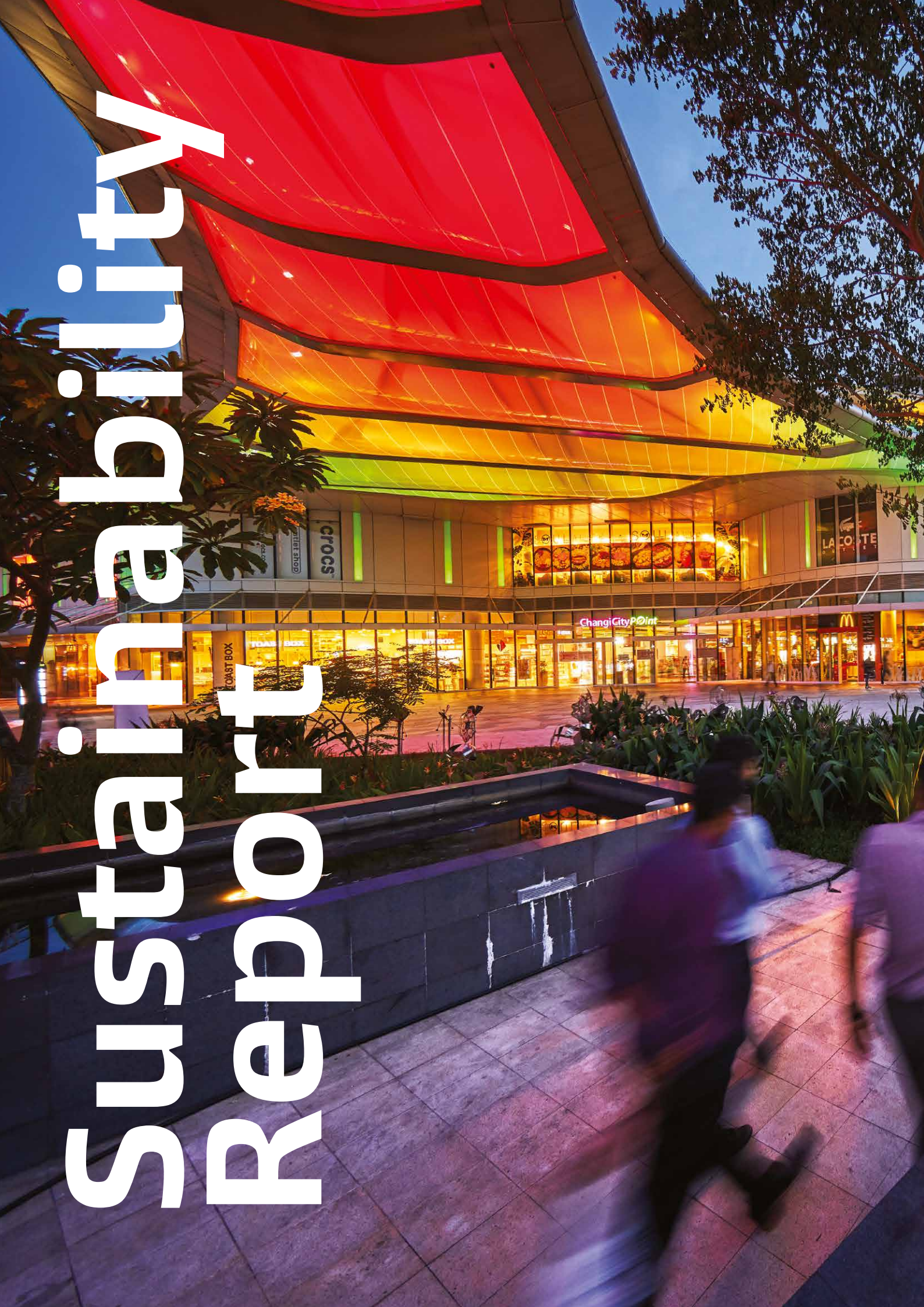


# Sustainability Report







## Contents

70	About This Report
71	Board Statement
72	Sustainability Framework
73	The Year At A Glance
73	Managing Sustainability
76	Materiality Assessment
78	Acting Progressively
80	Consuming Responsibly
82	Focusing On People
86	GRI Content Index



### About This Report

This Sustainability Report covers the Economic, Social and Governance (ESG) performances for all Frasers Centrepoint Trust ("FCT") properties from 1 October 2017 to 30 September 2018.

We continue to adopt the standards issued by the Global Reporting Initiative's ("GRI") Global Sustainability Standards Board. We have prepared this report in accordance with the GRI Standards (2016): Core option and the sustainability reporting requirements of the SGX-ST Listing Manual (Rules 711A and 711B).

#### Report Scope

Data disclosed in this Sustainability Report covers all properties owned by FCT in Singapore, unless stated otherwise. Our employee related information and performance refer to Frasers Centrepoint Asset Management (the "Manager" or "FCAM"). We continuously engage and work together with the Manager to encourage and monitor good sustainability performance at our properties. The environmental performance data disclosed in this sustainability report covers all properties owned by FCT namely Causeway Point, Northpoint City North Wing (including Yishun 10 retail podium), Changi City Point, YewTee Point, Anchorpoint and Bedok Point. We have included health & safety data of our contractor's employees working at our properties.

Our data is reported in good faith and to the best of our knowledge. Together with the other information set out in our Annual Report, this Sustainability Report plays a significant role in promoting communication and transparent reporting to our stakeholders.



#### FEEDBACK

We welcome your feedback in helping us improve our sustainability efforts and achieve our objectives. Please contact Mr Chen Fung Leng, Vice President of Investor Relations, at [funleng.chen@frasersproperty.com](mailto:funleng.chen@frasersproperty.com).

# Board Statement

We are pleased to present our fourth Sustainability Report for FY2018 that encapsulates our overarching approach to sustainability as well as our practices and performance for the reporting period.

We believe that sustainability plays a major role in creating places that enhance our customers' experiences. Our approach towards sustainability is aligned with that of our Sponsor, Frasers Property Limited (the "Sponsor" or "Frasers Property") and is focused around the unifying idea of 'Experience Matters' – the belief that both our customers' and our experience matters. Our Sponsor has developed a Sustainability Framework ("Framework") which sets out sustainability priorities towards 2030. As per the three sustainability pillars and 13 corresponding Environmental, Social and Governance ("ESG") focus areas identified in the Framework, we will develop our sustainability strategy and tailored action plans by FY2019 with support from Frasers Centrepoint Trust's ("FCT's") representation in the Group's Sustainability Steering Committee ("SSC") and Sustainability Working Committee ("SWC").

We work together with our Sponsor to determine, manage and communicate ESG risks and opportunities that are material to us. The Board considers sustainability as an integral part of the business strategy. We are supported by FCT's representation in the SSC and SWC which comprise top management and representatives from across the business functions across the Frasers Property Group.

This Sustainability Report highlights the efforts made in our environmental and social aspects such as consumption of energy and water, health and wellbeing of our people, as well as giving back to the community.

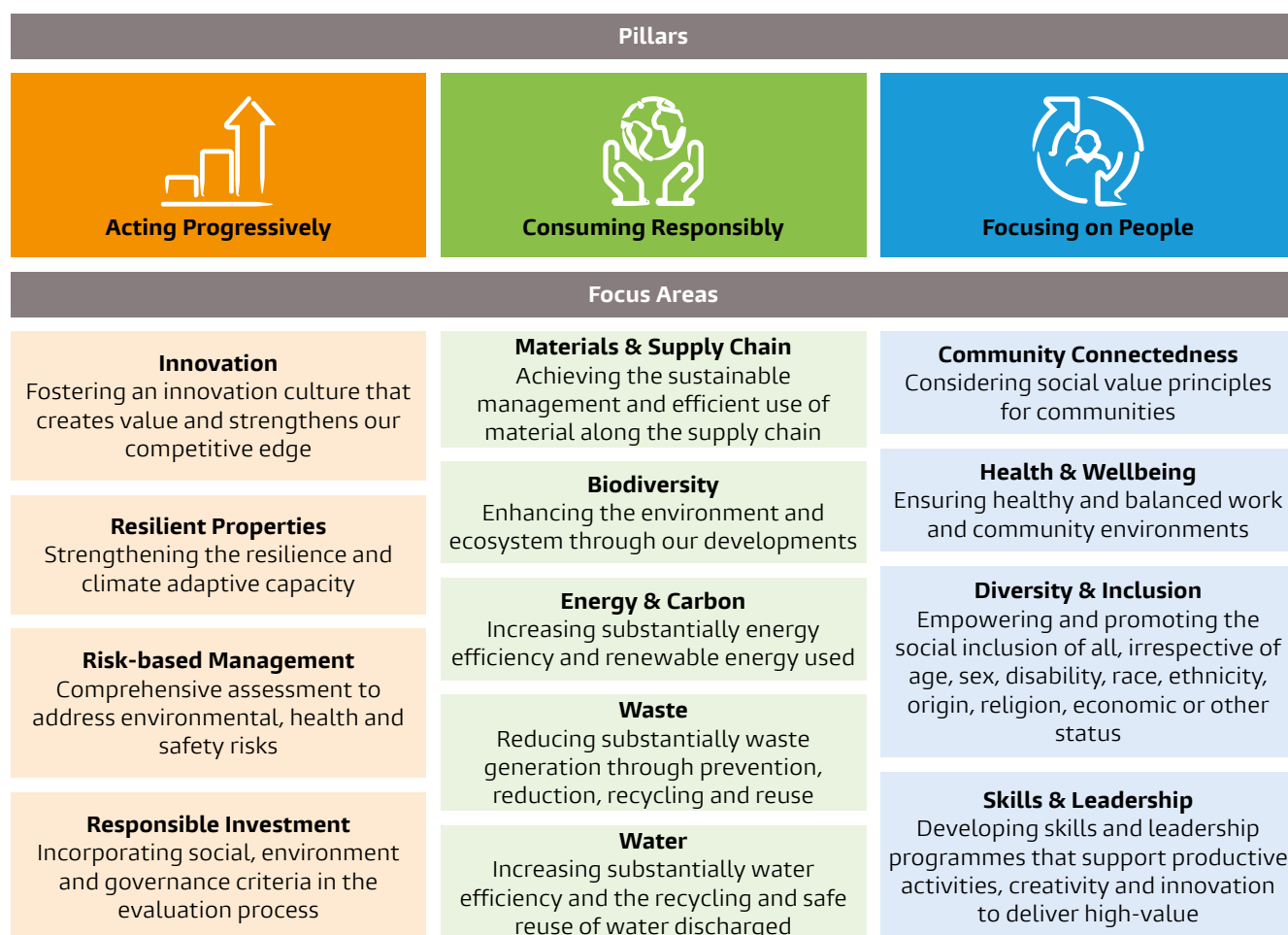
FCT supports and participates in the sustainability initiatives together with our Sponsor to look after the health and wellbeing of our people and key stakeholders across our properties. We are committed to strengthen our engagement with our stakeholders and improve our sustainability performance.

## Board of Directors




Frasers Centrepoint Asset Management Ltd,  
as Manager of Frasers Centrepoint Trust

## Sustainability Framework

At FCT, we align and adopt our Sponsor's approach towards sustainability. The Framework sets out the sustainability priorities for Frasers Property Group towards 2030. The Framework is driven by three pillars, namely Acting Progressively, Consuming Responsibly and Focusing on People. These three pillars form a multi-disciplinary approach that recognises 13 corresponding ESG focus areas. The Sustainability Framework also provides common grounds upon which we will direct our efforts to manage and deliver our sustainability priorities across the value chain. In FY2019, we will review our practices, policies, performance and targets in relation to the ESG focus areas identified in the Sustainability Framework.



## The Year At A Glance

FY2018 Performance Highlights	
 <b>Acting Progressively</b>	<ul style="list-style-type: none"> <li>• <b>Zero</b> breach of environmental laws and regulations</li> <li>• <b>Zero</b> confirmed cases with regards to bribery and corruption reported</li> <li>• <b>Zero</b> incidents of non-compliance with regulations and industry codes in relation to marketing communications that resulted in fines</li> <li>• <b>50%</b> of FCT portfolio is BCA Green Mark rated</li> </ul>
 <b>Consuming Responsibly</b>	<ul style="list-style-type: none"> <li>• Overall building energy intensity up by 1.5% year-on-year due to higher consumption from higher shopper traffic and mall occupancy at Northpoint City North Wing after completing its AEI in end FY2017. The remaining 5 properties saw an average of <b>4% decrease in energy consumption</b></li> <li>• Overall building water intensity up by 2.2% year-on-year, due to higher consumption at Northpoint City North Wing (similar to reasons given in the preceding point). The remaining 5 properties saw average of <b>3% decrease in water consumption</b></li> <li>• <b>32.5% increase</b> in the total tonnage of waste sent for recycling</li> </ul>
 <b>Focusing on People</b>	<ul style="list-style-type: none"> <li>• <b>53.9</b> average hours of training per employee</li> <li>• <b>Zero</b> major safety incidents across our portfolio</li> <li>• <b>No major breaches</b> of health and safety regulations at our properties</li> </ul>

## Managing Sustainability

### Sustainability Governance

Our sustainability program is closely aligned with the business strategy and commercial direction of our Sponsor to demonstrate our unified commitment and approach towards sustainability throughout the Frasers Property Group.

