department.

Information such as employment terms, benefits and practices, Ethics and Code of Business Conduct, as well as Fraud, Bribery and Corruption Risk Management Framework is made available to all staff through CapitaLand's intranet portal, iHub.

In both Singapore and India, the pandemic has resulted in significant changes to working arrangements of the Managers' employees. For example, employees were required to work from home for a significant period during the year. Recognising that these could have an impact on the physical and mental wellbeing of its employees, CapitaLand, as the Trust's sponsor, took extensive steps towards engaging employees during these times. These include:

#### › Remote work pulse survey

During the circuit breaker period, CapitaLand ran two pulse surveys in April and July to "check-in" on employees. The surveys allowed the Trust to understand the needs and challenges faced by employees in adapting to the new norm of working from home. The feedback was used to improve the new working arrangements.

## SUSTAINABILITY REPORT

- › **CapitaLand group staff communication sessions**  
CapitaLand held four staff communication sessions at the Group level from February to August 2020. Three of the sessions were held virtually. During these communication sessions, employees were able to raise concerns and post their questions to management. These communication sessions provided an interactive platform for promoting two-way conversation between management and employees.
- › **360 feedback survey**  
A well-executed 360-degree feedback survey will help build stronger teams, better work relationships and culture in alignment with CapitaLand's leadership competencies and core values. In FY2020, a 360-degree feedback survey was conducted for close to 400 CapitaLand leaders, conducted over 3 phases.
- › **Revamp of staff intranet portal**  
The new staff intranet serves as a platform to share information and engage the Trust's employees. Some of the key features are:
  - › Leadership chat: Effective communication channel where employees can post questions and receive responses from the senior leadership team.

- › Appreciation Board: Platform for employees to post positive messages to appreciate and encourage one another (in line with core value 'Respect').
- › Share your idea: Programme to encourage employees to share good ideas and solutions to improve the company (in line with core value 'Enterprising').
- › Sustainability: Platform to engage employees to learn how to contribute to the community and environment (in line with core value 'Integrity')

### Employee Well-being

CapitaLand seeks to provide not only a safe working environment, but one that contributes to the general wellbeing of its employees. In Singapore, this is carried out through a Total Well-being Programme. Wellness Day is held every Wednesday on an ongoing basis to promote physical and mental well-being. Employees of the Managers are also encouraged to participate in weekly group wellness activities such as group runs, pilates, cross-fit classes, health talks and bazaars and monthly Corporate Social Responsibility (CSR) events.

#### Wellness Wednesday

Employees are given the flexibility to participate in group activities, or independently take part in their own wellness activities every Wednesdays from 5pm. During the lockdown period, many online programmes were conducted to support employees to achieve work-life integration and to better manage stress.

