

# Sustainability Report

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## About this Report

This Sustainability Report covers Frasers Centrepoint Trust's ("FCT's") Environmental, Social and Governance (ESG) performance for all FCT properties from 1 October 2018 to 30 September 2019 (FY2019).

We have prepared this Report in accordance with the sustainability reporting requirements set out in the SGX-ST Listing Manual (Rules 711A and 711B) and continue to prepare the Report in accordance with the GRI Standards (2016): Core Option.

### Report Scope

Data disclosed in this Sustainability Report covers all properties owned by FCT in Singapore unless stated otherwise. As FCT operates as a REIT, the employee related information disclosed refer to the activities and performance of Frasers Centrepoint Asset Management (the "Manager" or "FCAM"). As the Manager of FCT, FCAM strives to support sustainability efforts by encouraging good sustainability practices at our properties. In addition to FCAM employees, we have also 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 provides a comprehensive and transparent reporting to our stakeholders.



### Feedback

We are always improving our sustainability efforts and your feedback is important to us. Please contact:

Mr. Chen Fung Leng  
Vice President, Investor Relations  
Frasers Centrepoint Trust  
Email: [funleng.chen@frasersproperty.com](mailto:funleng.chen@frasersproperty.com)



# Board Statement

We are pleased to present FCT's fifth Sustainability Report for FY2019, which outlines our approach to sustainability as well as our performance for the reporting period.

During the year, FCT participated in its inaugural GRESB Real Estate Assessment 2019. This is an investor-driven global Environmental, Social and Governance ("ESG") benchmark for the real estate industry which saw participation from more than 1,000 property companies, real estate investment trusts (REITs), funds, and developers across 65 countries. We are pleased that FCT achieved a rating of 3 stars out of the maximum 5 stars in the assessment and scored 72 out of the maximum 100 points, which is on par with the average amongst all the GRESB participants but below the peer group score of 75. The GRESB assessment is useful in helping us identify areas of strengths and weaknesses in our ESG, and to focus on areas that need improvement. The assessment also serves as benchmark to measure our performance against our peers and the global real estate industry.

We believe that sustainability issues are important to our business and they are part of our strategy formulation. In our first sustainability reporting in FY2015, we published the material ESG topics relevant to our business. These ESG topics remain relevant to our business and we continue to assess and monitor them accordingly.

FCT's sustainability strategy and its approach are aligned to the Sustainability Framework (the "Framework") developed by our sponsor Frasers Property Limited in FY2018 (the "Sponsor" or "Frasers Property") which comprises three pillars, namely "Acting Progressively", "Consuming Responsibly" and "Focusing on People". These three pillars encompass 13 corresponding Environment, Social and Governance (ESG) focus areas. The Framework also maps out the priorities of the Frasers Property Group (the "Group") in its sustainability drive through to 2030, one of which is to move towards carbon neutral by proactively reducing carbon emissions of our properties.

We strive to "Act Progressively" through fair and ethical business practices that are compliant with local regulations as we work towards our economic goals. "Consuming Responsibly" aims to reduce our environmental footprint through cultivating awareness in sustainable conservation and efficient use of resources. The third pillar "Focusing on People" keeps us mindful of our stakeholders' concerns and to engage them on multiple platforms to improve on the wellbeing of our stakeholders and the environment.

Our management works closely with the Group's Sustainability Steering Committee (SSC) and Sustainability Working Committee (SWC) to oversee and drive the implementation of the sustainability Framework, to improve on the various ESG aspects and to identify future sustainability risks and opportunities relevant to our business. The Group has also set up a Global Sustainability taskforce this year to help the business units and REITs in the Group to establish their sustainability workplan and targets.

We look forward to your support as we continue the journey to improve our sustainability efforts for FCT and its stakeholders.

## Board of Directors

Frasers Centrepont Asset Management Ltd.  
as Manager of Frasers Centrepont Trust

# Our Sustainability Framework

The Sustainability Framework sets out the sustainability priorities for Frasers Property towards 2030. The Framework is driven by three pillars, namely “Acting Progressively”, “Consuming Responsibly” and “Focusing on People” which are supported by the 13 ESG focus areas. The multi-disciplinary approach will ensure that our sustainability efforts are comprehensive and will benefit all our stakeholders.

The Sustainability Framework also reaffirms our commitment to sustainability efforts and ensure alignment within FCT and across Frasers Property Group (the “Group”).



# Managing Sustainability

## Sustainability Governance

The Board views sustainability as an integral part of FCT's business strategy. The management works closely with the Group's sustainability leadership and working teams towards the carbon neutral goal, to achieve Green Mark certification status for our properties and to improve the health and wellbeing of our people and stakeholders. Details are outlined in this Sustainability Report.

The SSC guides and drives the direction of the corporate sustainability agenda for the Group, including reviewing the sustainability priorities and performance. The SSC is chaired by the Group CEO, Mr. Panote Sirivadhanabhakdi, and comprises senior management of Frasers Property. The SWC consists of members from the senior and middle management of various business units, including employees of the Manager, and corporate functions across the Group. The SWC implements action plans approved by the SSC and monitors sustainability performance against key performance indicators. In addition, the Global Sustainability Taskforce was assembled by the Group in FY2019 and is represented by all business units. The Taskforce aims to establish the sustainability action plan and targets for each business unit through workshops and leaders' forum, and intends to share the outcomes in the coming year.

## Stakeholder Engagement

We proactively engage with our stakeholders in order to obtain feedback, facilitate improvements, identify opportunities and foster collaborative experiences to align our sustainability efforts as a Group through 2030. The inputs provided from our stakeholders will determine the most material ESG topics to consider. We seek to understand and address our stakeholders' concerns through various modes of engagement outlined.




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 our shoppers' needs</li> <li>• Quality of services and facilities</li> <li>• Providing comfortable shopping environment and family-friendly amenities</li> <li>• Considerations for safety, accessibility and easy navigation within the mall</li> <li>• Good connectivity to public transport</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 wellbeing</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 groups in need in the community</li> <li>• Foster strong community ties and promote family values</li> </ul>
<b>Regulators and 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 FY2019 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, 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>• Annual performance appraisals</li> <li>• Communal sports and activities</li> <li>• Orientation and training programmes organised by Frasers Property Human Resource</li> <li>• Regular department meetings</li> <li>• Family Day Events</li> <li>• Employee satisfaction survey</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 56.1 hours of training per person in FY2019)</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> <li>• Once in FY2019</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 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, presentation slides, quarterly financial results briefings and conference calls</li> </ul>	<ul style="list-style-type: none"> <li>• Throughout the year (in FY2019, FCAM Management met over 200 investors)</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-ST and MAS</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in the events organised by the various industry association and by the regulator occur throughout the year</li> <li>• Throughout the year</li> </ul>

### Materiality Assessment

In FY2015, we conducted a materiality assessment in collaboration with our Sponsor and identified 10 material ESG topics that are material to the business and our stakeholders.

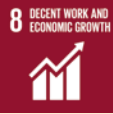










This year, we reviewed our material topics and concluded that the material factors are still relevant to our current business direction. We aligned our material topics to the 13 ESG focus areas set out in the Sustainability Framework. We have deepened our alignment to the United Nations (“UN”) Sustainable Development Goals (“SDGs”) to streamline our sustainability efforts and better contribute to the global goals.

Pillars	Focus Areas	What does it mean to FCT	Material Topics & GRI Topic
<b>Acting Progressively</b> 	Responsible Investment	We invest with long-term views that includes financial and sustainability considerations to deliver regular and stable distributions to our Unitholders, and to achieve growth in FCT’s net asset value per Unit. We target to achieve sustainable improvement in our economic performance.	Economic Performance <sup>1</sup> (GRI 201)
	Risk-based Management	We have the duty to ensure our business is continuously assessed for its impact to the environment, health and safety to our stakeholders; and to ensure we are in compliance with the relevant environmental laws and regulations.	Environmental Compliance (GRI 307)
		We have a zero-tolerance approach towards corruption and fraud. We strive to maintain high standards of integrity, accountability and corporate governance.	Anti-corruption (GRI 205)
		We ensure compliance with the Code of Advertising Practice and applicable guidelines and principles for responsible communications and marketing.	Marketing and Labelling (GRI 417)
<b>Consuming Responsibly</b> 	Energy & Carbon	Real estate is one of the largest users of energy, particularly in heating and cooling. We strive to proactively reduce energy consumption of our properties and contribute achieving carbon neutral.	Energy (GRI 302) Emissions (GRI 305)
	Water	Similar to energy management, we strive to reduce wastage of water and to recycle and reuse wherever we can.	Water (GRI 303)
<b>Focusing on People</b> 	• Diversity & Inclusion	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.	Employment (GRI 401)
	• Skills & Leadership	We maintain open-door communication with our employees to foster trust and confidence in our communications.	Training and Education (GRI 404) Labour / Management Relations (GRI 402)
	Health & Wellbeing	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.	Occupational Health & Safety (GRI 403)
	Community Connectedness	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.	Local Communities (GRI 413)

<sup>1</sup> Please refer to our annual report for further details.

We will continue to regularly review and assess the relevance of our material topics to our business and stakeholders.

The table below shows how our material topics correspond to our focus areas and the relevant SDGs. The table also shows the significance of each material topic and where we have caused or contributed to the impacts through our business relationships:

Boundaries	Progress Towards the SDGs	SDGs
FCT	<ul style="list-style-type: none"> <li>100% compliant with laws and regulations</li> <li>Participated in GRESB for the first time</li> </ul>	  
FCT, Suppliers/ Contractor and Customers/ Tenants		
FCT, Suppliers/ Contractor, and Customers/ Tenants		
FCT		
FCT, Customers/ Tenants	<ul style="list-style-type: none"> <li>Building water intensity improved by 4.5%</li> <li>Waste sent for recycling increased by 23.6%</li> <li>Successful partnerships with Starhub to collect over 10,000kg of e-waste</li> </ul>	  
FCT, Customers/ Tenants		
FCT	<ul style="list-style-type: none"> <li>87% of FCAM employees expressed high degree of satisfaction at work</li> <li>Average training hours per employee increased to 56.1 hours per employee</li> <li>No incidents of injuries during the year</li> </ul>	    
FCT, Suppliers/ Contractors, Customers/ Tenants and NGOs/ Local Communities		
FCT, NGOs/ Local Communities		



# Acting Progressively

## Acting Progressively

### Why Acting Progressively important?

We are committed to strengthening the progressiveness and resilience of our business in the competitive retail sector. Guided by our unifying idea of 'experience matters', we strive to deliver exceptional experience to our unitholders and stakeholders which differentiates FCT from its peers. We foster a progressive mindset that consider risks, opportunities and sustainability in business decisions and management of our properties.

### How does FCT manage this?



#### Policies

Establish policies to build business resilience and remain competitive



#### Practices

Adopt progressive practices to move forward on all focus areas

### Highlights in FY2019



No known incident of breaches of environmental laws and regulations



No confirmed incident with regards to bribery and corruption reported

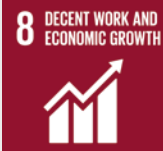


No known incidents of non-compliance with regulations and voluntary codes in relation to marketing communications



Participated in GRESB for the first time and achieved 3 stars out of the maximum 5 stars

### Which SDGs do FCT contribute to?



### Risk-Based Management

FCT recognises that strong corporate governance plays a critical role to our overall success. We aim to achieve this through good business ethics and transparency while putting in place a robust framework of controls, policies and processes that are in line with the appropriate governance standards and regulations.

We conduct all our business activities fairly and ethically. We ensure that our practices are in compliance with relevant laws and regulations such as the Code of Corporate Governance 2018, Code of Advertising Practice, listing rules and regulations set out by SGX-ST and the MAS Securities and Futures Act. We have a zero-tolerance approach towards corruption and fraud, and we have put in place the following corporate policies established by our Sponsor to guide the conduct of 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

To evaluate the Manager's activities, an internal audit function is in place to provide an independent appraisal and assurance of the adequacy and effectiveness of the existing controls. The internal audit function sits within the Frasers Property Group. Details on the internal audit can be found on page 114 to 115 of this Annual Report.



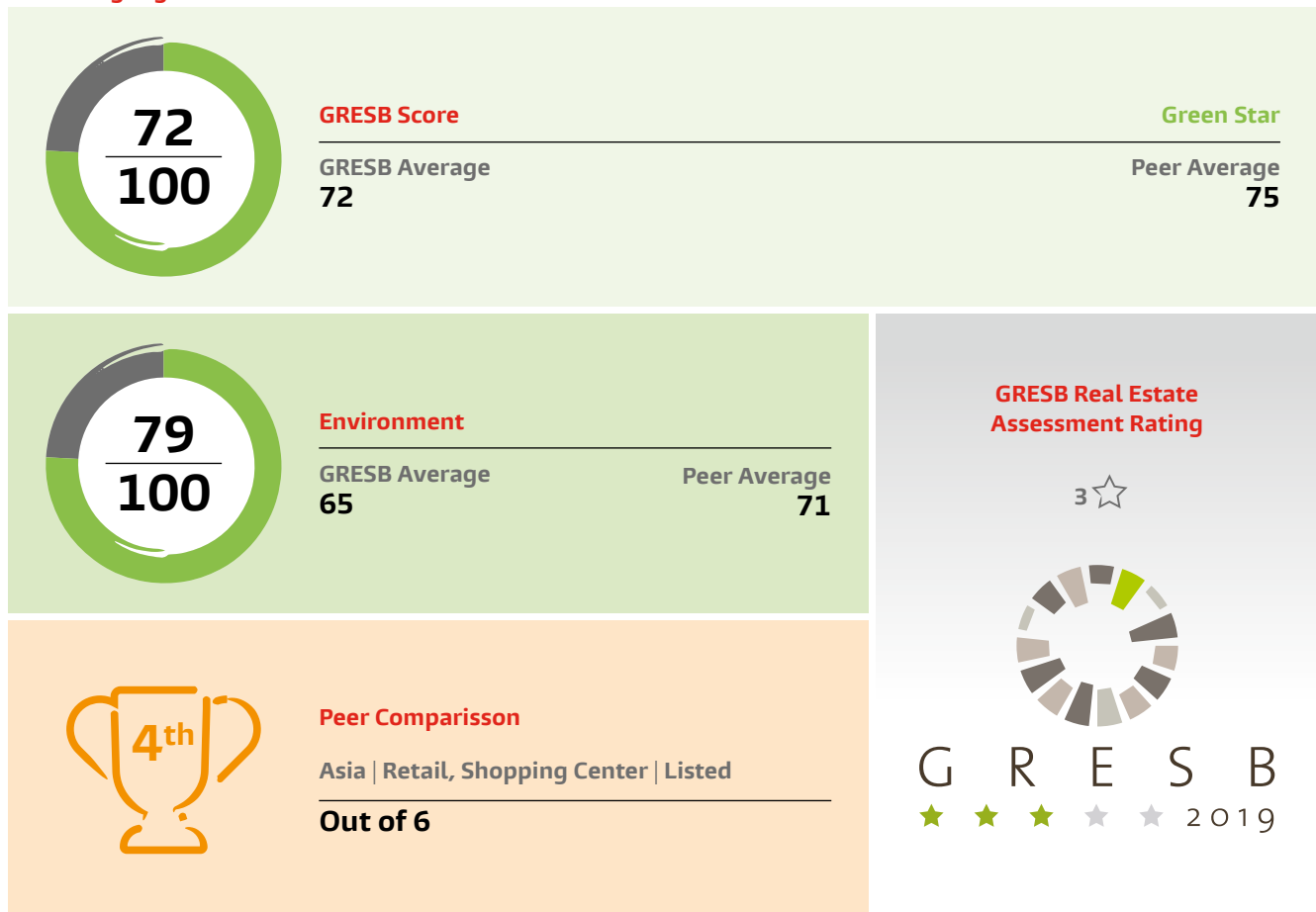
### Responsible Investment

FCT invests in green properties as we believe that sustainability is key to differentiate our properties, remain competitive and create long-term value to Unitholders. We periodically assess our properties to identify opportunities to improve our properties' performance to better serve our tenants and customers through asset enhancement initiatives ("AEI").

Three of our properties are certified by the Building Construction Authority ("BCA"). Causeway Point mall is certified to the highest certification – BCA Green Mark Platinum. Northpoint City North Wing is certified to BCA Green Mark Gold and YewTee Point is certified to BCA Green Mark.

This year we participated in our inaugural GRESB Real Estate Assessment. We achieved an average GRESB Score of 72 points, on par with the GRESB average score and attained 3 stars out of the maximum 5 stars. We strive to improve our score in the next submission.

### GRESB Highlights



As a property manager, we play an important role in driving the sustainability agenda in the real estate sector. We actively participate in various professional and business associations including:

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

# Consuming Responsibly

## Consuming Responsibly

**Why**  
is Consuming  
Responsibly  
important?

We continuously explore solutions to manage and reduce our resource consumption. We respect the environment and we are committed to reducing our environmental footprint through responsible consumption and resource-efficient practices.

**How**  
does FCT  
manage this?



### Policies

Establish policies that drive responsible consumption of resources for our people and tenants



### Practices

Adopt practices that enable our people, tenants and customers to manage efficiently the use of resources

**Highlights**  
in FY2019



Waste sent for recycling increased by 23.6%



Successful partnerships with Starhub to collect over 10,000kg of e-waste

**Which SDGs**  
do FCT  
contribute to?



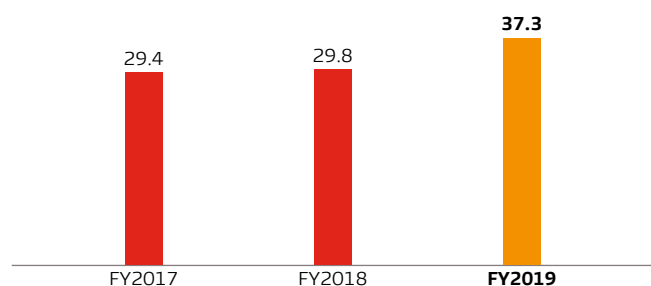


## Energy & Carbon

We recognise our responsibility in enhancing the energy efficiency of our properties to better manage our consumption, including our tenants'. We strive to develop a culture that promotes energy-efficient practices to reduce our carbon footprint.

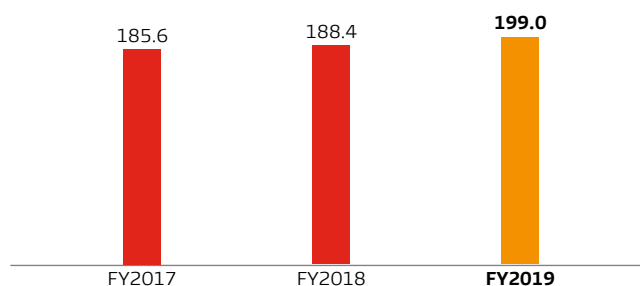
### Building Energy Consumption<sup>4</sup>

Financial Year ended 30 September  
(million kWh)



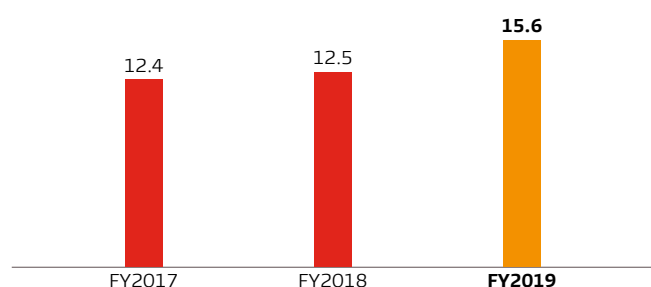
### Building Energy Intensity<sup>5</sup>

Financial Year ended 30 September  
(kWh/m<sup>2</sup>)



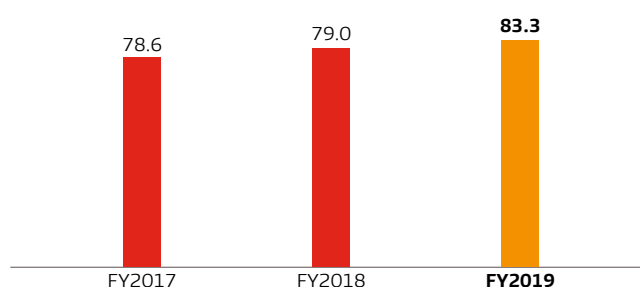
### Building GHG Emissions<sup>3</sup>

Financial Year ended 30 September  
('000 tonnes of CO<sub>2</sub>e)



### GHG Emissions Intensity<sup>6</sup>

Financial Year ended 30 September  
(kgCO<sub>2</sub>e/m<sup>2</sup>)



Our overall building energy intensity increased by 5.6% year-on-year to 199.0 kWh/m<sup>2</sup>. Likewise, our greenhouse gas ("GHG") emissions intensity increased to 83.3 kgCO<sub>2</sub>e/m<sup>2</sup> in tandem with the increase in energy consumption. The increase in energy intensity was attributed to higher occupancy and a rise in the proportion of food & beverage ("F&B") tenants in our portfolio during the year. High occupancy drives higher energy demand, particularly for air conditioning and mechanical ventilation systems. F&B businesses tend to consume higher energy compared to other trades for the same area, hence a rise in the proportion of F&B also increases overall energy intensity. Other contributing factors to higher energy intensity was the increased chiller utilisation at Bedok Point due to rise in the mall's occupancy and the installation of an additional escalator and extended operating hours at YewTee Point due to increased shopper traffic demand.

We are aware of our energy consumption and continuously monitor our energy use to improve our energy management. We are always seeking opportunities to improve the energy efficiency of our properties. Our BCA Green Mark certified properties are subjected to energy audits every three years to ensure that the systems are operating efficiently.

<sup>2</sup> Includes Waterway Point which was acquired in Q3 FY2019.

<sup>3</sup> Excludes Waterway Point for comparison against FY2018 and FY2017.

<sup>4</sup> Includes Waterway Point which was acquired in Q3 FY2019.

<sup>5</sup> Excludes Waterway Point for comparison against FY2018 and FY2017.

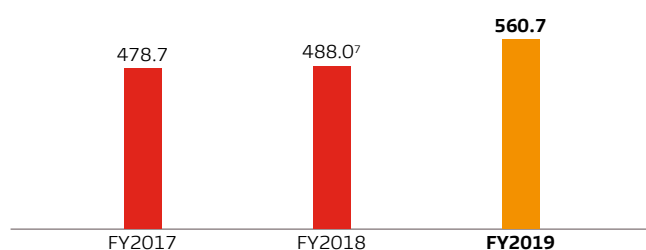
<sup>6</sup> Source of GHG Emissions Factors: Singapore - Singapore Energy Statistics 2019

## Water

We are mindful and actively manage our water consumption through initiatives to reduce water wastage. For example, we installed fittings in our water taps in our properties that help to reduce water waste. These fittings received positive rating the Water Efficiency Labels Scheme (“WELS”) from the Public Utilities Board (“PUB”). All our properties achieved PUB’s Water Efficient Building (“WEB”) Certification.

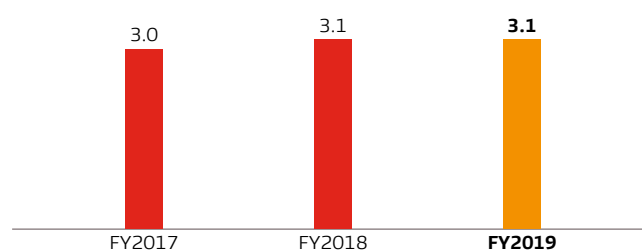
### Building Water Consumption

Financial Year ended 30 September  
(’000 m<sup>3</sup>)



### Building Water Consumption

Financial Year ended 30 September  
(m<sup>3</sup>/m<sup>2</sup>)



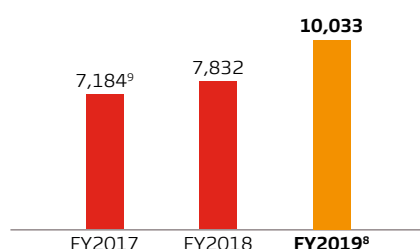
In FY2019, our overall building water consumption increased to 560,723 m<sup>3</sup>, an increase of 14.8% compared to FY2018. This increase is mainly attributed to the inclusion of Waterway Point, which FCT acquired during in Q4 of FY2019. Our water intensity has also increased by 1.7% to 3.13 m<sup>3</sup>/m<sup>2</sup> due to the increase in occupancy rate as well.

## Waste

We are committed to encouraging and supporting waste reduction through various initiatives in our properties to promote the awareness and action in recycling among our tenants, employees and shoppers.

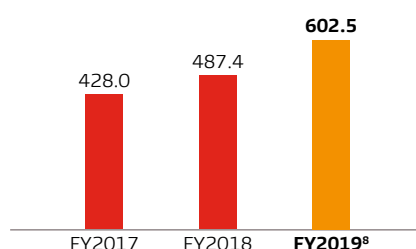
### Total weight of non-hazardous waste collected

Financial Year ended 30 September  
(tonnes)



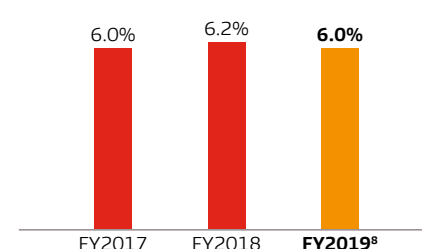
### Total weight of waste sent for recycling

Financial Year ended 30 September  
(tonnes)



### Recycling rate

Financial Year ended 30 September  
(%)



We monitor the waste disposal and recycling activities at our properties. Our properties generated a total of 10,033 tonnes of waste, of which 602.5 tonnes was sent for recycling and the rest disposed in accordance with the Singapore regulations. This reflects the continuous efforts of our partnership with various organisations such as Starhub, on waste collection and recycling and the introduction of green facilities, such as the reverse vending machines (“RVM”), at our malls. Since the start of our partnership with Starhub, we have collected 10,758 kg of e-waste for recycling through the e-waste bins placed at our properties. This year, we introduced the RVMs at two of our properties YewTee Point and Waterway Point in partnership with Fraser & Neave (“F&N”), NTUC Fairprice and TOMRA Recycling Technology Co. Ltd. The RVMs encourage our shoppers to recycle plastic bottles or aluminum cans. The shopper receives F&N discount coupons for every four plastic bottles or aluminum cans deposited into the RVMs. The campaign collected 50,604 of bottles and cans between January 2018 and April 2019. Due to the positive response, we plan to introduce more RVMs at our other properties from the end of 2019.

<sup>7</sup> Water consumption restated based on availability of actual data against previously estimated data, and changes in 2017 emissions factors by official sources in its latest report.

<sup>8</sup> Waste data includes Waterway Point which was acquired in Q3 FY2019.

<sup>9</sup> Excludes Waterway Point for comparison against FY2018 and FY2017.

# Focusing on People

## Focusing on People

### Why is Focusing on People important?

People drive our business growth and success. We strive to have a diverse, safe and healthy work environment for our people to perform in their work. We also want to support and protect the interests and wellbeing of all our stakeholders – employees, tenants, customers and communities through our business practices and community investments.

### How does FCT manage this?



#### Policies

Establish policies that focus on strengthening our human capital and leaving positive impacts in communities where we operate



#### Practices

Adopt practices that enable our business to develop our people and contribute positively to the community

### Highlights in FY2019



87% of FCAM employees expressed high satisfaction at work

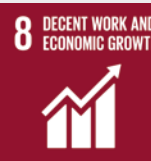


Average training hours per employee increased to 56.1 hours per employee



No incidents of injury during the year

### Which SDGs do FCT contribute to?



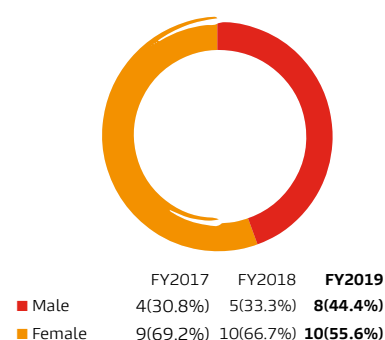
## Diversity & Inclusion

We believe every employee could contribute to FCT and the Group with their experiences, perspectives and cultures, and collectively they become diverse and valuable assets that enable us to deliver the shared value of 'experience matters'.

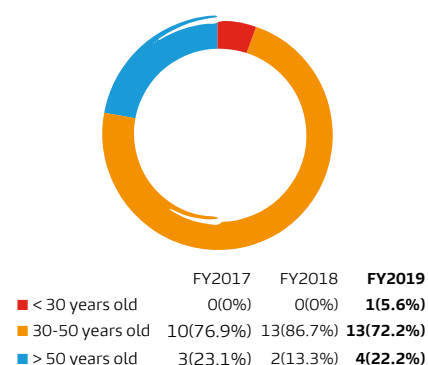
An inclusive and collaborative workforce fuels our business growth and long-term success. We strive to provide equal and fair opportunities to all our employees in FCT, guided by the Group's commitment to the Tripartite Alliance for Fair & Progressive Employer Practices (TAFEP) in Singapore and the Singapore National Employer Federation. Along with the Group, an open performance appraisal system is also applied to all employees of the Manager, providing employees with opportunities based on merit.

### FCAM's Employee Profile Financial Year ended 30 September

#### Gender Diversity

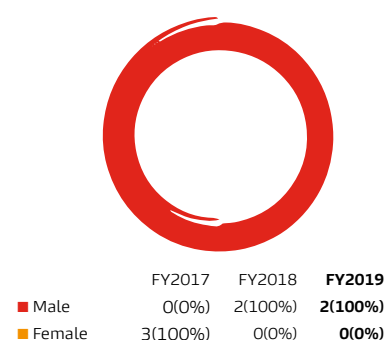


#### Age Diversity

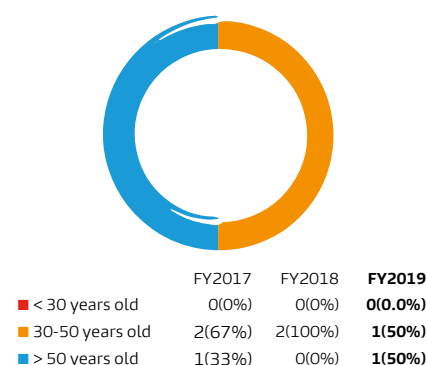


### Number and Rate of New Employee Hires Financial Year ended 30 September

#### New Hire by Gender

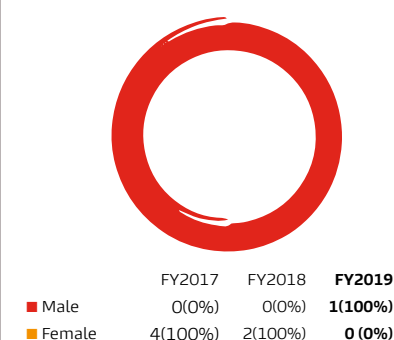


#### New Hire by Age Group

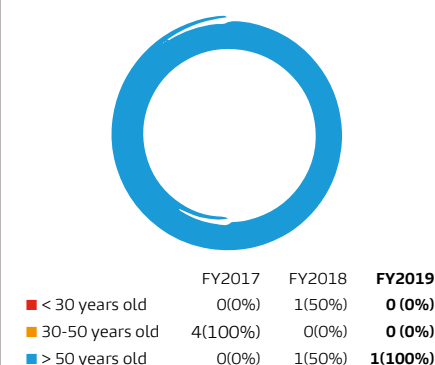


### Number and Rate of Employee Turnover Financial Year ended 30 September

#### Turnover by Gender



#### Turnover by Age Group



The employee data<sup>10</sup> disclosed in this report is in relation to the Manager. As at 30<sup>th</sup> September, FCT has a total of 18 employees. All employees are full-time employees of the Manager. Majority of FCAM's employees are within the 30-50 years old age group, making up 72.2% of the total workforce. The Manager hired 2 new employees with 1 turnover in FY2019.

This year, the Manager conducted an employee satisfaction survey to engage with its employees. The objective of the survey was to gauge the employees' feedback on work-life balance, satisfaction at work and obtain insights on areas of improvements. Key highlights of the survey outcome include:

- Employees feel a strong connection with FCT and feel proud to be part of the team
- 68% of the employees felt positive with regards to their career prospects at FCT
- More than half of the employees feel that they are valued and rewarded during their tenure
- 87% of the employees felt that they are improving their skills and learning, above their daily jobs
- Employees expressed high degree of job satisfaction within FCAM

<sup>10</sup> All information disclosed are full-time permanent employees of FCT.



### Skills & Leadership

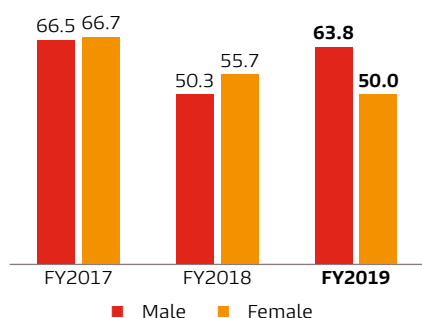
At FCT, we believe that employees are key to our long-term growth and value. As such, we empower and invest in the development of our talents to equip our people with the relevant skills and knowledge to enhance our viability to excel in the disruptive age as well as to help them achieve their potential.

The Group's in-house training facility, the Learning Academy, provides a comprehensive range of Learning and Development ("L&D") programmes and training opportunities to support personal and career development for our people. Besides the L&D training, the Learning Academy also conduct the following knowledge sharing sessions:

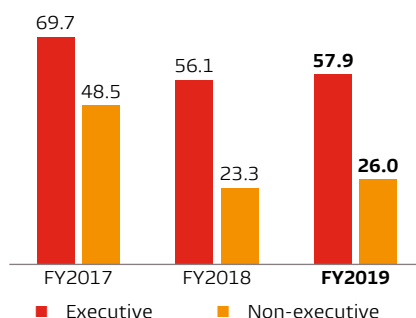
- Lunch and Learn Series - a peer-learning platform where colleagues from various business units are invited to share their experiences on interesting projects
- Heart-to-Heart Talk Series - an employee engagement platform for our younger colleagues in Singapore to share their thoughts about the Group and their aspirations with senior management

In FY2019, we recorded an average of 56.1 training hours per employee, a 4% increase from a year ago. The average training hours achieved per employee remains higher than the targeted 40 hours required by the Group.

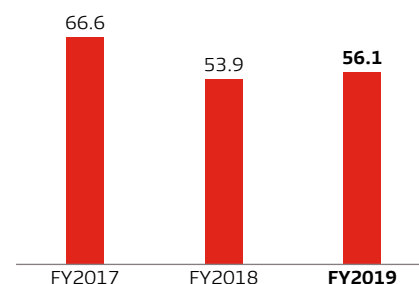
**Average Training Hours by Gender**  
Financial Year ended 30 September



**Average Training Hours by Category**  
Financial Year ended 30 September



**Average Training Hours per Employee**  
Financial Year ended 30 September



### Health & Wellbeing

Health, wellbeing and safety are top priorities within the Group. We emphasise on providing safe environment for our employees, tenants, shoppers and other stakeholders by putting in place policies and procedures to promote workplace safety awareness and to seek continuous improvements.

We have implemented OHSAS 18001 and SS506 Part1:2009 occupational health and safety management system at our properties, in line with the Group's direction and we comply with the Group's Workplace Health and Safety Policy. Our properties are "BizSAFE Level Star" certified by the Workplace Safety and Health Council.

There were zero incident of injury or fatality in FY2019. There was also no breaches of health and safety regulations at our properties during the year.

FCAM employees also participated in various health and safety activities organised by the Group which include "Eating Healthy 9-5", "Watch and Eat with Your Colleagues", "Walk-Jog @ Kent Ridge Park", "Frasers Property Global Wellness Challenge" and health screening for all employees.

The Group engaged Aetos, a security consultant, to conduct a safety audit on all our Singapore retail (which includes FCT properties) and office properties. The audit focused on maintenance and improvement measures for each of the malls. One of the improvement initiatives which followed from the audit was the installation of bollards as pedestrian safeguard at drop-off points of our retail properties.

Our retail properties also work with the authorities on raising awareness on terrorism through participation in the SGSecure Roadshow. During the year, Northpoint City hosted the launch of the SGSecure Roadshow, a national movement aimed at raising corporate and public awareness on terrorism threat. The Singapore Police Force and Singapore Civil Defence Force demonstrated a live simulation of terror attack at one of our tenant's shops. The exercise provided visitors with a live demonstration on how to prevent, deal with and recover from a terrorist attack and improve the community's response and mobilisation in an actual ordeal.

## Community Connectedness

We take pride in enriching and connecting with the community. FCT hopes to demonstrate our corporate citizenship by playing an active role to foster positive changes and enable inclusion in the society. Through our initiatives, we leverage on our diverse resources and competencies to look after those in need. We also collaborate with organisations to further compound our collective efforts.

### Reaching Out to Those in Need

With the support of donations from shoppers, Bedok Point and YewTee Point jointly donated 800 kilograms of rice to Shan You Wellness Centre in April 2019, where it was repacked into rations for the old and underprivileged.

### Supporting Community Connectedness and Diversity & Inclusion

FCAM was delighted to support Blossom Seeds' for their inaugural Charity Day to raise funds for the furnishing and fitting out of their new day activity centre for senior citizens at Canberra Street. Blossom Seeds is an organisation that supports lonely and senior citizens in need, regardless of race and religion, and helps them to integrate with the society.

We contributed in both cash contributions (S\$5,000) and participated in their inaugural fundraising event "Ready Set Gold" on 6 March 2019. The event saw an overwhelming response in participation from the public and the support from the Minister Ong Ye Kung, who is Minister for Education and the member of parliament for Sembawang GRC.



Dr Chew Tuan Chiong, then-CEO of FCAM receiving a plaque of appreciation from Minister Ong Ye Kung, Minister for Education and the member of Parliament for Sembawang GRC.



Mr Lim Swee Say, Member of Parliament for East Coast GRC, addressing the participants at the launch of the event at Bedok Point on 4 August 2019.

### Support the Health and Wellbeing of the Elderly

Bedok Point was proud to sponsor the event venue for a health awareness event organised by SATA. The event, which was launched on 4 August 2019 and graced by Mr Lim Swee Say, the Member of Parliament for East Coast GRC, featured on-site interactive machines that assess fall risk for the elderly. Fall risk is common for the elderly and can be dangerous especially for the elderly who are frail, as fall could lead to risk of fracture and head injuries. The interactive machine was designed to detect early signs of fall risk and evaluate the elderly's risk level of falls and SATA can then follow-up with the elderly, if needed, for further assessment by their doctors and therapists. The campaign ran for 2 months at Bedok Point from August to October 2019.

# 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	Frasers Centrepont Trust
	102-2	Activities, brands, products, and services	About Frasers Centrepont Trust (Pg 2)
	102-3	Location of headquarters	Corporate Information (inside back cover)
	102-4	Location of operations	About Frasers Centrepont Trust (Pg 2)
	102-5	Ownership and legal form	About Frasers Centrepont Trust (Pg 2) Corporate Structure (Pg 3)
	102-6	Markets served	Portfolio Overview (Pg 48) Property Profiles (Pgs 50-64)
	102-7	Scale of the organisation	About Frasers Centrepont Trust (Pg 2) Financial Highlights (Pg 6) Focusing on People – Diversity and Inclusion (Pgs 87-88)
	102-8	Information on employees and other workers	Focusing on People – Diversity and Inclusion (Pgs 87-88)
	102-9	Supply chain	Consuming Responsibly (Pgs 83-85) Stakeholder Engagement (Pgs 76-77)
	102-10	Significant changes to organisation and its supply chain	About This Report – Report Scope (Pg 73)
	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	Managing Sustainability – Stakeholder Engagement (Pgs 76-77) Acting Progressively – Responsible Investment (Pg 82)
	102-13	Membership of associations	Managing Sustainability – Stakeholder Engagement (Pgs 76-77) Acting Progressively – Responsible Investment (Pg 82)
Strategy			
GRI 102: General Disclosures	102-14	Statement from senior decision-maker	Board Statement (Pg 74)
Ethics and Integrity			
GRI 102: General Disclosures	102-16	Values, principles, standards, and norms of behaviour	Acting Progressively – Risk-based Management (Pg 81)
Governance			
GRI 102: General Disclosures	102-18	Governance structure	Corporate and Organisation Structure (Pg 3) Board of Directors (Pg 16-19) Management Team (Pgs 20-21) Corporate Governance (Pgs 93-123) Managing Sustainability – Sustainability Governance (Pg 76)

GRI Standards 2016	Disclosure Number	Disclosure Title	Section and Page Reference / Notes
<b>Stakeholder Engagement</b>			
GRI 102: General Disclosures	102-40	List of stakeholder groups	Managing Sustainability – Stakeholder Engagement (Pgs 76-77)
	102-41	Collective bargaining agreements	There are no collective bargaining agreements in place.
	102-42	Identifying and selecting stakeholders	Managing Sustainability – Stakeholder Engagement (Pgs 76-77)
	102-43	Approach to stakeholder engagement	Managing Sustainability – Stakeholder Engagement (Pgs 76-77)
	102-44	Key topics and concerns raised	Managing Sustainability – Stakeholder Engagement (Pgs 76-77)
<b>Reporting Practice</b>			
GRI 102: General Disclosures	102-45	Entities included in the consolidated financial statements	About this Report (Pg 73) Structure of Frasers Centrepoint Trust (Pg 3) Notes to Financial Statements (Pg 139)
	102-46	Defining report content and topic Boundaries	About This Report – Report Scope (Pg 73) Our Sustainability Framework (Pg 75) Managing Sustainability – Stakeholder Engagement (Pgs 76-77), Materiality Assessment (Pgs 78-79)
	102-47	List of material topics	Managing Sustainability – Materiality Assessment (Pgs 78-79)
	102-48	Restatements of information	Consuming Responsibly - Energy & Carbon (Pg 84), Water (Pg 85)
	102-49	Changes in reporting	None
	102-50	Reporting period	About This Report (Pg 73)
	102-51	Date of most recent report	December 2018
	102-52	Reporting cycle	Annual
	102-53	Contact point for questions regarding the report	About This Report – Feedback (Pg 73)
	102-54	Claims of reporting in accordance with GRI Standards	About This Report (Pg 73)
	102-55	GRI content index	GRI Content Index (Pgs 90-92)
	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	Managing Sustainability – Materiality Assessment (Pgs 78-79)
<b>Topic-specific Standards</b>			
<b>Economic Performance</b>			
GRI 103: Management Approach	103-2	The management approach and its components	Corporate Strategy (Pg 4)
	103-3	Evaluation of the management approach	
GRI 201: Economic Performance	201-1	Direct economic value generated and distributed	Financial Review (Pgs 31-33) Financial Statements (Pgs 124-195)
<b>Anti-corruption</b>			
GRI 103: Management Approach	103-2	The management approach and its components	Acting Progressively – Risk-based Management (Pg 81)
	103-3	Evaluation of the management approach	
GRI 205: Anti-corruption	205-3	Confirmed incidents of corruption and actions taken	



GRI Standards 2016	Disclosure Number	Disclosure Title	Section and Page Reference / Notes
Environmental Compliance			
GRI 103: Management Approach	103-2	The management approach and its components	Acting Progressively – Risk-based Management (Pg 81)
	103-3	Evaluation of the management approach	
GRI 307: Environmental Compliance	307-1	Non-compliance with environmental laws and regulations	
Ethical Marketing			
GRI 103: Management Approach	103-2	The management approach and its components	Acting Progressively – Risk-based Management (Pg 81)
	103-3	Evaluation of the management approach	
GRI 417: Marketing and Labelling	417-3	Incidents of non-compliance concerning marketing communications	
Energy & Emissions			
GRI 103: Management Approach	103-2	The management approach and its components	Consuming Responsibly – Energy and Carbon (Pg 84)
	103-3	Evaluation of the management approach	
GRI 302: Energy	302-1	Energy consumption within the organization	
	302-3	Energy intensity	
GRI 305: Emissions	305-2	Energy indirect (Scope 2) GHG emissions	
	305-4	GHG emissions intensity	
Water			
GRI 103: Management Approach	103-2	The management approach and its components	Consuming Responsibly – Water (Pg 85)
	103-3	Evaluation of the management approach	
GRI 303: Water	303-1	Water withdrawal by source	
Employment & Training and Education			
GRI 103: Management Approach	103-2	The management approach and its components	Focusing on People – Skills and Leadership (Pg 88)
	103-3	Evaluation of the management approach	
GRI 401: Employment	401-1	New employee hires and employee turnover	Focusing on People - Diversity & Inclusion (Pg 88)
GRI 404: Training and Education	404-1	Average hours of training per year per employee	Focusing on People – Skills and Leadership (Pg 88)
	404-2	Programs for upgrading employee skills and transition assistance programs	Focusing on People – Skills and Leadership (Pg 88)
	404-3	Percentage of employees receiving regular performance and career development reviews	Focusing on People – Skills and Leadership (Pg 88)
Labour/Management Relations			
GRI 103: Management Approach	103-2	The management approach and its components	Focusing on People – Diversity & Inclusion (Pg 87)
	103-3	Evaluation of the management approach	
GRI 402: Labour/Management Relations	402-1	Minimum notice periods regarding operational changes	This is currently not covered in Group-wide collective agreements. The notice period varies
Occupational Health and Safety			
GRI 103: Management Approach	103-2	The management approach and its components	Focusing on People – Health and Wellbeing (Pg 88)
	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	FCT is represented in the Sponsor’s Health & Safety senior management committee.
	403-2	Types of injuries and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	
Local Communities			
GRI 103: Management Approach	103-2	The management approach and its components	Focusing on People – Community Connectedness (Pg 89)
	103-3	Evaluation of the management approach	
GRI 413: Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs	