

# SUSTAINABILITY REPORT

## ABOUT THIS REPORT

This is Ascendas India Trust's ("a-iTrust", or "the Trust") second Sustainability Report, reflecting a-iTrust's annual update on its sustainability strategies, goals, initiatives and progress on three key pillars: Environment, Social and Governance (ESG), across its value chain.

### Reporting Period and Scope

This report provides sustainability information covering the period 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018 (FY17/18), with prior periods (FY16/17) data for comparison, where available.

This report covers a-iTrust's portfolio<sup>1</sup>, comprising the seven IT parks in Figure 1.

### ► Figure 1: Portfolio in Reporting Scope

City	Portfolio
Hyderabad	The V <sup>2</sup>
	CyberPearl
	aVance Business Hub
Bangalore	International Tech Park Bangalore
Chennai	International Tech Park Chennai
	CyberVale
Pune	BlueRidge 2

## REPORTING STANDARDS

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option and the GRI Construction and Real Estate Sector Supplement (CRESS), and applies the GRI Reporting Principles for Report Content and Report Quality. The GRI Standards were selected because they offer a globally relevant framework that supports a standardised approach for businesses to report on critical sustainability issues, encouraging a degree of transparency and consistency that makes information useful to markets and society.

This report is published in accordance with the SGX Sustainability Reporting requirements set out in Listing Rule 711A and 711B. Reference has also been made to the SGX Sustainability Reporting Guide of Practice Note 7.6.

This report has not been externally assured. The Trustee-Manager may consider seeking external assurance as the sustainability reporting process matures over time.

- 1 This report excludes the six operating warehouses at Arshiya Free Trade Warehousing Zone in Panvel, as their acquisition was only completed in February 2018. For comparability purposes, these properties would be included in the reporting scope when full year data is available.
- 2 This report excludes Atria, a multi-tenanted building in The V as its construction was only completed in September 2017. For comparability purposes, this building would be included in the reporting scope when full year data is available.



## STAKEHOLDER ENGAGEMENT

### Stakeholder Communications

The Trustee-Manager and Property Manager (the Managers) value the relationships with all stakeholders. The influence and interest of all stakeholders are taken into account when identifying and prioritising the key stakeholder groups for the Trust. Through regular engagements, the Managers gather timely insights from key stakeholders and offer solutions that create sustainable value. Examples of stakeholder engagement modes are included in Figure 2 below.

► Figure 2: Stakeholder engagement

Key Stakeholder Groups	Needs and Expectations of Stakeholder Groups	Key Engagement Modes	Actions and Goals	
<b>Investment Community</b>	<ul style="list-style-type: none"> <li>Strategic and sustainable growth, total returns</li> <li>Timely and transparent communications and updates</li> </ul>	Annual General Meeting	Yearly	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.
		Annual Report & Sustainability Report	Yearly	
		Investor perception survey	Yearly	
		Meetings and conference calls	Throughout the year	
		Non-deal roadshows	Regular	
<b>Employees</b>	<ul style="list-style-type: none"> <li>Active engagement</li> <li>Job rotation &amp; attachment, and career development</li> <li>Competitive remuneration, employee benefits</li> <li>Learning and development opportunities</li> <li>Workplace safety, health and wellness</li> </ul>	Employee forums	Yearly	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.
		Employee engagement survey, "OurVoice @ ASB"	Biennially	
		360 degree feedback on Leadership	Every 2-3 years	
		Induction and e-learning programmes	Regular	
		Internal communication through Intranet portal	Regular	
		Performance feedback and career developing planning discussions	Throughout the year	
		Training and bite-size learning workshops	Regular	
		Wellness, sports and social activities	Regular	
<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>	Active communication	Throughout the year	The Managers are committed to providing end-to-end integrated 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.
		Networking events	Throughout the year	
		Tenant engagement activities	Throughout the year	
<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>	Corporate social responsibility (CSR) activities through the non-profit charitable foundation, the "Ascendas-Singbridge Gives Foundation"	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.
		Participation in social and community activities	Ad hoc	



# SUSTAINABILITY REPORT

## CORPORATE SOCIAL RESPONSIBILITY



ASCENDAS - SINGBRIDGE  
GIVES FOUNDATION

We are committed to helping people and organisations, nurturing talents, enhancing educational endeavours and improving living conditions, thus enabling the communities where we work and play to flourish.

We believe in and advocate the spirit of caring and sharing with our communities, by giving them the space to grow and excel through programmes under our three pillars – Arts, Community and the Environment.

As part of Ascendas-Singbridge Group ('Ascendas-Singbridge', or the 'Group'), the Managers participate in the Ascendas-Singbridge Gives Foundation, a non-profit charitable foundation that supports employees to take on more active roles in working with communities and partnering with beneficiaries to bring about positive change. Few key activities that the Managers are involved in during FY17/18 include the following:

- Provision of infrastructure, renovation, and upgrading works for schools and institutes
- Organising learning activities for special needs children
- United Nations Children's Fund (UNICEF) awareness drive
- Blood donation drives
- Provision of medical equipment for cancer treatment
- Tree planting at Guangyang Primary School



Case Study

## TREE PLANTING AT GUANGYANG PRIMARY SCHOOL

As part of the Greening Schools for Biodiversity initiative by National Parks (NParks), 12 volunteers from Ascendas-Singbridge partnered students from Guangyang Primary School to plant trees in the school compound. The initiative aims to encourage students to learn, appreciate and support local biodiversity as well as to encourage student participation in caring for their school grounds and the environment.









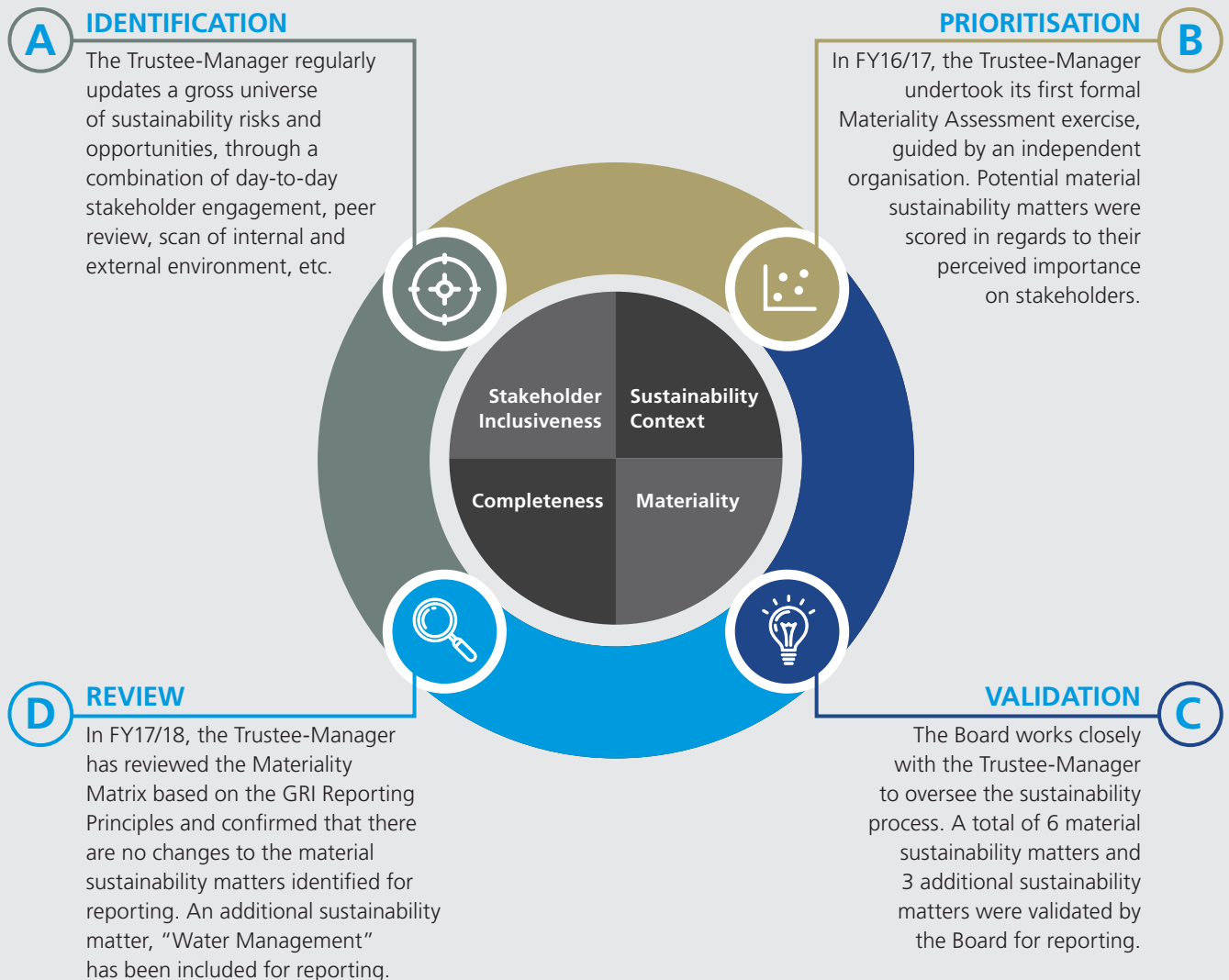
# SUSTAINABILITY REPORT

## MATERIALITY ASSESSMENT

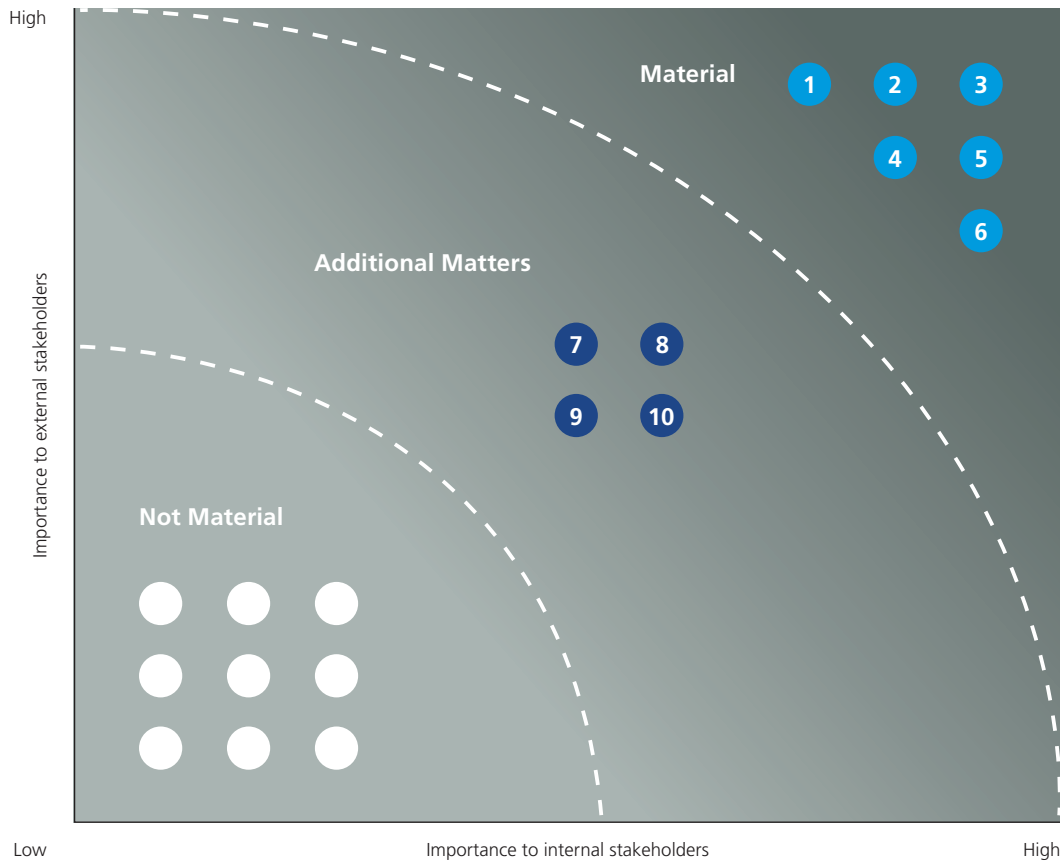
The Trustee-Manager faces a wide spectrum of sustainability matters to which it can report on. In identifying the sustainability matters that merit inclusion in the report, a rigorous materiality assessment process is put in place. The Trustee-Manager examines and prioritises the sustainability matters based on the significance of their perceived importance to

the Trust's internal and external stakeholders. The sustainability matters validated for reporting reflect the Trust's significant ESG impacts and substantively influences the assessments and decisions of stakeholders. The Trustee-Manager continues to evaluate the gross universe of potentially material sustainability matters on an annual basis to ensure that the reported sustainability matters remain relevant.

► Figure 3: Materiality Assessment Process



► Figure 4: a-iTrust's Materiality Matrix



No.	ESG Matters
1	G High Standards of Corporate Governance
2	G Business Ethics and Employee Conduct
3	G Regulatory Compliance
4	S Stakeholder Communications
5	S Security of IT Parks and Properties
6	S End-to-end Premium Quality Solutions
7	E Reducing Energy and Carbon Footprint
8	S Fair Employment Practices
9	S Health, Hygiene and Safety of General Public and Adjacent Communities
10	E Water Management

# SUSTAINABILITY REPORT

## GOVERNANCE AND ETHICS

### High Standards of Corporate Governance and Business Ethics<sup>3</sup>

Good corporate governance is one of the Trust's core values. It goes beyond the implementation of forms of best practices and structures, internal checks and balances, transparency and compliance. The highest standards of corporate governance serve as a crucial foundation in delivering value to its stakeholders. These standards have been translated into a comprehensive and robust corporate governance framework that guides the evaluation of strategies, systems, procedures and actions, which in turn addresses business risks, boosts performance and raises investors' confidence.

The Managers are part of Ascendas-Singbridge Group and are aligned to the corporate governance framework set out by the Group to maintain its cohesiveness. All employees are regarded as ambassadors of the Trust, the Trustee-Manager and the Group. Employees are expected to faithfully and diligently exhibit high standards of discipline, integrity and impartiality when executing their official duties.

In line with the Group's position to maintain high ethical standards, the following corporate policies and guidelines must be adhered to and have been communicated to all directors, employees and officers, where applicable:

► Figure 5: The Group's Policies and Guidelines relating to Corporate Governance and Business Ethics

The Group's Policies and Guidelines	Summary
<b>Anti-Bribery and Corruption Policy and Guidelines</b>	<ul style="list-style-type: none"> <li>• Zero tolerance approach to acts of bribery and corruption</li> <li>• Full compliance with all applicable laws and regulations</li> <li>• Guidelines and procedures for providing and/or receiving gifts, donations and sponsorships</li> </ul>
<b>Code of Ethics and Conduct</b>	<ul style="list-style-type: none"> <li>• High standards of employee conduct</li> <li>• Zero tolerance approach on any forms of workplace harassment, fraud, gratification, corruption and bribery</li> </ul>
<b>Conflict of Interest</b>	<ul style="list-style-type: none"> <li>• Guidelines and procedures on conflict of interest, including corporate opportunities, subsequent acquisition of interest, disclosure of confidential information, etc.</li> </ul>
<b>Employment of Relatives</b>	<ul style="list-style-type: none"> <li>• Guidelines and procedures on hiring, placement and transfer of relatives of current employees, etc.</li> </ul>
<b>External Directorship</b>	<ul style="list-style-type: none"> <li>• Guidelines and procedures on external directorships, interests, etc.</li> </ul>
<b>Misconduct and Disciplinary Action</b>	<ul style="list-style-type: none"> <li>• Guidelines and procedures for handling misconduct and to ensure that the inquiry and disciplinary processes are fair, objective and equitable</li> </ul>
<b>Outside Employment</b>	<ul style="list-style-type: none"> <li>• Guidelines and procedures for outside employment, etc.</li> </ul>
<b>Whistleblowing</b>	<ul style="list-style-type: none"> <li>• Whistleblowing reporting channels and structure, confidentiality, etc.</li> </ul>

Focus Area	Perpetual Target	FY17/18 Performance
Breaches or lapses in business ethics and employee conduct	0 Breaches or lapses	● 0 Breaches or lapses

<sup>3</sup> The Corporate Governance Report, found on pages 83 to 103 of the Annual Report, further sets out the corporate governance practices for FY17/18 with reference to the principles of the Code of Corporate Governance 2012.

**Regulatory Compliance**

All directors, officers and employees must comply with applicable laws in the countries of operation (Singapore and India). The laws that may apply include the Prevention of Corruption Act, Chapter 241 of the Singapore Statutes, the U.S Foreign Corrupt Practices Act, the U.K. Bribery Act 2010, and the Prevention of Corruption Act, 1988 in India.

Ascendas-Singbridge Group Legal has established a dedicated Compliance function to focus on the oversight and management of corporate

governance and regulatory compliance matters. To ensure all employees keep abreast of the applicable best practices and principles, the Compliance Officer, with the support of Group Legal, proactively updates the internal repository of applicable guidelines and best practices.

All employees are charged with continually maintaining the highest standards of corporate governance. During the year, there were no reported cases involving such breaches or non-compliance with all applicable laws and regulations.

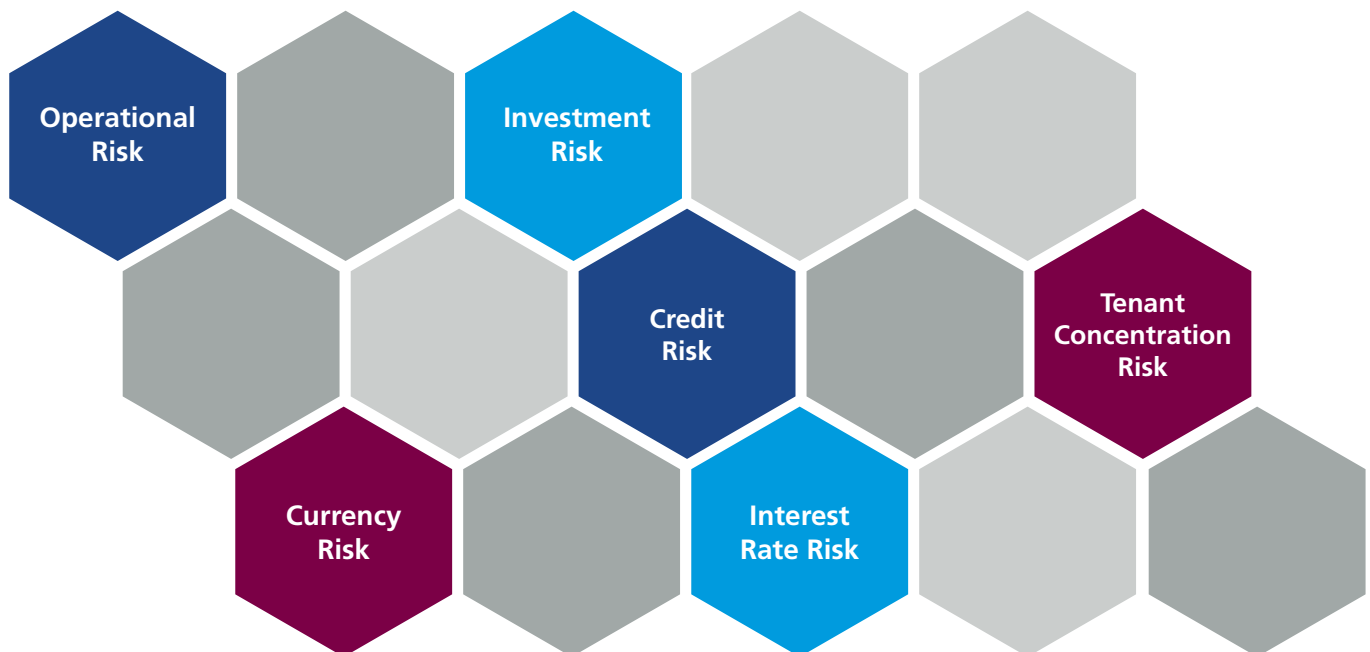
Focus Area	Perpetual Targets	FY17/18 Performance
Breaches or lapses in corporate governance best practices and principles	0 Breaches or lapses	● 0 Breaches or lapses
Compliance to applicable laws and regulations	100% Compliance	● 100% Compliance

**Enterprise Risk Management<sup>4</sup>**

The Trustee-Manager puts in place a consistent enterprise-wide risk management process to ensure potential key risks are identified, and key controls to mitigate these risks are established

and implemented. This is continuously assessed, monitored and reviewed in light of changing circumstances and regulatory requirements, and realigned as required.

► **Figure 6: Key risks faced by the Trust**



4 More information on the Trustee-Manager’s enterprise risk management approach can be found on pages 40 to 41 of the Annual Report.

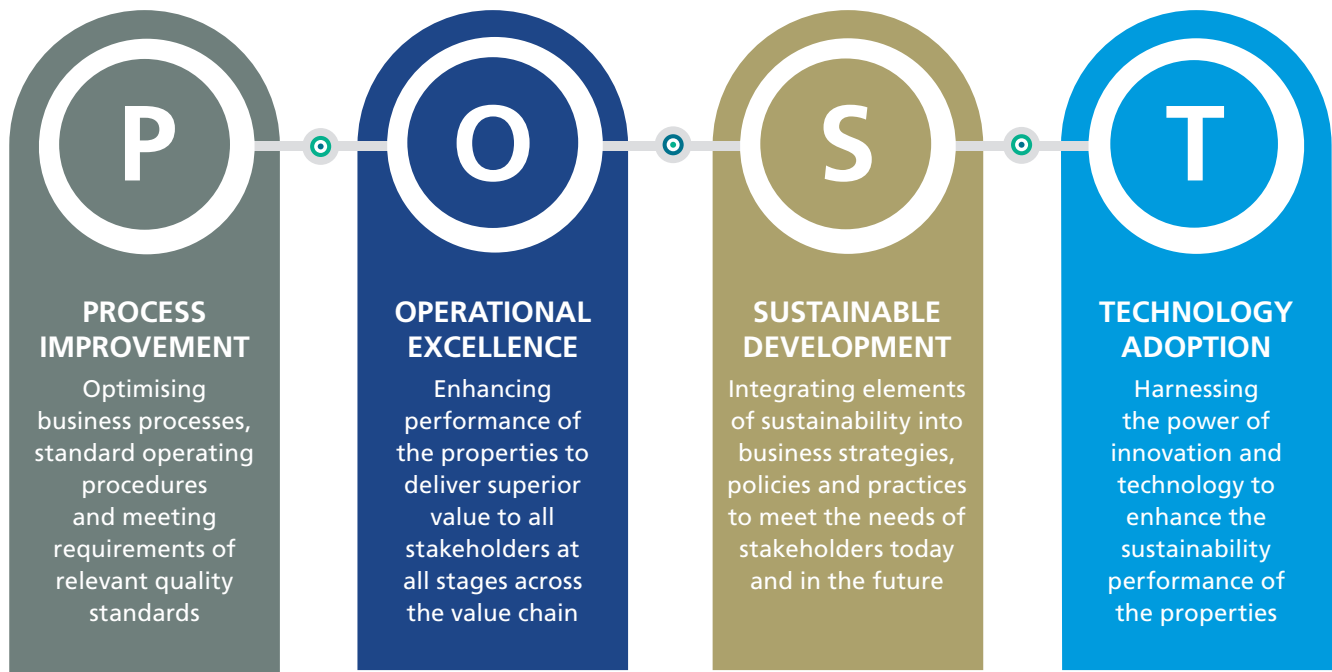


# SUSTAINABILITY REPORT

## PROPERTY

### End-to-end Premium Quality Solutions

The Managers strive towards value creation for all stakeholders by providing end-to-end integrated premium quality solutions of business infrastructure and services. This is achieved by following the P.O.S.T strategy:



### Awards and Certifications

The Managers are committed to a multi-faceted approach throughout the entire real estate life cycle, including adopting sustainable architecture and design, use of sustainable building materials and resources, and integrating innovative development to promote energy efficiency.

The Managers aim to achieve U.S. Green Building Council (USGBC) Leadership in Energy and Environmental Design (LEED) or Indian

Green Building Council (IGBC) Gold certification for all new buildings. LEED is a green building certification program that recognises best-in-class building strategies and practices. To receive the LEED certification, building projects satisfy prerequisites and earn points to achieve different levels of certifications. Over the years, the Trust is proud to have garnered several certifications for its properties that recognise its ongoing effort in reducing its environmental footprint.



► **Figure 7: Sustainability Awards**

Year	Building	Award
2011	Pinnacle, International Tech Park Chennai	USGBC LEED Silver, Operations and Maintenance
	Voyager, International Tech Park Bangalore	IGBC Silver, Core and Shell
2012	Crest, International Tech Park Chennai	USGBC LEED Gold, Operations and Maintenance
2014	Aviator, International Tech Park Bangalore	IGBC Platinum, Core and Shell
	Zenith, International Tech Park Chennai	USGBC LEED Platinum, Operations and Maintenance
2015	The V (Auriga, Capella, Mariner, Orion & Vega), Hyderabad	IGBC Green Building, Platinum
2016	Discoverer, International Tech Park Bangalore	USGBC LEED Gold
	Innovator, International Tech Park Bangalore	USGBC LEED Gold
	Creator, International Tech Park Bangalore	USGBC LEED Gold
	Explorer, International Tech Park Bangalore	IGBC Gold
	Inventor, International Tech Park Bangalore	IGBC Gold
	Navigator, International Tech Park Bangalore	IGBC Gold
2017	BlueRidge 2 (Buildings 1–3), Pune	IGBC Silver
	Victor, International Tech Park Bangalore	USGBC LEED Platinum
	Pinnacle, International Tech Park Chennai	USGBC ARC Gold

### Tenant Satisfaction

Enhancing tenants' perceptions and experiences at the properties are vital to strengthening the brand image of a-iTrust. Regular engagement with tenants is essential to keep the Trust moving in the right direction in providing end-to-end integrated premium quality solutions. The Managers put in substantial effort to gather data and information through surveys and other channels for tenants to express their feedback and grievances. Through this, the Managers are also able to identify areas where they are

able to provide more value-added services (e.g. development of cafeterias, day care clinics and other amenities) and park enhancements (e.g. introduction of bicycles and buggies for parkites to commute within the park).

Grievance mechanisms are developed to track the operational performance and ensure that all concerns are resolved efficiently and effectively. In FY17/18, 100% of all grievances filed during the year were addressed and resolved.



# SUSTAINABILITY REPORT

## Security, Health and Safety at IT Parks

In 2017, geopolitical and technological risks continue to take center stage in the global risks landscape, with 'Terrorist attacks', 'Data fraud or theft' and 'Cyberattacks' assessed to be amongst the top risks in terms of likelihood and impact<sup>5</sup>. More than ever, the increasing polarisation of societies and rising cyber dependency call for the Managers' focus on carefully managing both physical and information security.

A panoramic, top-down approach is adopted to identify lapses or areas for improvement throughout all operations at the properties. Property management staff are equipped with the right knowledge and tools to promote the safety culture to tenants, visitors and all users at the properties.

### PHYSICAL SECURITY

- 01 Power fencing along boundary walls of parks
- 02 Armed guards deployment
- 03 Use of unique hologram identification sticker for vehicles and personnel
- 04 Random vehicular and personnel checks
- 05 Closed-circuit television (CCTV)

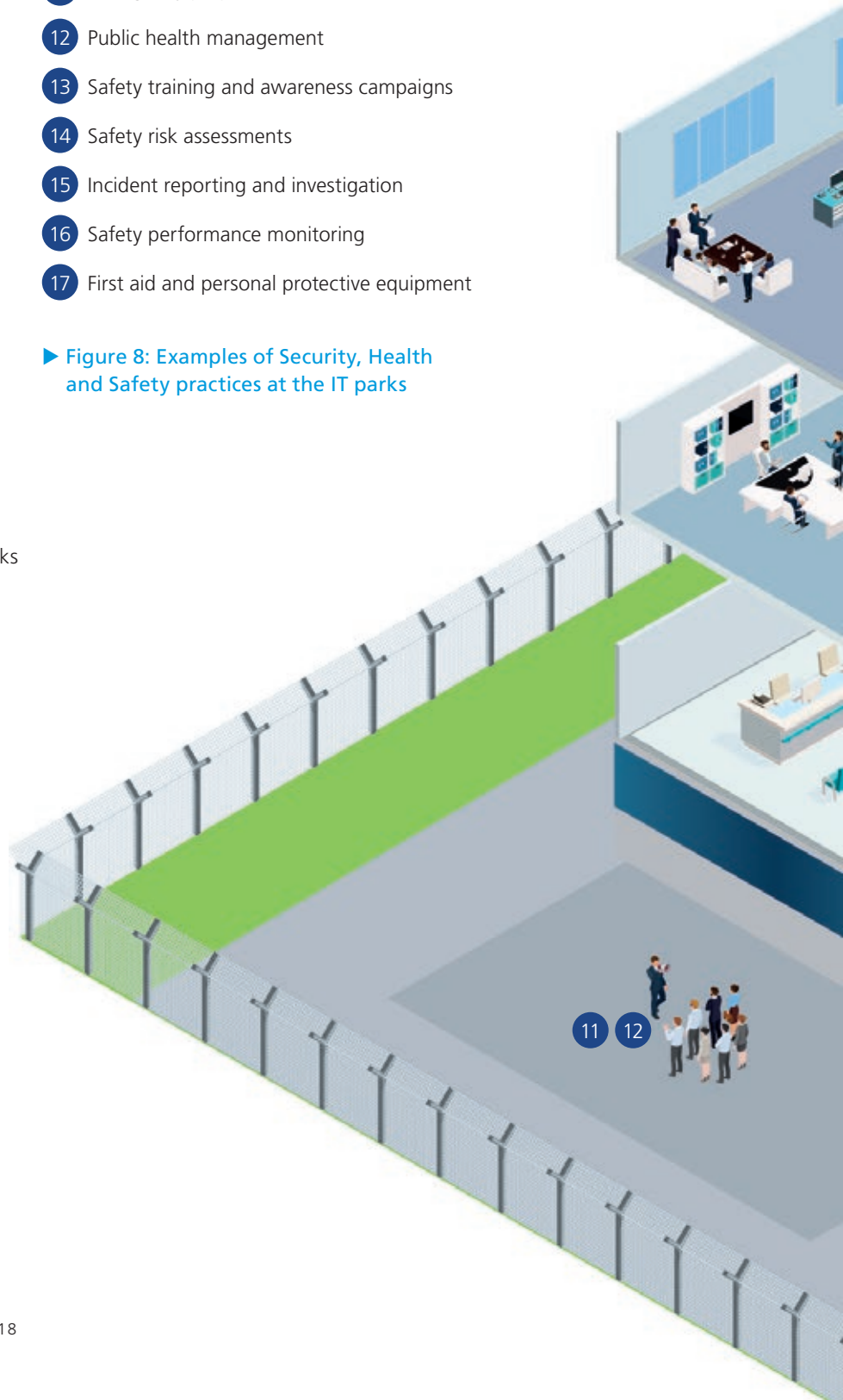
### INFORMATION SECURITY

- 06 Vulnerability Assessment and Penetration Testing
- 07 Data Loss Prevention software
- 08 Information Technology audits
- 09 Next Generation End-Point Protection
- 10 Privilege Account Management System

## HEALTH, HYGIENE AND SAFETY

- 11 Emergency preparedness
- 12 Public health management
- 13 Safety training and awareness campaigns
- 14 Safety risk assessments
- 15 Incident reporting and investigation
- 16 Safety performance monitoring
- 17 First aid and personal protective equipment

► Figure 8: Examples of Security, Health and Safety practices at the IT parks



5 World Economic Forum Global Risks Report 2017





THE MANAGERS

TENANT SPACE

COMMON AREAS

14 15 16

06 07 08  
09 10

13

17

01

02

03

04



# SUSTAINABILITY REPORT

## Property Security

In the current context of heightened security concerns and terror threats, the Managers are cognisant of the need to promulgate vigilance and readiness at the ground-level. The Managers work closely with the external security vendors to regularly review protocols and trainings to ensure that they are well-prepared to tackle varying threats and emergency situations. Standard operating

procedures are in place for key security areas such as building evacuation, video-surveillance backup, visitor, material and vehicular-entry checks. The Property Manager works closely with and receives intelligence inputs from the local police, the State Intelligence Bureau and the Centre for Counter Terrorism to keep abreast with any incidents that may compromise the security of the IT parks and properties.

Focus Area	Perpetual Target	FY17/18 Performance
Terrorism threats, trespassing violations and incidences of theft	0 Cases	● 0 Cases

## Information Security

The rise of cyberattacks and major data breaches globally have led the Managers to redouble efforts to protect and strengthen the capabilities of data systems. The Managers take safeguarding the data and information of customers (investors and tenants) and their organisations very seriously. The Ascendas-Singbridge Group Integrated Technology Risk Framework guides the Managers in managing technological risks and reduces the probability of data breaches. In addition, Vulnerability Assessment and Penetration Testing are conducted yearly by external vendors to

identify security gaps. There is great emphasis placed on information security awareness at the workplace. Newsletters are circulated to all employees on a monthly basis and modules on information security have to be completed by new employees before they are confirmed in their position. In addition, the Managers respect the various laws or regulations in place to promote the responsible use of data such as the Personal Data Protection Act and MAS Technology Risk Management Guidelines, where applicable. Disclosure and use of data are not for any purposes other than those agreed upon with customers.

► Figure 9: Information Technology (IT) initiatives



Focus Area	FY17/18 Targets	FY17/18 Performance
Enhancing information security	<ul style="list-style-type: none"> <li>• Zero incidents of hacking, website defacement or loss of data that has a huge negative impact on the corporation in terms of big financial loss or reputational loss.</li> </ul>	● Achieved
	<ul style="list-style-type: none"> <li>• Response &amp; Recovery: Optimal Data Recovery Test Results</li> </ul>	● Achieved by developing a disaster recovery plan and a comprehensive disaster recovery exercise
Substantiated complaints regarding breaches in tenant privacy and loss of tenant data	0 Cases	● 0 Cases



# SUSTAINABILITY REPORT

## Health, Hygiene and Safety




Providing a safe environment for stakeholders is fundamental in building trusted relationships. The Managers commit to a safety culture with Ascendas-Singbridge's Workplace Safety and Health Management System (WSHMS), which is certified to the high standards of the international Occupational Health and Safety

Management System 18001. Yearly preparedness exercises and fire evacuation drills are conducted to familiarise all tenants and property management staff with emergency response procedures for contingencies such as fire or bomb threats. There are also measures in place to respond to public health situations such as dengue fever outbreaks, flu pandemics and haze.

Focus Area	Perpetual Target	FY17/18 Performance
Health and safety incidents for contractors, tenants and visitors <sup>6</sup>	0 incidents	1 incident

To ensure continual improvement, the safety management framework was reviewed and enhanced to enforce the work safety compliance in all properties:

► Figure 10: Action plan to improve performance

	<p><b>OPERATIONAL</b></p> <ul style="list-style-type: none"> <li>• Carry out detailed survey for risks/hazards identification at workplace and institute corrective measures</li> <li>• Display bilingual safety posters at all prominent locations in relevance to the trade (e.g. electrical, slip hazard, lockout-tagout procedures, etc.)</li> <li>• Installation of CCTV cameras in vulnerable areas, basements, terraces, etc.</li> <li>• Increase lighting/lux levels in basements and utility areas, if required</li> <li>• Implement a system to periodically review the availability of personal protective equipment (PPEs), first aid boxes, etc.</li> <li>• Implement a system for shift handover covering safety aspects</li> <li>• Implement requirement of wearing adequate PPEs, before granted access to work area</li> <li>• Explore safety week concept to create awareness</li> <li>• Penalise defaulters and award for good safety compliance</li> </ul>
	<p><b>SERVICE AGREEMENTS FOR VENDORS/CONTRACTORS</b></p> <ul style="list-style-type: none"> <li>• Incorporate a clause on adherence to safety/usage of relevant PPEs, if not already included</li> <li>• Review Service Level Agreements and incorporate penalty clause, in case of any deviations</li> <li>• Pledges by contract staff that they understand and abide all the safety norms</li> </ul>
	<p><b>TRAININGS</b></p> <ul style="list-style-type: none"> <li>• Institute periodic briefings and lectures to contractor staff to create awareness</li> <li>• Periodic monthly briefings to staff as a part of WSHMS activities</li> <li>• Introduce safety videos and online trainings</li> <li>• Conduct a risk and safety workshop</li> </ul>

<sup>6</sup> Incidents are defined as cases of injuries, occupational diseases, or fatalities of contractors, tenants and visitors at the properties.

**PEOPLE**

**Team Profile**

Employees are the most valuable assets in creating value and achieving sustainable growth of the Trust. The Trustee-Manager dedicates time and effort to nurture its employees, ensure that their well-being are taken care of, and recognise the value they create as part of the team.

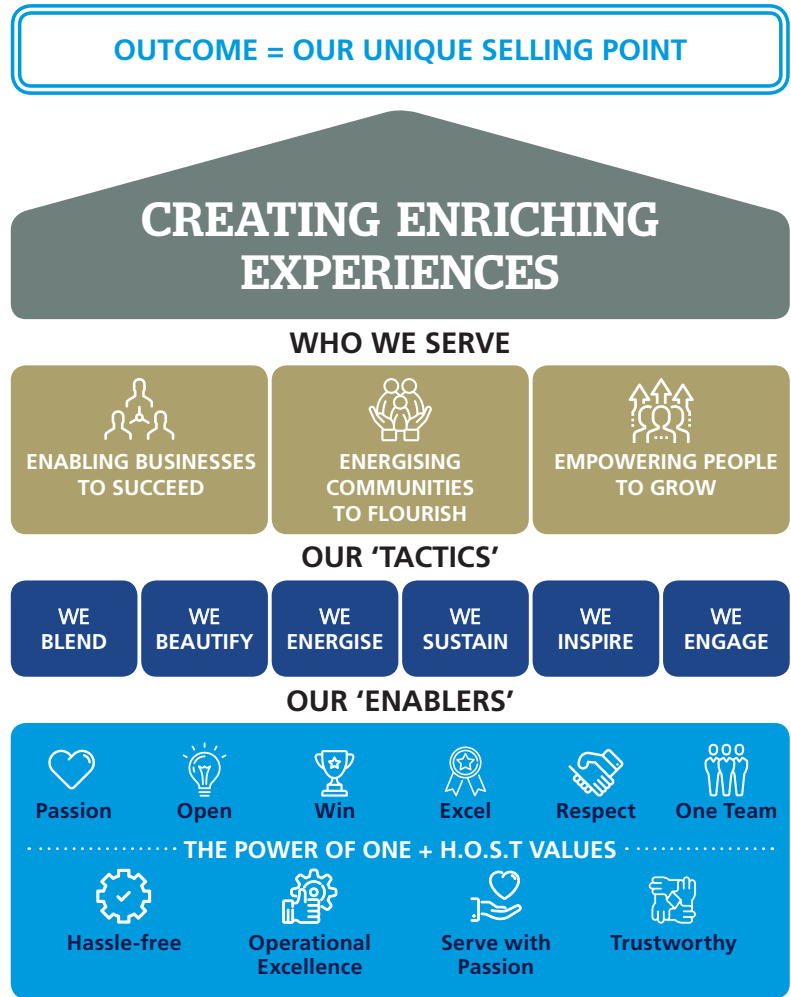
In FY17/18, the Trustee-Manager had a total team size of 13 full-time employees based in Singapore.

**Culture and Values**

The Group’s culture and H.O.S.T values enable every team member to be ambassadors for Ascendas-Singbridge. Team members exhibit the Power of ONE driven behaviours to create enriching experiences that deliver value for businesses, communities and people.

These values are ingrained principles that guide the daily actions and decisions of all employees. It has been the core focus of the Group’s people engagement efforts - including communication, group-wide training, recognition and awards. Management strives to inspire the team to embrace and uphold these values during formal and informal gatherings such as employee forums, town-hall meetings, department meetings, team-bonding events and training programmes.

► Figure 11: Creating Enriching Experiences



**OUR VALUES**

Our **POWER of ONE** values guide us on our journey towards achieving our vision.

**P**ASSION

Be passionate.  
Love what we do.  
Have fun at work.

**O**PEN

Be open. Share information to help each other.  
Seek new ideas.

**W**IN

Having a winning mindset. Work with speed.  
Deliver quality.

**E**XCEL

Be the best we can be. Have courage to challenge limits.

**R**ESPECT

Respect each other. Show appreciation.  
Be humble.

**ONE** TEAM

We are ONE team. We break down walls that stand between us. Do the right thing for the company.

# SUSTAINABILITY REPORT

The Trustee-Manager recognises the importance of creating a safe working environment and places great emphasis on promoting health beyond the workplace. It provides a comprehensive flexible-benefits package (e.g. health screenings, dental benefits, medical insurance, etc.) for its employees. The Trustee-Manager strives to increase the morale and productivity of employees, and actively encourages employees to lead a healthy lifestyle.

The work office is designed for the well-being of all employees. The modern set-up boasts of multiple cozy-corners, made available to encourage workplace collaboration and fun-at-work. There are also fitness machines, massage chairs, well-equipped pantries with free flow of healthy snacks and beverages to promote a culture of healthy living.

### Fair Employment Practices

Employment practices are founded on trust, mutual respect and above all, relationships. Cultivating healthy relationships with team members boosts their motivation and efficacy, which in turn enables them to transpose that vivacity in the work they do – in meeting or even surpassing customers' expectations. This fosters even stronger customer relationships, which ultimately maintains business continuity, growth and long-term prospects for Unitholders.

As a signatory of the Employers' Pledge for Fair Practices with the Tripartite Alliance for Fair & Progressive Employment Practices (TAFEP)<sup>7</sup>,

the Trustee-Manager adheres to the TAFEP 5 Principles of Fair Employment Practices and strives to ensure that all employees are treated with respect and without discrimination, regardless of nationality, gender, ethnic origin, religious background and any other status.



### TAFEP 5 PRINCIPLES OF FAIR EMPLOYMENT PRACTICES

1. Recruit and select on the basis of merit (such as skills, experience or ability to perform the job) regardless of age, race, gender, religion, marital status and family responsibilities, or disability.
2. Treat your employees fairly and with respect and put in place progressive human resource management systems.
3. Provide employees with equal opportunities to be considered for training and development based on their strengths and needs, to help them achieve their full potential.
4. Reward your employees fairly based on their ability, performance, contribution and experience.
5. Abide by labour laws and adopt the Tripartite Guidelines on Fair Employment Practices.

Focus Area	Perpetual Target	FY17/18 Performance
Substantiated cases of discrimination at the workplace	0 Cases	● 0 Cases

<sup>7</sup> The TAFEP works with employers, unions and the government to create awareness and facilitate adoption of fair employment practices. For more information, please refer to <https://www.tafep.sg/>



**PLANET**

**Reducing Energy and Carbon Footprint<sup>8</sup>**

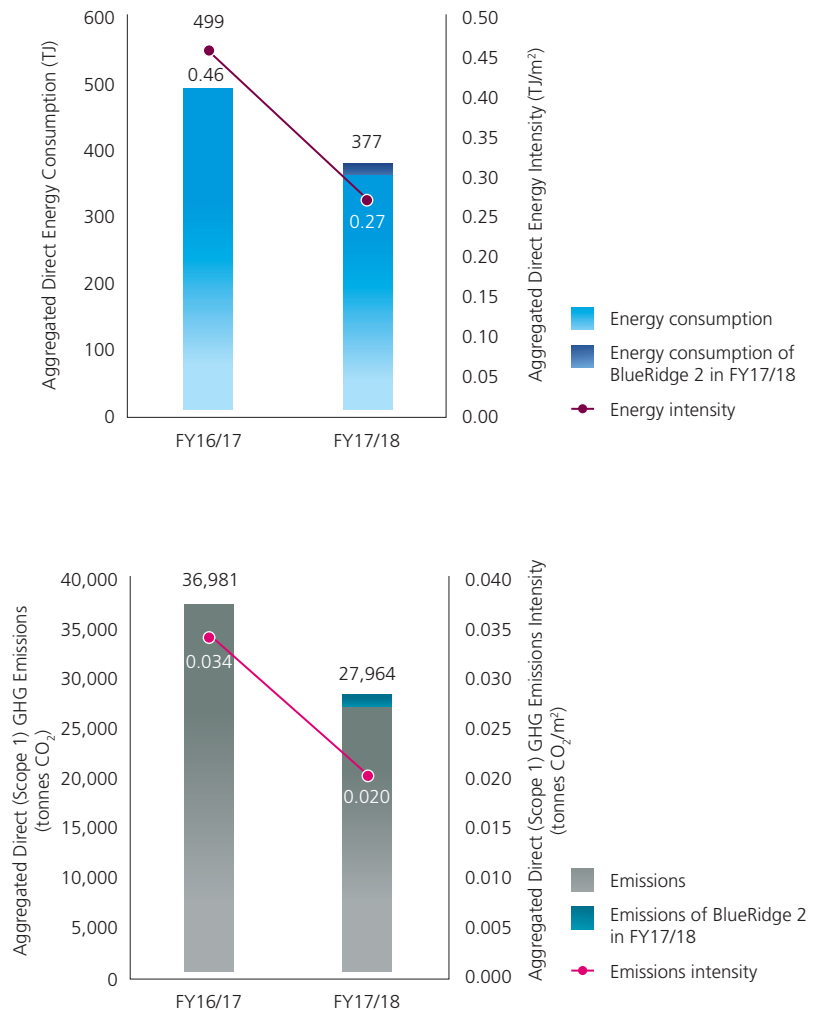
India is the world's third largest carbon emitter, with a share of approximately 7% of global carbon emissions<sup>9</sup>. With continuing GDP growth, paired with significant increases in fossil fuel consumption, studies have shown that globally, India has the largest 5-year growth rates for CO<sub>2</sub> emissions and the second largest absolute increase of 4.7% in 2016<sup>10</sup>. Understanding that India has ratified its commitment to reduce the emissions intensity of its GDP by 33-35% by 2030 from 2005 levels, the Managers recognise the importance of the role they have to play in contributing to the nation's efforts to meet its climate change targets.

The total emissions (Scope 1 and Scope 2) for a-iTrust's properties were 83,735 tonnes CO<sub>2</sub> in FY17/18, reflecting a reduction of 2% compared to emissions from FY16/17. The details on the breakdown of emissions and reductions initiatives are elucidated in the sections below.

**Direct energy consumption and greenhouse gas (GHG) emissions**

Direct energy consumption mainly relates to High Speed Diesel and Heavy Fuel Oil consumed at the dedicated power plant at ITPB, and small amounts used for emergency genset testing across all properties. In FY17/18, a total of 377 TJ of direct energy was consumed, translating to 27,964 tonnes of CO<sub>2</sub>. This 24% decrease from FY16/17 levels is testament to the high levels of commitment and sustainability excellence at the properties. Furthermore, the fossil fuel based captive power plant in ITPB was decommissioned in FY17/18 as part of our plans to switch to greener sources of energy.

**Figure 12: Aggregated Direct Energy Consumption & Intensity and Direct (Scope 1) GHG Emissions & Intensity**



8 The Managers strive to improve its environmental performance data collection and reporting as its sustainability reporting matures. For this report, the metric selected to calculate the respective intensity ratios is the effective gross floor area (expressed in m<sup>2</sup>) and calculated considering the gross floor area and the occupancy rate. In addition, the reporting scope has also been expanded to include fuel consumption at the dedicated power plant in ITPB, and tenant consumption for air-conditioning across all properties. The data for FY16/17 has been revised accordingly to reflect these improvements.

9 European Commission Joint Research Centre Emissions Database for Global Atmospheric Research (EDGAR), "Fossil CO<sub>2</sub> and GHG emissions of all world countries, 2017"

10 PBL Netherlands Environmental Assessment Agency, "Trends in global CO<sub>2</sub> and total GHG emissions, 2017"

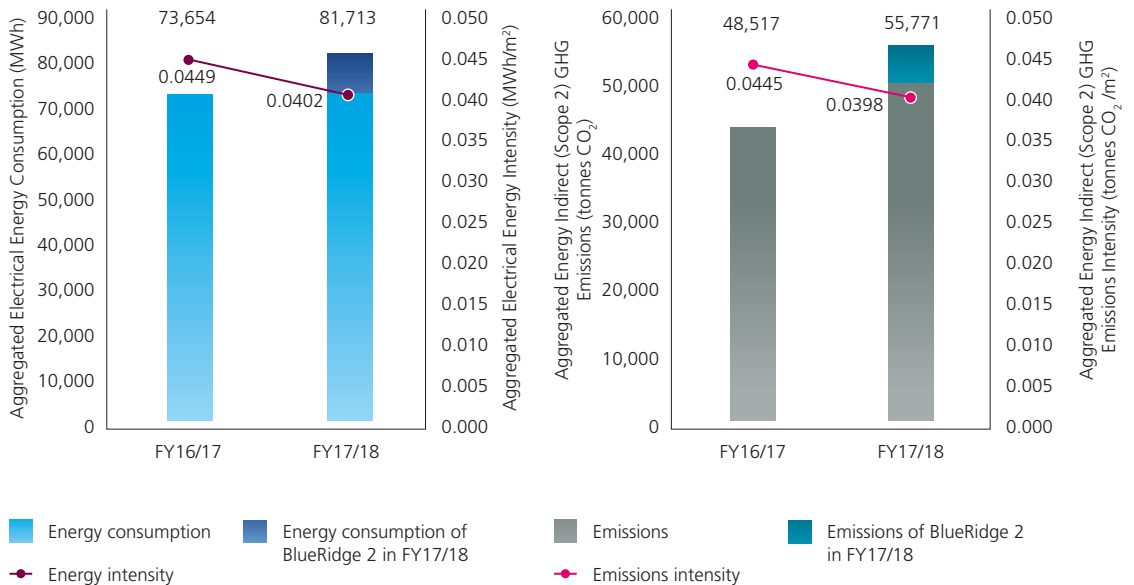
# SUSTAINABILITY REPORT

## Electrical energy consumption and GHG emissions

Electrical energy mainly relates to landlord consumption for common areas and air-conditioning, and tenant consumption for air-conditioning. In FY17/18, a total of 81,713 MWh of electrical energy was consumed, translating to 55,771 tonnes of CO<sub>2</sub><sup>11</sup>. An overall

increase of electrical energy consumption by 11% to 81,713 MWh is contributed mainly by the addition of BlueRidge 2 in the reporting scope. However, the Managers' energy-saving initiatives (Figure 14) have helped to reduce the overall electrical energy intensity by 10% (to 0.0402 MWh/m<sup>2</sup>) in FY17/18.

► **Figure 13: Aggregated Electrical Energy Consumption & Intensity and Energy Indirect (Scope 2) GHG Emissions & Intensity**



► **Figure 14: Energy saving initiatives**

### Energy Saving Initiatives in FY17/18

#### Asset Enhancement

- Replacement of old chillers at ITPC plant with more energy efficient chillers
- Replacement of conventional rubber belt to Polyurethane belt in Air Handling Units (AHU) to conserve energy by reducing abrasion resistance
- Retrofitting of Electronically Commutated (EC) fans at ITPC and ITPB ensures better control of air flow thus increasing efficiency
- Installation of 114 new smart hand dryers at all restrooms in ITPB with dual blower systems for higher energy efficiency and better hygiene

<sup>11</sup> The emission factor used is the latest estimate obtained from "IGES List of Grid Emission Factors" published by the Institute for Global Environmental Strategies in April 2018.



Case Study

# HARNESSING THE POWER OF RENEWABLES



The Managers continue to adopt cleaner sources of energy in its energy mix. As at 31<sup>st</sup> of March 2018, the Managers have successfully switched to utilising 100% renewable energy for landlord consumption in Bangalore.

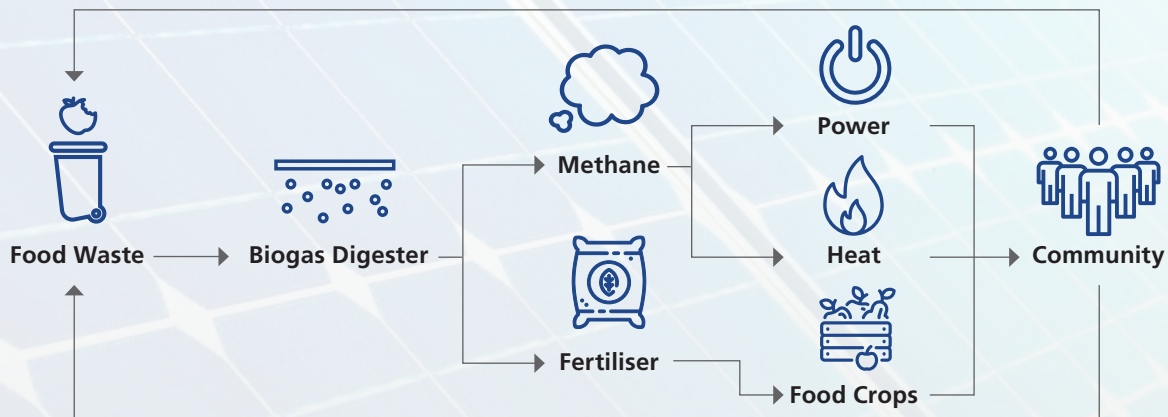
The success of ITPB demonstrates the Managers' commitment to switch from traditional sources of fuel to cleaner and renewable energy sources. Solar energy consumed in ITPB is produced in an off-site solar farm. Phase 2 of the energy procurement agreement started in March 2018, which provides additional units of solar energy for ITPB in FY18/19. ITPB will procure 67.5 MWh of energy annually for the next 10 years as part of the agreement. In addition to purchasing solar energy, the Managers also invested in the installation of solar rooftop panels.

The Managers are proud to disclose that approximately 121 MWh of energy was obtained from renewable sources since FY14/15.

The Managers also seek to look beyond the "take, make and dispose" extractive industrial model towards a circular economy. Prudent waste management enables the Managers to reuse and recycle waste and to minimise its negative impacts. For instance, ITPB is planning to begin operation of a fully functional biomethanation plant in FY18/19. The proposed plant will have the capacity to process approximately 3 tonnes of waste per day to generate approximately 255 to 260 m<sup>3</sup> of biogas in a day.

Prevented emission of

**50,235**  
tonnes of CO<sub>2</sub>





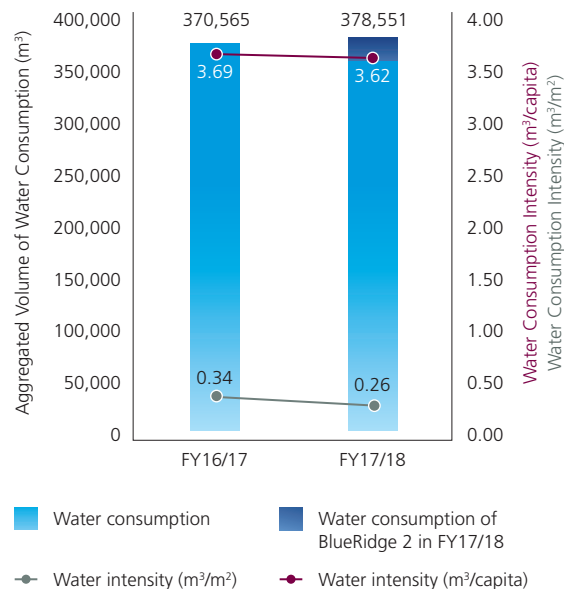
# SUSTAINABILITY REPORT

## Water Management

Water flows through the three pillars of sustainable development. Freshwater is a precious resource vital for India and the rest of the world to alleviate poverty, sustain growth, improve public health, enable food security and establish long-lasting harmony with Earth's essential ecosystems. In 2016, the Indian Government reported that at least 330 million people were affected by the drought and water availability in India's reservoirs were at its lowest in a decade, with stocks at a paltry 29% of their total storage capacity<sup>12</sup>.

The Managers understand the importance of managing water usage and seek to promote responsible stewardship of this precious resource. An overall increase of water consumption by 2% to 378,551m<sup>3</sup> is contributed mainly by the addition of BlueRidge 2 in the reporting scope. As a result of the Managers' sustainability practices (Figure 16) to encourage water conservation, overall water intensity has decreased by 23% to 0.26 m<sup>3</sup>/m<sup>2</sup> in FY17/18 while the water consumption per capita remained fairly stable at 3.62 m<sup>3</sup>/capita<sup>13</sup>.

► Figure 15: Aggregated Water Consumption & Intensity



► Figure 16: Water saving initiatives

### Water Saving Initiatives in FY17/18

#### Operation efficiency

- Implemented low-flow fixtures
- Dual-flush system
- Effective use of AHU condensate water across a-iTrust properties
- Rain water harvesting

#### Automation of water tanks in ITPB

- Enables real-time monitoring of water consumption for buildings
- Allows the data logging of water consumption
- Generates water consumption patterns that can be studied to improve current initiatives

12 Central Water Commission of India

13 Per capita of tenant employees

**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 and Organisation Structure (Page 12)
102-2	Activities, brands, products, and services	Trust and Organisation Structure (Page 12), Strategy (Page 22), Portfolio (Pages 44 – 47)
102-3	Location of headquarters	Corporate Information (inside back cover)
102-4	Location of operations	Trust and Organisation Structure (Page 12)
102-5	Ownership and legal form	Trust and Organisation Structure (Page 12)
102-6	Markets served	Operational Review (Pages 48 – 50)
102-7	Scale of the organisation	At a Glance (Pages 2 – 3), Portfolio (Pages 44 – 47), Operational Review (Pages 48 – 50), Financial Review (Pages 51 – 55)
102-8	Information on employee and other workers	Team Profile (Page 73)
102-9	Supply chain	Trust and Organisation Structure (Page 12), Strategy (Page 22)
102-10	Significant changes to the organisation and its supply chain	Trust and Organisation Structure (Page 12), Investment Management (Pages 28 – 33)
102-11	Precautionary principle and approach	Risk Management (Pages 40 – 41), Governance and Ethics (Pages 64 – 65), Risk Management and Internal Controls (Pages 93 – 94)
102-12	External initiatives	Fair Employment Practices (Page 74), Reducing Energy and Carbon Footprint (Page 75)
102-13	Membership of associations	REIT Association of Singapore (REITAS)
<b>Strategy</b>		
102-14	Statement from senior decision-maker	Chairman's Message (Pages 4 – 6)
<b>Ethics and Integrity</b>		
102-16	Values, principles, standards, and norms of behavior	Governance and Ethics (Pages 64 – 65), Culture and Values (Page 73), Dealings in Units (Page 97), Dealing with Conflicts of Interest (Page 98), Dealing with Interested Person Transactions (Pages 98 – 99)
102-17	Mechanisms for advice and concerns about ethics	Governance and Ethics (Pages 64 – 65)
<b>Governance</b>		
102-18	Governance structure	Trust and Organisation Structure (Pages 12 – 13), Board of Directors (Pages 14 – 19), Trustee-Manager and Property Manager (Pages 20 – 21), The Board's Conduct of Affairs (Pages 84 – 86)
102-20	Executive-level responsibility for economic, environmental, and social topics	Chairman and Chief Executive Officer (Page 87), Access to Information (Pages 89 – 90)
102-22	Composition of the highest governance body and its committees	Board of Directors (Pages 14 – 19), The Board's Conduct of Affairs (Pages 84 – 86), Board Composition and Guidance (Pages 86 – 87)



# SUSTAINABILITY REPORT

Disclosure		Reference(s) or Reasons for Omission
<b>General Disclosures</b>		
<b>Governance</b>		
102-23	Chair of the highest governance body	Chairman and Chief Executive Officer (Page 87)
102-24	Nominating and selecting the highest governance body	Board Membership (Page 88)
102-25	Conflicts of interest	Dealings in Units (Page 97), Dealing with Conflicts of Interest (Page 98), Dealing with Interested Person Transactions (Pages 98 – 99)
102-32	Highest governance body's role in sustainability reporting	Materiality Assessment (Pages 62 – 63), The Board's Conduct of Affairs (Pages 84 – 86), Access to Information (Pages 89 – 90)
102-33	Communicating critical concerns	The Board's Conduct of Affairs (Pages 84 – 86), Access to Information (Pages 89 – 90)
102-35	Remuneration policies	Remuneration Matters (Pages 90 – 92)
102-36	Process for determining remuneration	Remuneration Matters (Pages 90 – 92)
<b>Stakeholder Engagement</b>		
102-40	List of stakeholder groups	Stakeholder Engagement (Page 59)
102-41	Collective bargaining agreements	All employees within the scope of this report are not covered by collective bargaining agreements, as they are professionals.
102-42	Identifying and selecting stakeholders	Stakeholder Engagement (Page 59)
102-43	Approach to stakeholder engagement	Stakeholder Engagement (Page 59)
102-44	Key topics and concerns raised	Stakeholder Engagement (Page 59)
<b>Reporting Practice</b>		
102-45	Entities included in the consolidated financial statements	Investment in Subsidiaries (Page 166) Reporting Period and Scope (Page 58)
102-46	Defining report content and topic boundaries	About this Report (Page 58)
102-47	List of material topics	Materiality Assessment (Pages 62 – 63)
102-48	Restatements of information	Reducing Energy and Carbon Footprint (Page 75)
102-49	Changes in reporting	Materiality Assessment (Pages 62 – 63)
102-50	Reporting period	About this Report (Page 58)
102-51	Date of most recent report (if any)	Sustainability Report 2016/2017
102-52	Reporting cycle	About this Report (Page 58)
102-53	Contact point for questions regarding the report	Enquiries (Page 43)
102-54	Claims of reporting in accordance with the GRI Standards	About this Report (Page 58)
102-55	GRI content index	GRI Content Index (Page 79)
102-56	External assurance	Reporting Standards (Page 58)



Disclosure		Reference(s) or Reasons for Omission
<b>Material Topics: High Standards of Corporate Governance; Business Ethics and Employee Conduct; Regulatory Compliance</b>		
<b>Management Approach</b>		
103-1	Explanation of the material topic and its Boundary	Governance and Ethics (Page 64)
103-2	The management approach and its components	Governance and Ethics (Page 64)
103-3	Evaluation of the management approach	Governance and Ethics (Page 64)
<b>Anti-Corruption</b>		
205-1	Operations assessed for risks related to corruption	Governance and Ethics (Page 64)
205-2	Communication and training about anti-corruption policies and procedures	Governance and Ethics (Page 64)
205-3	Confirmed incidents of corruption and actions taken	Governance and Ethics (Pages 64 – 65)
<b>Environmental Compliance</b>		
307-1	Non-compliance with environmental laws and regulations	Regulatory Compliance (Page 65)
<b>Socioeconomic Compliance</b>		
419-1	Non-compliance with laws and regulations in the social and economic area	Regulatory Compliance (Page 65)
<b>Material Topic: End-to-end Premium Quality Solutions</b>		
<b>Management Approach</b>		
103-1	Explanation of the material topic and its Boundary	End-to-end Premium Quality Solutions (Pages 66 – 67)
103-2	The management approach and its components	End-to-end Premium Quality Solutions (Pages 66 – 67)
103-3	Evaluation of the management approach	End-to-end Premium Quality Solutions (Pages 66 – 67)
<b>Product and Service Labeling</b>		
CRE8	Type and number of sustainability certification, rating and labeling schemes for new construction, management, occupation and redevelopment	Awards and Certifications (Page 67)
<b>Material Topic: Security of IT Parks and Properties</b>		
<b>Additional Topic: Health, Hygiene and Safety of General Public and Adjacent Communities</b>		
<b>Management Approach</b>		
103-1	Explanation of the material topic and its Boundary	Security, Health & Safety at IT Parks (Page 68)
103-2	The management approach and its components	Security, Health & Safety at IT Parks (Pages 68 – 72)
103-3	Evaluation of the management approach	Security, Health & Safety at IT Parks (Pages 68 – 72)
<b>Customer Health and Safety</b>		
416-1	Assessment of the health and safety impacts of product and service categories	Security, Health & Safety at IT Parks (Pages 68 – 69, 72)





# SUSTAINABILITY REPORT

Disclosure		Reference(s) or Reasons for Omission
<b>Additional Topic: Reducing Energy and Carbon Footprint</b>		
<b>Management Approach</b>		
103-1	Explanation of the material topic and its Boundary	Reducing Energy and Carbon Footprint (Page 75)
103-2	The management approach and its components	Reducing Energy and Carbon Footprint (Pages 75 – 77)
103-3	Evaluation of the management approach	Reducing Energy and Carbon Footprint (Pages 75 – 77)
<b>Additional Topic: Reducing Energy and Carbon Footprint</b>		
<b>Energy</b>		
302-1	Energy Consumption within the organisation	Reducing Energy and Carbon Footprint (Pages 75 – 77)
302-3	Energy intensity	Reducing Energy and Carbon Footprint (Pages 75 – 77)
302-4	Reduction of energy consumption	Reducing Energy and Carbon Footprint (Pages 75 – 77)
<b>Emissions</b>		
305-1	Direct (Scope 1) GHG emissions	Reducing Energy and Carbon Footprint (Page 75)
305-2	Energy Indirect (Scope 2) GHG emissions	Reducing Energy and Carbon Footprint (Page 76)
305-4	GHG emissions intensity	Reducing Energy and Carbon Footprint (Pages 75 – 76)
<b>Additional Topic: Fair Employment Practices</b>		
<b>Management Approach</b>		
103-1	Explanation of the material topic and its Boundary	Fair Employment Practices (Page 74)
103-2	The management approach and its components	Fair Employment Practices (Page 74)
103-3	Evaluation of the management approach	Fair Employment Practices (Page 74)
<b>Additional Topic: Water Management</b>		
<b>Management Approach</b>		
103-1	Explanation of the material topic and its Boundary	Water Management (Page 78)
103-2	The management approach and its components	Water Management (Page 78)
103-3	Evaluation of the management approach	Water Management (Page 78)
<b>Water</b>		
303-1	Water withdrawal by source	Water Management (Page 78)