#### CapitaLand Cares Quiz

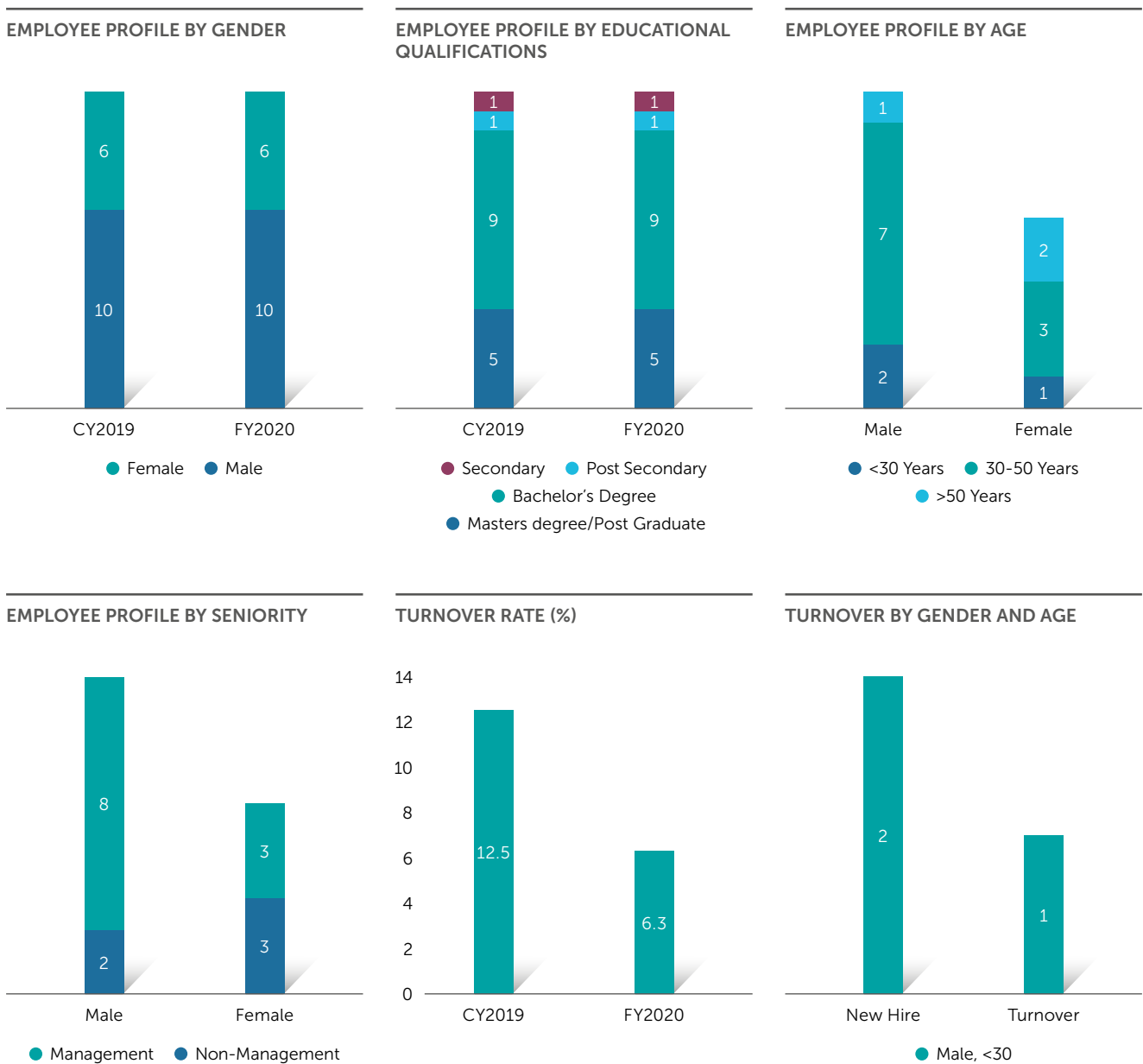
CapitaLand Cares Quiz was run for all Singapore-based employees. The purpose of this quiz was to reinforce their knowledge about COVID-19. About 300 employees participated in the quiz and the top 22 winners received a CapitaLand Care Hamper couriered to their home.



**PROFILE OF EMPLOYEES**

In FY2020, the Trustee-Manager has a total team member strength of 16 employees, all of whom are in Singapore. All employees were hired with permanent contracts and on a full-time basis. Figure 7 below illustrates the Trustee-Manager’s employees’ profile.

*Figure 7: Employees Profile*






## SUSTAINABILITY REPORT



### SOCIAL AND RELATIONSHIP CAPITAL

#### STAKEHOLDER ENGAGEMENT

The Managers actively seek to build positive and long-lasting relationships with all stakeholders. These are groups that the Trust's business has a significant impact on and those with a vested interest in the Trust's operations.

a-iTrust's key stakeholders include the investment community, employees, tenants, suppliers, contractors and the local community. The influence and interest of all stakeholders are considered when determining the Trust's key stakeholder groups. To better understand the issues that concern them, the Managers regularly engage with all key stakeholders.

Key Stakeholder Groups	Needs and Expectations of Stakeholder Groups	Key Engagement Channels	Frequency	Actions and Goals
<b>Investment Community</b> 	<ul style="list-style-type: none"> <li>› Strategic and sustainable growth, total returns</li> <li>› Accurate and timely information to make sound judgements</li> <li>› Regular and clear communications and updates</li> </ul>	<ul style="list-style-type: none"> <li>› a-iTrust website, SGXNet, email alerts</li> <li>› Annual General Meeting</li> <li>› Annual Report &amp; Sustainability Report</li> <li>› Investor perception survey</li> <li>› Meetings and conference calls</li> <li>› Non-deal roadshows</li> </ul>	<ul style="list-style-type: none"> <li>Throughout the year</li> <li>Annually</li> <li>Annually</li> <li>Biennially</li> <li>Throughout the year</li> <li>Regularly</li> </ul>	<p>The Trustee-Manager aims to provide timely and transparent communications to keep the investment community apprised of significant topics relating to corporate developments, portfolio performance, asset and capital management, acquisitions and divestments.</p>
<b>Employees</b> 	<ul style="list-style-type: none"> <li>› Active engagement</li> <li>› Career progression, job security and stability</li> <li>› Competitive remuneration, employee benefits</li> <li>› Learning and development opportunities</li> <li>› Workplace safety, health and wellness</li> </ul>	<ul style="list-style-type: none"> <li>› Staff communication sessions with Senior management team</li> <li>› Employee surveys</li> <li>› Induction programmes</li> <li>› Internal communication through Intranet portal</li> <li>› Performance appraisals</li> <li>› Training and workshops</li> <li>› Wellness, sports and social activities</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> <li>Regularly</li> <li>Regularly</li> <li>Regularly</li> <li>Throughout the year</li> <li>Regularly</li> <li>Regularly</li> </ul>	<p>The Managers strive to create a cohesive and healthy workplace based on trust, mutual respect and active communication. With that, great emphasis is placed on employee empowerment and equal opportunity for all. The Human Resources team continuously reviews employment practices and engagement methods to improve the welfare and team culture.</p>
<b>Tenants</b> 	<ul style="list-style-type: none"> <li>› Competitive rental rates</li> <li>› Quality of facilities</li> <li>› Safety and security practices</li> </ul>	<ul style="list-style-type: none"> <li>› Active communication</li> <li>› Networking events</li> <li>› Tenant surveys</li> <li>› Tenant engagement activities</li> </ul>	<ul style="list-style-type: none"> <li>Throughout the year</li> <li>Throughout the year</li> <li>Regularly</li> <li>Throughout the year</li> </ul>	<p>The Managers are committed to providing premium quality solutions of business infrastructure and services to meet the needs of tenants. In addition, securing properties from threats and ensuring the health and hygiene of tenants and visitors is of paramount importance.</p>

Key Stakeholder Groups	Needs and Expectations of Stakeholder Groups	Key Engagement Channels	Actions and Goals
<b>Suppliers and contractors</b> 	<ul style="list-style-type: none"> <li>› Fair and reasonable treatment</li> <li>› Share industry best practices</li> </ul>	<ul style="list-style-type: none"> <li>› Standard operating procedures, guidelines and house rules for compliance</li> <li>› Share CapitaLand's EHS policy with suppliers</li> <li>› Share CapitaLand Supply Chain Code of Conduct with suppliers</li> <li>› Collaborate with suppliers to manage EHS challenges</li> </ul>	Throughout the year The Managers work closely with contractors and suppliers to have a shared commitment to high quality EHS standards.
<b>Local Communities</b> 	<ul style="list-style-type: none"> <li>› Creation of employment opportunities</li> <li>› Operate in a responsible manner</li> <li>› Support social development and community activities</li> </ul>	<ul style="list-style-type: none"> <li>› CSR activities through CapitaLand Hope Foundation</li> </ul>	Ad hoc The Managers advocate the spirit of caring and sharing for the communities they operate in. Carefully managing and minimising the societal and environmental impacts of its operations is critical in fulfilling its duties as a responsible corporate citizen.

### Community Engagement

Community development is a key focus of a-iTrust's sustainability strategy. This has built strong social capital and goodwill for a-iTrust in the communities where it operates. It supports various stakeholder engagement activities which include environmental sustainability, health and safety, social integration as well as helping underprivileged children and the vulnerable elderly in the community.

### Advocating Staff Volunteerism

CapitaLand is a strong advocate of volunteerism and was one of the first companies in Singapore to formalise three days of Volunteer Service Leave (VSL) for its staff. In recognition of staff's social contribution as volunteers, CapitaLand Hope Foundation donates S\$500 to an approved Institution of a Public Character in Singapore when he/she has taken all three days of VSL within the year. This includes activities related to the needy and underprivileged in Singapore and overseas, as well as for green volunteerism related to resource conservation, waste minimisation and recycling, pollution control and nature conservation.

## SUSTAINABILITY REPORT

### CASE STUDY 5

#### SUPPORT FOR HOPE SCHOOL, BANGALORE

We believe that schools can have a significant impact on the long-term success of the community. a-iTrust has been a strong proponent of providing access to good education for communities in need. The Trust, through CapitaLand Hope Foundation India, has worked with the state government of Karnataka to design and develop Hope School Mahadevapura in Bangalore. It is envisioned that this will serve as a model to be emulated in other locations in the State of Karnataka. CapitaLand Hope Foundation will continue to be involved in the maintenance support of the school for the next three years.

When completed, the project will directly benefit 240 primary school students with plans underway to introduce more Hope Schools in India in the future.



### CASE STUDY 6

#### COVID-19 FUND IN INDIA

In view of the devastating impact that the pandemic has had on vulnerable communities, CapitaLand Hope Foundation India established a COVID-19 fund. This fund has been used to support various initiatives targeting frontline healthcare workers, police personnel and communities around the Trust's parks in Bangalore and Chennai, including:

- > Donation of 100,000 surgical masks to Gadag Hospital in Karnataka
- > Provision of masks, hand sanitizers and thermal scanners to police and medical staff
- > Donation of 12 life-saving ventilators to the Government Hospital in Bangalore
- > Donation of a fully-equipped ambulance to the Government Hospital in Chennai



## ORGANISATIONAL CAPITAL

### CORPORATE GOVERNANCE

The Trust firmly believes that sound corporate governance is essential in delivering sustainable value to its stakeholders and is committed to the highest standards of corporate governance and transparency in its policies and processes.

As a CapitaLand-sponsored business trust, the Trust adheres to a comprehensive and robust corporate governance framework. This framework, which is in accordance to the revised Code of Corporate Governance 2018, guides the Trust's evaluation of its strategies, policies and practices.

More details on a-iTrust's corporate governance practices can be found from pages 97 to 129 of the Corporate Governance Report in the Annual Report FY2020.

### FRAUD, BRIBERY AND CORRUPTION (FBC) RISK MANAGEMENT FRAMEWORK

a-iTrust adopts a strict zero-tolerance stance against any FBC in the conduct of its business activities and expects all employees to be committed to the highest standards of integrity in their work and business dealings.

The FBC Risk Management framework has been set in place to manage FBC risks in an integrated, systematic and consistent manner.

FBC Risk Management Framework		
Board Oversight and Senior Management Involvement		
FBC Risk Management Strategy		
<b>Prevention</b> <ul style="list-style-type: none"> <li>› Process-specific Controls</li> <li>› Risk Assessment</li> <li>› Know and Manage Third Party</li> <li>› Managing Conflicts of Interest</li> <li>› Hiring</li> </ul>	<b>Detection and Monitoring</b> <ul style="list-style-type: none"> <li>› Detection of Irregularities</li> <li>› Monitoring of Fraud Risk Profile</li> <li>› Independent Review and Audit</li> <li>› Report Fraud Incident</li> </ul>	<b>Response</b> <ul style="list-style-type: none"> <li>› Investigation</li> <li>› Insurance and Recovery</li> <li>› Protocol to observe when contacted by Authorities</li> <li>› Disclosure to Authorities and Media</li> <li>› Disciplinary Actions</li> <li>› Review of Controls</li> </ul>
Risk-Aware Culture		

Together with various CapitaLand's policies and procedures, the FBC Risk Management Policy is published on the Group's intranet and accessible by staff. The policies implemented aim to help detect and prevent FBC by:

- › offering staff fair compensation packages, based on practices of pay-for-performance and promotion based on merit; and providing various healthcare subsidies and financial assistance schemes to alleviate the common financial pressures faced by its staff.
- › documenting policies and work procedures which incorporate internal controls to ensure that adequate checks and balances are in place. Periodic audits are also conducted to evaluate the efficacy of these internal controls.
- › building and maintaining the right organisational culture through its core values, educating its staff on business conduct and ethical values.

a-iTrust's zero-tolerance policy on FBC extends to its business dealings with third parties (including suppliers,

contractors, subcontractors, consultants and others performing work or services for or on behalf of a-iTrust). Pursuant to this policy, it requires that certain agreements incorporate anti-corruption provisions.

A whistle-blowing policy and other procedures are in place to provide staff and external parties who have dealings with a-iTrust, with a well-defined, accessible and trusted channel to report suspected FBC, dishonest practices or other improprieties in the workplace. It also allows for the independent investigation of any reported incidents and appropriate actions for follow up. The objective of the whistle-blowing policy is to encourage the reporting of such matters – that staff or external parties making any report in good faith will be able to do so with confidence, that they will be treated fairly, and to the furthest extent possible, be protected from reprisal if any.

There were no cases of material non-compliance with laws and regulations in the financial year, a record the Managers endeavours to uphold.

**SUSTAINABILITY REPORT**

**Training**

The Managers believe that having the right risk culture and people with the right attitude, values and knowledge are fundamental to its success. All new staff undergo a compulsory module in the CapitaLand Immersion Programme (CIP) to understand the Group’s core values and principles that shape the way it works and functions. For existing staff, there are dedicated training courses such as “CapitaDNA: Strengthening Core Values”, where specific examples and applications of the Group’s core values in the workplace are shared.

**ENTERPRISE RISK MANAGEMENT (ERM)**

The Trustee-Manager has established a consistent Enterprise Risk Management (ERM) process that anticipates and identifies material risks and implements key controls to mitigate those risks. In light of the constantly evolving operating and regulatory environment, these key risks are regularly monitored, assessed and realigned. Supported by the Audit and Risk Committee, the Board oversees risk management and determines the risk appetite of a-iTrust in line with its strategy and business plans. Material ESG findings are reported on a quarterly basis or as necessary, and recommendations are made to manage or mitigate such risks. A summary of key risks faced by the Trust can be observed in the Figure 8 below.

For more details on ERM, please refer to pages 44 - 47 of a-iTrust Annual Report FY2020.

*Figure 8: Key risks faced by the Trust*



## GRI CONTENT INDEX

Disclosure		Reference(s) or Reasons for Omission
<b>General Disclosures</b>		
<b>Organisational Profile</b>		
102-1	Name of the organisation	Trust & Organisation Structure (Annual report ("AR") page 18)
102-2	Activities, brands, products, and services	At a Glance (AR pages 10 - 11), Strategy (AR pages 28- 29), Portfolio (AR pages 50 - 53)
102-3	Location of headquarters	Corporate Information (AR inside back cover)
102-4	Location of operations	Trust & Organisation Structure (AR page 18)
102-5	Ownership and legal form	Trust & Organisation Structure (AR page 18)
102-6	Markets served	At a Glance (AR pages 10 - 11), Operational Review (AR pages 54 - 55)
102-7	Scale of the organisation	At a Glance (AR pages 10 - 11), Portfolio (AR pages 50 - 53), Operational Review (AR pages 54 - 55), Financial Review (AR pages 56 - 60)
102-8	Information on employee and other workers	Human Capital (AR page 87)
102-9	Supply chain	Environmental and Manufactured Capital (AR page 71), Human Capital (AR pages 78, 83 - 84), Social and Relationship Capital (AR page 89)
102-10	Significant changes to the organisation and its supply chain	About The Report (AR page 63)
102-11	Precautionary principle and approach	Enterprise Risk Management (AR pages 44 - 47), Organisation Capital (AR page 91)
102-12	External initiatives	Social and Relationship Capital (AR page 90)
102-13	Membership of associations	REIT Association of Singapore (REITAS); About The Report (AR page 63), Human Capital (AR page 84), Social and Relationship Capital (AR page 88), Organisational Capital (AR page 91)
<b>Strategy</b>		
102-14	Statement from senior decision-maker	Chairman's Message (AR pages 12 - 15), In Conversation with CEO (AR pages 16 - 17), Board Statement (AR page 63)
<b>Ethics and Integrity</b>		
102-16	Values, principles, standards, and norms of behavior	Sustainability Commitment (AR page 64), Dealings with Interested Persons (AR page 124), Dealing with Conflicts of Interest (AR page 125)
<b>Governance</b>		
102-18	Governance structure	Trust & Organisation Structure (AR pages 18 - 19), Board of Directors (AR pages 20 - 25), Trustee-Manager (AR page 26), Property Manager (AR page 27), The Board's Conduct of Affairs (AR pages 99 - 102)
<b>Stakeholder Engagement</b>		
102-40	List of stakeholder groups	Social and Relationship Capital (AR pages 88 - 89)
102-41	Collective bargaining agreements	Social and Relationship Capital (AR pages 88 - 89)
102-42	Identifying and selecting stakeholders	Social and Relationship Capital (AR pages 88 - 89)
102-43	Approach to stakeholder engagement	Social and Relationship Capital (AR pages 88 - 89)
102-44	Key topics and concerns raised	Social and Relationship Capital (AR pages 88 - 89)

## SUSTAINABILITY REPORT

Disclosure		Reference(s) or Reasons for Omission
<b>General Disclosures</b>		
<b>Reporting Practice</b>		
102-45	Entities included in the consolidated financial statements	Investments in Subsidiaries (page 190)
102-46	Defining report content and topic boundaries	About the Report (AR page 63)
102-47	List of material topics	Materiality (AR page 68)
102-48	Restatements of information	NA
102-49	Changes in reporting	About the Report (AR page 63)
102-50	Reporting period	About the Report (AR page 63)
102-51	Date of most recent report (if any)	Sustainability Report FY2019
102-52	Reporting cycle	About the Report (AR page 63)
102-53	Contact point for questions regarding the report	About the Report (AR page 63)
102-54	Claims of reporting in accordance with the GRI Standards	About the Report (AR page 63)
102-55	GRI content index	About the Report (AR page 63)
102-56	External assurance	We have not sought external assurance on this report specifically. Our Sponsor, CapitalLand, seeks assurance and data is shared between the two entities.
<b>Management Approach</b>		
103-1	Explanation of the material topic and its Boundary	Refer to specific topics
103-2	The management approach and its components	Refer to specific topics
103-3	Evaluation of the management approach	Refer to specific topics
<b>Topic-Specific Standards</b>		
<b>Economic Benefit to Stakeholders</b>		
201-1	Direct Economic Value generated and distributed	Financial Review (AR pages 56 - 60)
<b>Business Ethics</b>		
205-1	Operations assessed for risks related to corruption	Organisational Capital (AR pages 91 - 92)
205-2	Communication and training about anti-corruption policies and procedures	Organisational Capital (AR pages 91 - 92)
205-3	Confirmed incidents of corruption and actions taken	Organisational Capital (AR pages 91 - 92)
<b>Energy Efficiency</b>		
302-1	Energy Consumption within the organisation	Environmental and Manufactured Capital (AR pages 74 - 75)
302-3	Energy intensity	Environmental and Manufactured Capital (AR pages 74 - 75)
302-4	Reduction of energy consumption	Environmental and Manufactured Capital (AR pages 74 - 75)
<b>Water Management</b>		
303-5	Water consumption	Environmental and Manufactured Capital (AR page 76)
<b>Biodiversity</b>		
304-1	Operational sites in or adjacent to protected areas or area of high biodiversity value	None during the reporting period
304-2	Significant impact on biodiversity	
304-4	IUCN Red List species and national conservation list of species affected	



Disclosure		Reference(s) or Reasons for Omission
<b>Topic-Specific Standards</b>		
<b>Climate Change and Emissions</b>		
305-1	Direct (Scope 1) GHG Emissions	Environmental and Manufactured Capital (AR pages 74 - 75)
305-2	Energy indirect (Scope 2) GHG Emissions	Environmental and Manufactured Capital (AR pages 74 - 75)
305-4	GHG Emissions Intensity	Environmental and Manufactured Capital (AR pages 74 - 75)
305-5	Reduction of GHG emissions	Environmental and Manufactured Capital (AR pages 74 - 75)
<b>Construction and Operational Waste (GRI Standards 2020)</b>		
306-1	Waste generation and significant waste-related impacts	Environmental and Manufactured Capital (AR page 77)
306-2	Management of significant waste-related impacts	Environmental and Manufactured Capital (AR pages 74, 77)
306-3	Waste generated	Environmental and Manufactured Capital (AR page 77)
<b>Compliance</b>		
307-1	Non-compliance with environmental laws and regulations	Environmental and Manufactured Capital (AR page 71)
<b>Supply Chain Management</b>		
308-1	New suppliers screened using environmental criteria	Human Capital (AR pages 79, 83 - 84)
414-1	Suppliers screened using social criteria	Human Capital (AR pages 79, 83 - 84)
<b>Employment</b>		
401-1	New hires and employee turnover	Human Capital (AR page 87)
401-3	Parental leave	Human Capital (AR page 84)
402-1	Minimum notice period regarding operational changes	Human Capital (AR page 84)
404-1	Average training hours	Human Capital (AR page 85)
404-2	Programs for upgrading employee skills	Human Capital (AR page 85)
404-3	Employees receiving regular performance and career reviews	Human Capital (AR page 84)
<b>Occupational Health and Safety</b>		
403-1	Occupational health and safety management system	Human Capital (AR page 81)
403-2	Hazard identification, risk assessment, and incident investigation	Human Capital (AR page 81)
403-3	Occupational health services	Human Capital (AR page 81)
404-4	Worker participations, consultation, and communication on occupational health and safety	Human Capital (AR page 81)
403-5	Worker training on occupational health and safety	Human Capital (AR page 81)
403-6	Promotion of worker health	Human Capital (AR page 81)
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Human Capital (AR page 81)
404-8	Workers covered by an occupational health and safety management system	Human Capital (AR page 81)
404-9	Work-related injuries	Human Capital (AR page 82)

## SUSTAINABILITY REPORT

Disclosure		Reference(s) or Reasons for Omission
<b>Topic-Specific Standards</b>		
<b>Diversity and Human Rights</b>		
406-1	Incidents of discrimination and corrective action taken	Human Capital (AR page 84)
408-1	Operations and suppliers at significant risk for incidents of child labour and measures taken to the effective abolition of child labour	Human Capital (AR page 84)
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour, and measures taken to eliminate it	Human Capital (AR page 84)
412-1	Operations subjected to human rights reviews	Human Capital (AR page 84)
413-1	Operations with local community engagement, impact assessments, and development programmes	Social and Relationship Capital (AR page 90)
414-1	Suppliers screened using social criteria	Human Capital (AR page 79)
<b>Products and services</b>		
416-1	Assessment of health and safety impacts of product and service categories	Human Capital (AR pages 79 - 83), Social and Relationship Capital (AR pages 88 - 89)
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	There were no non-compliance cases in the reporting period.
CRE8	Type and number of sustainability certification, rating and labeling schemes for new construction, management, occupation and redevelopment	Environmental and Manufactured Capital (AR pages 72 - 73)