Frasers Property Group's sustainability agenda is guided and driven by the SSC which is chaired by the Group CEO, Mr. Panote Sirivadhanabhakdi, and comprises the top management – the CEOs of all our business units, the Group Chief Corporate Officer and Group Chief Financial Officer, as well as the Group Chief Human Resources (HR) Officer.

FCAM's CEO, Dr. Chew Tuan Chiong, represents FCT in the SSC. The SSC meets quarterly to review and assess the performance of our sustainability initiatives.

The SWC consists of members from the middle and senior management of various business units and departments such as Finance, Risk Management, Human Resources and Communications. The SWC is responsible to monitor our sustainability performance against our key performance indicators (KPIs), implement action plans, and report findings to the SSC. FCT is also represented in the SWC.

# Sustainability Report

## Managing Sustainability

### Stakeholder Engagement

We regularly interact with our stakeholders to better understand their expectations, and identify various risks and opportunities to continually improve our operations. The inputs from our stakeholders help us to determine the most material ESG factors to consider.

### Membership of Associations

The Manager actively participates in and engages with various industry bodies to drive role of sustainability in real estate sector.

- Securities Investors Association (Singapore) (SIAS)
- REIT Association of Singapore (REITAS)
- Investor Relations Professionals Association (IRPAS)
- Orchard Road Business Association (ORBA)
- Singapore Retailers Association (SRA)

Key Stakeholders	Key Topics of Concern
<b>Tenants</b>	<ul style="list-style-type: none"> <li>• Maintaining high shopper traffic</li> <li>• Competitive rental rates</li> <li>• Collaboration in marketing and promotional events</li> </ul>
<b>Shoppers</b>	<ul style="list-style-type: none"> <li>• Meeting the needs of our shoppers</li> <li>• Good quality of services and facilities</li> <li>• Providing comfortable shopping environment and family-friendly amenities</li> <li>• Safety, easy navigation within the mall and accessibility aids for the disabled and elderly</li> <li>• Good connectivity to public transport</li> </ul>
<b>Tenants</b>	<ul style="list-style-type: none"> <li>• Maintaining high shopper traffic</li> <li>• Competitive rental rates</li> <li>• Collaboration in marketing and promotional events</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Compensation and Benefits</li> <li>• Career progression</li> <li>• Continuous education and skills upgrading</li> <li>• Employee well-being</li> </ul>
<b>Property Manager</b>	<ul style="list-style-type: none"> <li>• Key Performance indicators (KPIs) for the property manager</li> </ul>
<b>Investors and FCT Unitholders</b>	<ul style="list-style-type: none"> <li>• Business and operations performance</li> <li>• Business strategy and outlook</li> <li>• Sustainability concerns</li> </ul>
<b>Local Community</b>	<ul style="list-style-type: none"> <li>• Helping the needy group in the community</li> <li>• Foster strong community ties and promote family-values</li> </ul>
<b>Regulators Industry Associations</b>	<ul style="list-style-type: none"> <li>• Compliance with relevant rules and regulations</li> <li>• Engagement with investors and unitholders</li> <li>• Government policies on REITs or Real Estate sector</li> <li>• Issues concerning both short and long-term interests of the retail industry in Singapore</li> </ul>



Mode of Engagement	Frequency of Engagement and FY2018 Highlights
<ul style="list-style-type: none"> <li>• Face to face dialogue</li> <li>• Partnership in promotional events</li> <li>• Regular tenant feedback meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Throughout the year</li> <li>• Throughout the year</li> <li>• Throughout the year</li> </ul>
<ul style="list-style-type: none"> <li>• Shopper surveys</li> <li>• Focus group study</li> <li>• Feedback via online and various social media such as FaceBook, Instagram and LinkedIn and FCT/Frasers Property websites</li> <li>• Regular events to engage shoppers and their families</li> <li>• Frasers Rewards, the Frasers shopper loyalty program</li> <li>• Feedback forms</li> <li>• Feedback to customer service staff or at customer service counters and concierge</li> </ul>	<ul style="list-style-type: none"> <li>• Shopper surveys (no fixed period).</li> <li>• Throughout the year</li> <li>• As-and-when required for engagements on social media</li> <li>• Throughout the year</li> <li>• Throughout the year</li> <li>• Throughout the year</li> <li>• Throughout the year</li> </ul>
<ul style="list-style-type: none"> <li>• Partnership in promotional events</li> <li>• Regular tenant feedback meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Throughout the year</li> <li>• Throughout the year</li> </ul>
<ul style="list-style-type: none"> <li>• Annual Performance appraisals</li> <li>• Communal sports and activities</li> <li>• Orientation and training programmes organised by Frasers Property Group Human Resource</li> <li>• Regular department meetings</li> <li>• Family Day Events</li> </ul>	<ul style="list-style-type: none"> <li>• Once a year</li> <li>• Throughout the year</li> <li>• Upon joining and throughout the year (Employees received an average of 53.9 hours of training per person in FY2018)</li> <li>• Throughout the year</li> <li>• Throughout the year (all employees are invited to the Frasers Property Family Day and Dinner and Dance event, every year)</li> </ul>
<ul style="list-style-type: none"> <li>• Regular meetings</li> <li>• Exchanges on Workplace by FaceBook</li> <li>• Exchanges on emails and calls</li> </ul>	<ul style="list-style-type: none"> <li>• Every month for regular meetings and ad-hoc meetings are held as-and-when required</li> <li>• Throughout the year</li> <li>• Throughout the year</li> </ul>
<ul style="list-style-type: none"> <li>• Investor meetings, quarterly post-results luncheons and non-deal roadshows, mall tours and Annual General Meetings</li> <li>• Website, annual reports, SGXNET announcements, presentations slides, quarterly financial results briefings and conference calls</li> </ul>	<ul style="list-style-type: none"> <li>• Throughout the year (In FY2018, the management of FCAM met with 251 investors. FCAM held a total of 27 Investor Events, comprising 6 overseas non-deal roadshows, participation in 7 investor conferences, 8 post-results events, 5 symposiums and 1 Annual General Meeting)</li> <li>• Throughout the year</li> </ul>
<ul style="list-style-type: none"> <li>• Annual Charity Drives and Mass participation Events</li> <li>• Providing venue space at our malls to charitable organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Community and mass participation events are organised throughout the year</li> <li>• Throughout the year</li> </ul>
<ul style="list-style-type: none"> <li>• Participation in industry associations including REIT Association of Singapore (REITAS), Investor Relations Professionals Association (IRPAS), Orchard Road Business Association (ORBA), Securities Investors Association (Singapore) (SIAS) and Singapore Retailers Association (SRA)</li> <li>• Participation in briefings and consultation with regulators such as the SGX and MAS</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in the events organized by the various industry association and by the regulator occur throughout the year</li> <li>• Throughout the year</li> </ul>



## Materiality Assessment

We conducted a materiality assessment in collaboration with our Sponsor in FY2015 as per GRI and AA1000 principles to determine the ESG factors material to our operations.

In FY2018, we reviewed the materiality assessment process and aligned our material factors with the Framework. We concluded that the material factors are

Group Sustainability Framework Pillars	Material Factors	Materiality to FCT
Acting Progressively	Economic Performance <sup>2</sup>	FCT's key objective are to deliver regular and stable distributions to its Unitholders and to achieve long-term growth in the net asset value per unit. Hence it is important to maintain good economic performance.
	Environmental Compliance	We regard it as our responsibility and duty to ensure our operations are in compliance with the relevant environmental laws and regulations.
	Anti-corruption	We have a zero-tolerance approach towards corruption and fraud. We strive to maintain high standards of integrity, accountability and corporate governance.
	Ethical Marketing	We ensure compliance with the Code of Advertising Practice and applicable guidelines and principles for responsible communications and marketing.
Consuming Responsibly	Energy Management	We strive to reduce the energy consumption of our properties and contribute towards best practices in sustainable consumption. We have set a long-term target to reduce our energy intensity by 15% over a 10-year period from FY2015.
	Water Management	Similar to energy management, we strive to reduce wastage of water and to recycle and reuse wherever we can. We have set a long-term target to reduce our water intensity by 15% over a 10-year period from FY2015.
Focusing on People	Staff Retention and Development	We value our employees and we seek to invest in their learning and help them in developing their career with us. We continuously seek to attract and retain the human capital and talents as we continue to grow in our business.
	Labour / Management Relations	We maintain open-door communication with our employees to foster trust and confidence in the our communications.
	Health and Safety	We want to provide space at our properties that our stakeholders, including shoppers, contractors and tenants, feel safe and comfortable to carry out their intended activities.
	Local Communities	We strive to foster healthy interactions with the local communities, so as to build strong sense of belonging and connections with them, and also to contribute back to the community by helping the less fortunate member of the community.

1 The UNSDGs is a set of global goals which aims to reduce global inequalities and eradicate poverty, protect the planet and ensure prosperity for all, as part of the 2030 Agenda for Sustainable Development. Source: [www.un.org](http://www.un.org).

2 Please refer to the Financial Highlights section in page 8 of this annual report for further details.

still reflective of our current business direction; thus, our material factors remain unchanged. We will continue to assess these material factors on a regular basis to ensure that they are relevant and reflective of our business impacts and stakeholders needs.

For this year's report, we continue to contribute to the achievement of the United Nations Sustainable

Development Goals<sup>1</sup> (UNSDGs) by minimising the environmental footprint and integrating sustainability principles into our business operations.

For each material factor, the table below shows where the significant impacts occur and where we have caused or contributed to the impacts through our business relationships.

Material Factor Boundaries					Corresponding Topic-specific GRI Standards	Relevant United Nations Sustainable Development Goals (SDGs)
FCT	Suppliers/ Contractors	Customers/ Tenants	NGOs/Local Communities			
✓					GRI 201: Economic Performance 2016	8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
✓	✓	✓			GRI 307: Environmental Compliance 2016	17 PARTNERSHIPS FOR THE GOALS
✓	✓	✓			GRI 205: Anti-corruption 2016	17 PARTNERSHIPS FOR THE GOALS
✓					GRI 417: Marketing and Labelling 2016	17 PARTNERSHIPS FOR THE GOALS
✓		✓			GRI 302: Energy 2016 GRI 305: Emissions 2016	7 AFFORDABLE AND CLEAN ENERGY 13 CLIMATE ACTION
✓		✓			GRI 303: Water 2016	6 CLEAN WATER AND SANITATION
✓					GRI 401: Employment 2016 GRI 404: Training and Education 2016	8 DECENT WORK AND ECONOMIC GROWTH 10 REDUCED INEQUALITIES
✓					GRI 402: Labour/Management Relations 2016	8 DECENT WORK AND ECONOMIC GROWTH
✓	✓	✓	✓		GRI 403: Occupational Health and Safety 2016	3 GOOD HEALTH AND WELL-BEING
✓			✓		GRI 413: Local Communities 2016	11 SUSTAINABLE CITIES AND COMMUNITIES 17 PARTNERSHIPS FOR THE GOALS



## Acting Progressively

**Maintain high standards of integrity, accountability and corporate governance by respecting the relevant laws and regulations and the needs of our stakeholders**

### Upholding Corporate Integrity

As a good corporate citizen, we are mindful of being respectful and compliant to laws and regulations. We also respect the needs of the society. We aim to drive good corporate governance through good business practices and recognise the benefits of having clear policies and good management.

We believe that our reputation is strengthened and enhanced by behaving fairly and ethically. We adhere to the relevant laws and regulations such as Code of Corporate Governance 2012, Code of Advertising Practice, listing rules and regulations set out by SGX and the MAS Securities and Futures Act. FCAM has a zero-tolerance approach towards corruption and fraud.

We also adhere to the following corporate policies established by Frasers Property Group to guide our employees:

- Code of Business Conduct
- Whistle-blowing Policy
- Anti-bribery Policy
- Competition Act Compliance Manual
- Personal Data Protection Act Policy
- Environment, Health and Safety Policy
- Legal and Regulatory Compliance Manual
- Policy on Dealing in Units of FCT and Reporting Procedures
- Policy for Prevention of Money Laundering and Countering the Financing of Terrorism
- Policy on Outsourcing
- Treasury Policy

We also have in place an internal audit function to independently examine and evaluate the Manager's activities. The audit is focused on assessing the internal controls, risk management and corporate governance processes of the Manager. The internal audit function sits within the Frasers Property Group. Details of the internal audit can be found in page 103 of this Annual Report.



## FY2018 Performance



### Environmental Compliance

No breach of environmental laws and regulations\*



### Anti-Corruption

No confirmed cases with regards to bribery and corruption reported



### Marketing Communications

No known incidents of non-compliance with regulations of and voluntary codes concerning marketing communications.  
We always aim for zero incidents of non-compliance



### Other General Compliance

Zero incidents of non-compliance with regulations and industry codes in relation to marketing communications that resulted in fines

\* We received a letter from the Energy Market Authority (EMA) relating to the late renewal of electrical installation license at Northpoint City North Wing (formerly know as Northpoint Shopping Centre) in December 2017. There was no direct breach of environmental and safety compliance that resulted in penalties or stop work orders.



## Consuming Responsibly

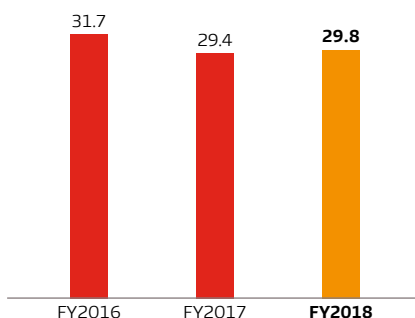
Being mindful and engaging our employees and tenants to decrease our environmental footprint collectively, we manage our resource consumption through the various initiatives implemented in FY2018.

### Conserving Energy

Recognising the importance of being environmentally conscious, we strive to develop a culture that promotes care and reduce our environmental footprint to our employees and tenants.

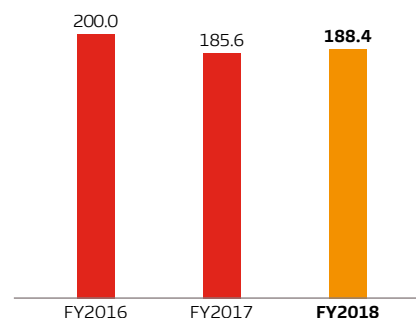
#### Building Energy Consumption

As at 30 September  
(million kWh)



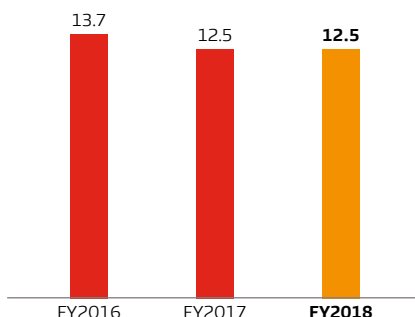
#### Building Energy Intensity

As at 30 September  
(kWh/m<sup>2</sup>)



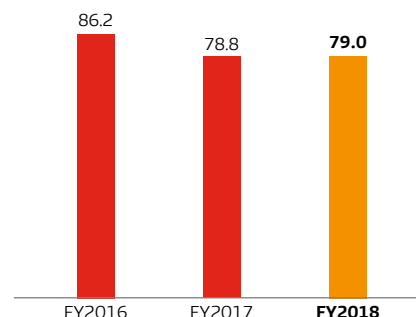
#### Building GHG Emissions

As at 30 September  
('000 tonnes of CO<sub>2</sub>e)



#### GHG Emissions Intensity

As at 30 September  
(kgCO<sub>2</sub>e/m<sup>2</sup>)



Our overall building energy intensity increased by 1.5% year-on-year for FY2018, however, we have managed to maintain our GHG emissions intensity from last year. The increase in overall energy intensity was attributed to Northpoint City North Wing which saw its energy consumption increased by 19.5% year-on-year. This was due to the increase in the mall's occupancy from 81.6% as at 30 September 2017 to 96.5% as at 30 September 2018. It resulted in increase of shopper traffic after the asset enhancement works (AEI) of the mall was completed in FY2017. However, energy consumption decreased by 4% for all the remaining five properties in the portfolio.

To better serve our tenants and customers, we are always looking for opportunities to improve our properties' performance. We periodically carry out energy audits for our properties and certification by BCA Green Mark. The properties in FCT's portfolio which are BCA Green Mark certified as at 30 September 2018 are:

- Causeway Point: BCA Green Mark (Platinum)
- Northpoint City North Wing: BCA Green Mark (Gold)
- YewTee Point: BCA Green Mark (Certified)

We are currently working on obtaining BCA Green Mark certification for Anchorpoint.

## Saving Water

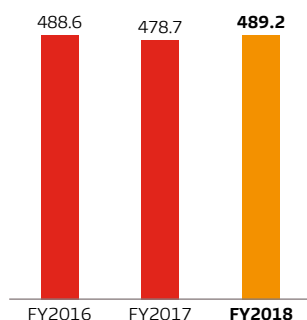
Water is an invaluable resource in Singapore. We strive to reduce, reuse and recycle the water in our operations and also invest in measures that reduce wastage. For example, we install water-saving features in the taps in our toilets, use flush-less urinals and to use Newater for non-potable use such as washing and watering of the plants.

Our overall building water intensity in FY2018 increased by 2.2% year-on-year. The increase in overall water intensity was due to a 21.9% year-on-year increase in water consumption at Northpoint City North Wing, following the recovery in the occupancy and shopper traffic to normal operating level after the completion of the AEI in FY2017. However, water consumption in all the remaining five properties in the portfolio decreased by 3%.

All our malls achieved the Public Utilities Board's (PUB) Water Efficient Building (WEB) Certification.

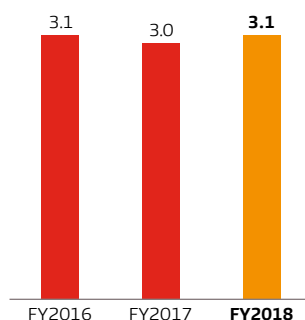
### Building Water Volume

As at 30 September  
('000 m<sup>3</sup>)



### Building Water Intensity

As at 30 September  
(m<sup>3</sup>/m<sup>2</sup>)

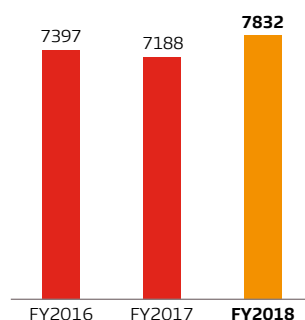


## Reducing Waste

We constantly implement initiatives to reduce our waste footprint by implementing various waste management initiatives seeking to use resources efficiently.

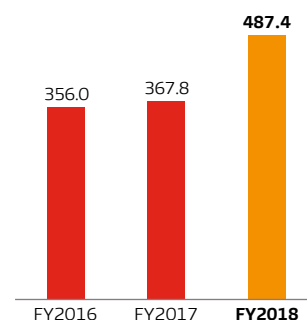
### Total Weight of Non-Hazardous Waste Collected

As at 30 September  
(tonnes)



### Total Weight of Waste Sent for Recycling

As at 30 September  
(tonnes)



We track the waste disposal and recycling activities in our mall. In FY2018, we recorded an increase of 32.5% of waste sent for recycling across all our malls. This achievement is as a result of the initiatives that we implemented across our properties. In FY2018, we continue to partner with StarHub to encourage our tenants to recycle e-waste by placing e-waste bins at our malls. Through our partnership, we collected a total of 4,031kg of e-waste across our malls.





## Focusing On People

Creating inspiring and meaningful interactions with our people, tenants, customers, and communities to achieve sustainable living. We also encourage our employees to strive for work-life balance by encouraging participation in our Sponsor's wellness programs.

### Growing Family at FCT

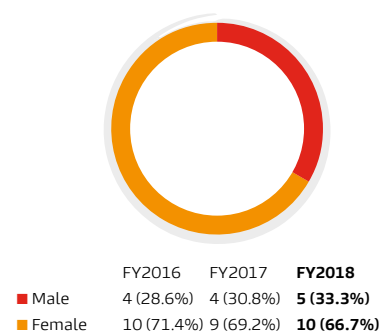
Our employees are important in contributing to the success and continuous growth of our business. Retaining and investing in the development of our human capital is key and it ensures that we stay relevant.

Our commitment to fair employment practices is guided by the Frasers Property Group's commitment to the Tripartite Alliance for Fair & Progressive Employment Practices (TAFEP) in Singapore and the Singapore National Employer Federation. We are committed to equal and fair employment opportunities as we believe that having a diverse talent pool encourages growth, innovation and inclusivity, all of which contributes positively to the performance of our business.

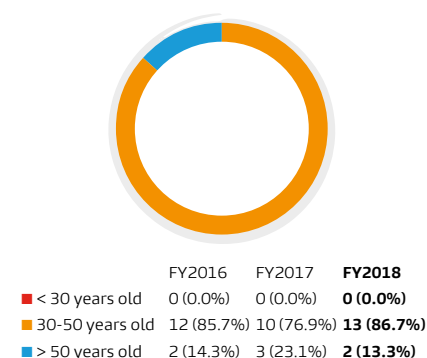
### FCT's Employee Profile<sup>9</sup>

As at 30 September

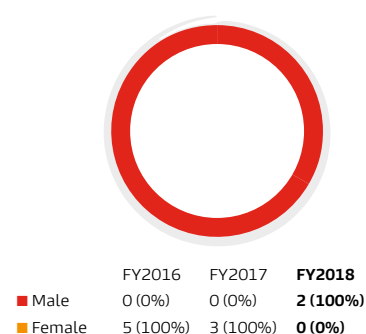
#### FY2018 Gender Diversity



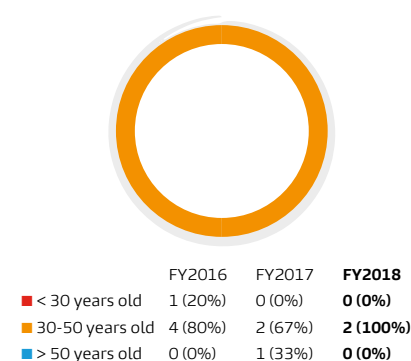
#### FY2018 Age Diversity



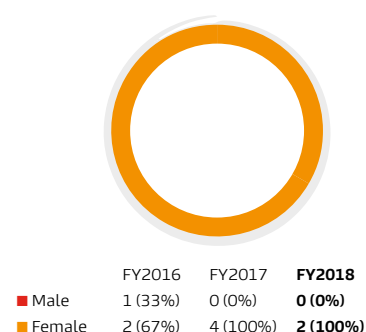
#### FY2018 New hires by Gender<sup>a</sup>



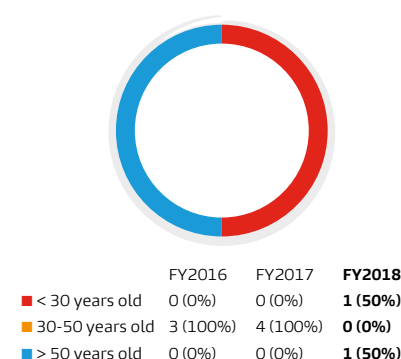
#### FY2018 New hires by Age Group<sup>b</sup>



#### FY2018 Turnover by Gender<sup>c</sup>



#### FY2018 Turnover by Age Group<sup>d</sup>

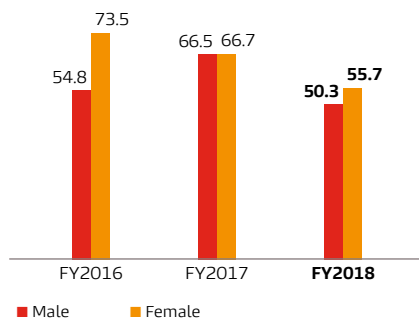


- <sup>9</sup> All information disclosed are full-time, permanent employees at FCT. Contract staff are not included due to contracts being one year or less and contract staff not making a substantial portion of the workforce
- <sup>a</sup> Rate of new hires by gender is the percentage of new hire by gender category over the total number of new hires
- <sup>b</sup> Rate of new hires by age is the percentage of new hires in the age group over the total number of new hires
- <sup>c</sup> Rate of employee turnover by gender is the percentage of employee turnover by gender category over the total number of employee turnover
- <sup>d</sup> Rate of employee turnover by age group is the percentage of employee turnover by age group over the total number of employee turnover

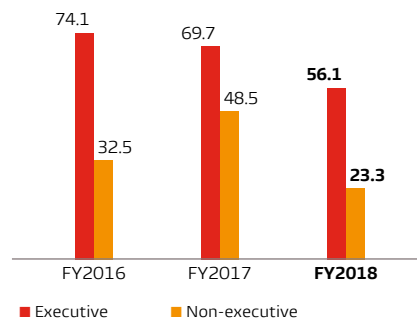
As at 30<sup>th</sup> September, the FCAM has a total of 15 employees. The Manager does not hire any temporary or part-time employees. The majority of employees are in the 30-50 years old age group which constitutes 86.7% of FCAM's workforce. The female workforce constitute 66.7% of total workforce. In FY2018, the hiring rate and the turnover rates were 13%<sup>a,b</sup>. The turnover in FY2018 was due to the planned retirement of an employee and the vacancy was filled through internal redesignation and hiring of a new employee.

### Cultivating Talent

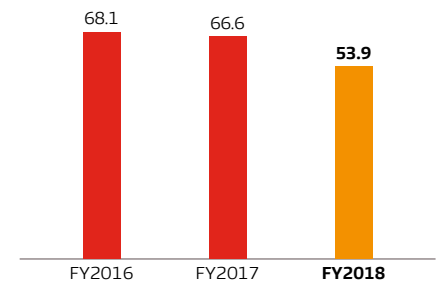
**Average Training Hours per Employee by Gender**  
As at 30 September



**Average Training Hours per Employee by Employee Category**  
As at 30 September

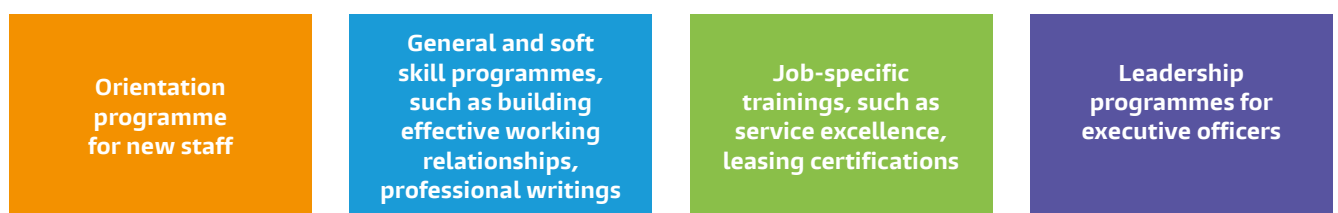


**Average Training Hours per Employee**  
As at 30 September



The Frasers Property Group Human Resources (HR) and its newly established Learning Academy offers a wide range of training and development programs that caters to different levels of skills and knowledge requirements of our employees in the Frasers Property Group. We encourage our staff to sign up for these training proactively and seek guidance from the Group HR and their supervisors to identify areas where their skills and knowledge can be enhanced. The total number of hours of training received by FCAM employees in FY2018 was 809 hours and this translates to an average training hours of 53.9 hours achieved per employee in FY2018. Both the total training hours and the average training hours per employee in FY2018 were lower than the last two years, due to the absence of non-recurring intensive trainings such as the SAP training course for the Finance team and leadership training for selected managers. Despite this, the average training hours achieved per employee is higher than the targeted 40 hours per employee as required by the Group.

The training programs enrolled by FCAM employees include the following categories:



The Group HR has recently launched a new HR Platform named "My HR Hub" for all Fraser Property employees. My HR Hub offers a variety of online training content and employees may also submit specific training requests to Group HR or their supervisor. After each training course, staff feedback is collected to see how the training and development programmes could be improved in the future.

a The hiring rate is the percentage of total number new hires over the total number of employees

b The turnover rate is the percentage of total number of employee turnover over the total number of employees





### Safeguarding Our People

We have implemented the OHSAS 18001 and SS506 Part1:2009 occupation health and safety management systems at all our properties and continuously seek ways to improve our health and safety performance. All FCT's properties are certified with BizSAFE Level Star by the Workplace Safety and Health Council. FCAM adheres to the Workplace Health and Safety Policy of the Frasers Property Group, the relevant safety rules and regulations to provide a safe environment at our properties for our employees, tenants, shoppers and stakeholders.

In FY2018, we recorded lost-time injury rate of 0.11 accidents per million manhours worked and accident rate of 0.65 mandays lost per million manhours worked due to below listed incidents:

- At Bedok Point – A Customer Service Officer (CSO) from Frasers Property unfortunately slipped and fell. The CSO was given medical attention, medical leave and has since fully recovered.

- At Changi City Point – A technician from Frasers Property accidentally knocked his head against an overhead beam while he was conducting a maintenance inspection. He was immediately given medical attention at a hospital. He was given medical leave and has since fully recovered. Preventive measures were put in place to prevent recurrence of the incident including awareness training and requirement for all personnel to wear safety helmets when conducting similar activity.

We recorded zero fatalities this year.

### Promoting Health and Wellbeing

Our employees are encouraged to participate in the year-round wellness programs organised by Frasers Property Group Corporate Wellness Committee that are focused on 3 core areas; mental health, physical health and targeted interventions. We also encourage our employees to participate in the Eat with Your Family Day which occurs on a quarterly basis to support in achieving work life balance.

**No major**  
breaches of health  
and safety regulations  
in regards to our  
building users

**No major**  
safety incidents  
across our portfolio

### Connecting Communities

Our community investments are centred around the theme of 'Wellness', aligned with that of our Sponsor. We focus on enhancing the wellness of our communities as well as contribute to the wellness of our chosen charitable causes.

#### Mass Zumba and Kpop fitness event at Changi City Point

Changi City Point organised a mass Zumba and Kpop fitness event at its open foyer to promote the public awareness on healthy exercise and wellness. The event was well attended and all participants were treated to a great workout and fun.



#### Beach cleaning event at the East Coast Park on 23 March 2018

The Frasers Property staff participated in a beach cleaning event at the East Coast Park as part of our contribution to the society to help keep our public parks and beaches clean and safe.

# GRI Content Index

GRI Standards 2016	Disclosure Number	Disclosure Title	Section and Page Reference / Notes
Universal Standards			
Organisational Profile			
GRI 102: General Disclosures	102-1	Name of the organisation	About Frasers Centrepoint Trust
	102-2	Activities, brands, products, and services	About Frasers Centrepoint Trust (Pg 3)
	102-3	Location of headquarters	Corporate Information (Inside Back Cover)
	102-4	Location of operations	About Frasers Centrepoint Trust (Pg 3)
	102-5	Ownership and legal form	About Frasers Centrepoint Trust (Pg 3) Structure of Frasers Centrepoint Trust (Pg 4)
	102-6	Markets served	Portfolio Overview (Pg 48) Property Profiles (Pgs 50-63)
	102-7	Scale of the organisation	About Frasers Centrepoint Trust (Pg 3) 5-Year Financial Highlights (Pg 9) Focusing on People – Growing Family at FCT (Pg 82)
	102-8	Information on employees and other workers	Focusing on People – Growing Family at FCT (Pg 82)
	102-9	Supply chain	Consuming Responsibly (Pgs 80-81)
	102-10	Significant changes to organisation and its supply chain	Key Events (Pg 7) About This Report – Report Scope (Pg 70)
	102-11	Precautionary principle or approach	FCT does not specifically refer to the precautionary approach when managing risk; however, our management approach is risk-based, and underpinned by our internal audit framework.
	102-12	External initiatives	Materiality Assessment (Pgs 76-77) Managing Sustainability – Stakeholder Engagement (Pg 74)
	102-13	Membership of associations	Managing Sustainability – Stakeholder Engagement (Pg 74)
Strategy			
GRI 102: General Disclosures	102-14	Statement from senior decision-maker	Board Statement (Pg 71)
Ethics and Integrity			
GRI 102: General Disclosures	102-16	Values, principles, standards, and norms of behaviour	Our Unifying Idea (Pg 3) Acting Progressively – Upholding Corporate Integrity (Pg 78)
Governance			
GRI 102: General Disclosures	102-18	Governance structure	Corporate Information (Inside Back Cover) Managing Sustainability – Sustainability Governance (Pg 73)
Stakeholder Engagement			
GRI 102: General Disclosures	102-40	List of stakeholder groups	Managing Sustainability – Stakeholder Engagement (Pg 74)
	102-41	Collective bargaining agreements	There are no collective bargaining agreements in place.
	102-42	Identifying and selecting stakeholders	Managing Sustainability – Stakeholder Engagement (Pg 74)
	102-43	Approach to stakeholder engagement	
	102-44	Key topics and concerns raised	
Reporting Practice			
GRI 102: General Disclosures	102-45	Entities included in the consolidated financial statements	Structure of Frasers Centrepoint Trust (Pg 4) Notes to Financial Statements (Pgs 128-168)
	102-46	Defining report content and topic Boundaries	About This Report – Report Scope (Pg 70) Materiality Assessment (Pgs 76-77)



GRI Standards 2016	Disclosure Number	Disclosure Title	Section and Page Reference / Notes
<b>Reporting Practice</b>			
GRI 102: General Disclosures	102-47	List of material topics	Materiality Assessment (Pgs 76-77)
	102-48	Restatements of information	None
	102-49	Changes in reporting	None
	102-50	Reporting period	About This Report (Pg 70)
	102-51	Date of most recent report	December 2017
	102-52	Reporting cycle	Annual
	102-53	Contact point for questions regarding the report	About This Report – Feedback (Pg 70)
	102-54	Claims of reporting in accordance with GRI Standards	About This Report (Pg 70)
	102-55	GRI content index	GRI Content Index (Pgs 86-88)
	102-56	External assurance	We have not sought external assurance on this data; however we intend to review this stance in the future.
<b>Management Approach</b>			
GRI 103: Management Approach	103-1	Explanation of the material topic and its boundary	Materiality Assessment (Pgs 76-77)
<b>Topic-specific Standards</b>			
<b>Economic Performance</b>			
GRI 103: Management Approach	103-2	The management approach and its components	Business Strategy (Pg 5)
	103-3	Evaluation of the management approach	
GRI 201: Economic Performance	201-1	Direct economic value generated and distributed	Financial Review (Pgs 33-35) Financial Statements (Pg 117)
<b>Anti-corruption</b>			
GRI 103: Management Approach	103-2	The management approach and its components	Acting Progressively – Upholding Corporate Integrity (Pg 78)
	103-3	Evaluation of the management approach	
GRI 205: Anti-corruption	205-3	Confirmed incidents of corruption and actions taken	
<b>Environmental Compliance</b>			
GRI 103: Management Approach	103-2	The management approach and its components	Acting Progressively – Upholding Corporate Integrity (Pg 78)
	103-3	Evaluation of the management approach	
GRI 307: Environmental Compliance	307-1	Non-compliance with environmental laws and regulations	
<b>Ethical Marketing</b>			
GRI 103: Management Approach	103-2	The management approach and its components	Acting Progressively – Upholding Corporate Integrity (Pg 78)
	103-3	Evaluation of the management approach	
GRI 417: Marketing and Labelling	417-3	Incidents of non-compliance concerning marketing communications	
<b>Energy Management</b>			
GRI 103: Management Approach	103-2	The management approach and its components	Consuming Responsibly – Conserving Energy (Pg 80)
	103-3	Evaluation of the management approach	

## GRI Content Index

GRI Standards 2016	Disclosure Number	Disclosure Title	Section and Page Reference / Notes
Energy Management			
GRI 302: Energy	302-1	Energy consumption within the organization	Consuming Responsibly – Conserving Energy (Pg 80)
GRI 305: Emissions	305-1	Direct (Scope 1) GHG emissions	
	305-2	Energy indirect (Scope 2) GHG emissions	
	305-3	Other indirect (Scope 3) GHG emissions	
Water Management			
GRI 103: Management Approach	103-2	The management approach and its components	Consuming Responsibly – Saving Water (Pg 81)
	103-3	Evaluation of the management approach	Water is procured from the Public Utilities Board (PUB) for all our properties
GRI 303: Water	303-1	Water withdrawal by source	
Staff Retention and Development			
GRI 103: Management Approach	103-2	The management approach and its components	Focusing on People – Growing Family at FCT (Pg 82)
	103-3	Evaluation of the management approach	
GRI 401: Employment	401-1	New employee hires and employee turnover	Focusing on People – Cultivating Talent (Pg 83)
GRI 404: Training and Education	404-1	Average hours of training per year per employee	
	404-3	Percentage of employees receiving regular performance and career development reviews	
Labour/Management Relations			
GRI 103: Management Approach	103-2	The management approach and its components	Focusing on People – Growing Family at FCT (Pg 82)
	103-3	Evaluation of the management approach	This is currently not covered in Group-wide collective agreements. The notice period varies
GRI 402: Labour/ Management Relations	402-1	Minimum notice periods regarding operational changes	
Health and Safety			
GRI 103: Management Approach	103-2	The management approach and its components	FCT is represented in the sponsor’s Health & Safety senior management committee.
	103-3	Evaluation of the management approach	
GRI 403: Occupational Health and Safety	403-1	Workers representation in formal joint management– worker health and safety committees	Focusing on People – Safeguarding Our People (Pg 84)
Local Communities			
GRI 103: Management Approach	103-2	The management approach and its components	Focusing on People – Connecting Communities (Pg 85)
	103-3	Evaluation of the management approach	
GRI 413: Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs	