



**2020**

**ESG Report**  
Environmental  
Social  
Governance

# Contents

# Environmental, Social and Governance (ESG) Report

<b>About this Report</b>	<b>2</b>
<b>Message from CEO</b>	<b>3</b>
<b>Highlights</b>	<b>4</b>
<b>About the Group</b>	<b>5</b>
Our Sustainability Focus Areas	6
<b>Looking ahead</b>	<b>7</b>
<b>Responding to COVID-19</b>	<b>8</b>
Supporting our retail partners	8
<b>Corporate Governance</b>	<b>9</b>
<b>Stakeholder Engagement</b>	<b>10</b>
Material Topics	12
Community Development and Support	13
Community Events	13
Health and Safety	14
Promoting health and wellbeing at work	16
People and Culture	16
Creating a Positive Shopper Experience	19
Environmental Performance	23
Retail Partner Support	25
Cyber Security and Privacy	26
<b>GRI Index</b>	<b>27</b>

The information presented in this ESG Report reflects the Aventus Group's (Aventus) management of and performance on environmental, social and governance (ESG) topics identified as material to our business and stakeholders.

The purpose of the report is to communicate to our stakeholders how we are working to manage and mitigate the sustainability impacts associated with our operations. For a more complete understanding of the business context, we recommend that the report is read together with the Aventus Group Annual Report and Corporate Governance Statement.

This ESG Report covers the FY20 reporting period (commencing 1 July 2019 to 30 June 2020), which coincides with Aventus' financial reporting and is released on an annual basis. It is our third standalone ESG Report that we have published. The information reflects all the assets over which Aventus has operational control.

This ESG Report has been prepared in accordance with the Global Reporting Initiative (GRI) reporting Standards (Core option). The contents of the ESG Report have not been externally assured.

For further information or feedback on any aspect of the report, please contact [mweaver@aventusgroup.com.au](mailto:mweaver@aventusgroup.com.au)



## Message from CEO



At Aventus, we recognise the impact our operations have on our stakeholders, communities and the environment. With our aim of becoming the most trusted Large Format Retail (LFR) landlord in Australia, it is our obligation to continuously work to develop and enhance our portfolio.



**Darren Holland**

CEO

This report sets out the initiatives Aventus is doing at a strategic and operational level to make better choices for our business.

We consciously adopt a 'connected thinking' approach in all aspects of our operations. By linking different teams and communicating our business goals, the culture of sustainability is embedded throughout the way we do business, from acquisitions and operations to marketing and team culture.

Our approach to ESG focuses on enhancing our systems to better support our stakeholders, including the communities and environments that we operate within.

Over the next financial year we hope to further develop our approach to ESG, by identifying key long-term goals, plans to reach them and a process to measure and report our progress.

Aventus is dedicated to creating long-term value for all its stakeholders and by giving ESG an elevated platform, it will ensure it remains part of our focus at both an operational and strategic level.

We hope that you find this report helpful, and we look forward to sharing more about our ESG journey with you throughout the coming year.

# Highlights

## Our People

We continued to invest in the development and wellbeing of our people and achieved an overall team engagement score of 90%.

90%

Overall Team  
Engagement Score

## Our Communities

2020 was a year deeply impacted by COVID-19 and deepened our commitment to creating safe and convenient places for our communities.

100%

Click & Collect Rollout in all  
Aventus Centres

## Our Centres

We focused on enhancing the shopping experience and reinvested approximately \$30 million into capital and development projects.

We also began collating our second year of energy consumption, emissions, water and waste data across our centres to obtain a better understanding of our environmental impact and saw an improvement in key metrics including a reduction in carbon emissions.

\$30m

Reinvested into capital and  
development projects



# About the Group

The Aventus Group is a stapled entity, comprised of Aventus Holdings Limited and the Aventus Retail Property Group, and is listed on the Australian Stock Exchange. The Aventus Group is Australia's largest fully integrated owner, manager and developer of Large Format Retail (LFR) centres in Australia with a portfolio valued at circa \$2.1 billion. Our operations are focused within Australia, where all centres and team members are based.

LFR plays a significant role within the Australian economy, accounting for 25% of all retail sales in Australia and employing in excess of 400,000 people. Aventus has a market leading share of LFR centres, and each aims to cater for the day-to-day shopping needs of our customers.

The Aventus Group portfolio spans 536,000sqm in gross lettable area, owns/manages and operates 21 centres (approximately 600 tenancies), with national retailers representing 87% of the total portfolio. Our team of over 60 professionals offer expertise in investment management, asset management and corporate services, delivering operational excellence and value at every stage of the investment cycle.

The Mission and Objective of Aventus is to create long term value and sustainable earnings growth for our Securityholders.

Our Core Purpose is to create amazing places where people can transform their home and lifestyle. Underpinning this is the Aventus Way and how we use our values as a team to deliver on our Core Purpose. This is reflected in how we behave and act, our promise to each other and to all our stakeholders.

## The Four Core Pillars of the Aventus Strategy

Aventus continues to deliver on its four key growth initiatives, driving sustainable earnings growth and creating long-term value.



## The Aventus Way

### Core Values

Our Core Values devised by the Aventus team and introduced in 2017



#### Own It

We are hands on, proud yet humble, and accountable



#### Find a Better Way

Continuous improvement is in our DNA



#### Do It Now

We act with urgency and without fuss



#### Got Your Back

We respect each other and tell it like it is



#### Hungry

We have the passion, energy and stamina to make a difference and achieve our goals



#### Customer Focused

We exist to inspire and add value for our customers



## Our Sustainability Focus Areas

Our Environmental and Sustainability Policy underpins our commitment to develop a sustainable business. We intend to achieve this outcome by focusing on our team, retail partners, our communities.

We strive to use a range of tools to leverage our influence as a property owner and manager to champion sustainable choices at our centres, alongside our retail partners.

### Our ESG focus areas are:



#### Our People

Nurturing our team to promote fulfilment and wellbeing.



#### Our Communities

Enriching our local communities through engagement and support.



#### Our Centres

Enhancing the shopping experience that has become synonymous with our centres.



## Our Culture

Our people will always remain our number one asset, and we are proud of our team engagement score of 90%. At Aventus, we focus on fostering and protecting our culture.

Our values reflect who we are, and how we act each day to achieve our Core Purpose.

As a team, we understand the importance of spending regular time in our centres, on the ground with our retail partners and with our customers. Each year we release our 'Culture Book', a collection of statements and stories from our team that highlights what our Core Purpose means to them.

# Looking Ahead

We are committed to applying our Core Purpose, Core Pillars and Values to our new ESG strategy, where we aim to become the most trusted owner of Large Format Retail in Australia. We know that trust in institutions has decreased, and that it's important for property owners, managers and developers to report transparently against all financial, environmental and social targets.

As we release our third stand-alone ESG Report and our second year of real performance data, we realise that to measure our achievements we need to set and strive towards long, medium and short-term targets and goals.

To ensure that ESG is accounted for throughout our entire business we have also strengthened our internal reporting processes. The ESG Committee reports quarterly to the Board of Directors and consists of representatives from all teams across our business. A Procurement and Sustainability Manager has also been appointed, who will support the ESG Committee to deliver and report on Aventus' ESG targets.

Our sustainability purpose is to deliver, effectively and responsibly, for all stakeholders

- ✓ **Define Aventus' ESG strategy and sustainability commitments**
- ✓ **Support Aventus' long-term business strategy in light of changing investor expectations and regulatory frameworks**
- ✓ **Seek alignment between our sustainability priorities and of those of our customers and partners**
- ✓ **Ensure timely and effective ESG-related disclosures that are meaningful and valued by the investment sector**
- ✓ **Nurture the growth and engagement of our people**
- ✓ **Ensure our supply chain is responsive, resilient and encourages sustainable environmental and social outcomes**

## Three Pillars of Strategy for FY21

### 1. Responsible Business

- > Integrity
- > Culture
- > Diversity & Inclusion

### 2. Planning for the Future

- > Solar rollout
- > Carbon Emission Reduction Strategy
- > Responsible Design and Development

### 3. Driving Action

- > Reporting
- > Setting Targets
- > Governance

# Responding to COVID-19

Throughout 2020, COVID-19 has seen communities, governments, and businesses across the world thrown into unprecedented times. We knew that it was our responsibility to support our retail partners, customers and team members navigate the crisis safely.

In response to COVID-19, our focus was on ensuring that our team felt informed, safe and supported during uncertain times. Our Leadership Team ensured that the team members who support our retail partners and customers at our centres had appropriate arrangements in place and where our team worked remotely, practices were put in place to keep all team members connected with daily team huddles and a weekly all-company meeting.

Our Employee Assistance plan was offered to our team and was extended to our retailers, who we consider part of our Aventus family.

We continue to ensure our centres and workplaces are safe for our retail partners, customers and team. Our 'COVID-19 People Plan' was put in place in March 2020 and we have continuously reviewed our actions as needed in response to government guidelines. We continue to ensure our centres and workplaces are safe for our retail partners, customers and team.

Our support office team members returned to the Support Office late May with desk safety screens, daily temperature checks and sanitiser stations in place.

## Supporting our Tenants

In response to the Government Commercial Leasing Code of Conduct, Aventus was proactive in responding with good faith principles and reached out to all tenants in the portfolio to assess the impact of COVID-19 on retail operations and provide appropriate support.

Our priority was to ensure the safety of our customers, retailer partners and team; whilst maintaining on-site presence to support our retailers. Key operational changes during COVID-19 included:

- > Adjusted core trading hours in response to a change in customer visitation
- > Pausing all non-essential capital expenditure
- > Established a dedicated team formed to manage COVID-19 rent relief process
- > Hand sanitiser stations rolled out in April across all sites
- > Face masks provided to retailers
- > External counselling support and external employee support offered to all retailers
- > Asset team aligned to retailer support during COVID-19 period





# Corporate Governance

Good governance is essential to ensure that Aventus operates with transparency and meets the expectations of all stakeholders, including team members, partners, customers, investors and shareholders.

As the highest governing body, the Board of Directors is responsible for the review and implementation of the Aventus culture and corporate policies, ensuring that Aventus observes all required legal, regulatory and ethical compliance policies. Aventus subscribes to all statutory laws, regulations and codes that apply to its activities, and our governance framework is reviewed annually to ensure it is aligned with best practice guidelines.

All team members are trained according to the Aventus Code of Conduct during their induction and annually thereafter. The Code of Conduct also includes information about our commitment to equality, anti-discrimination, the protection and treatment of whistle-blowers and instilling a healthy, safe working environment.

Key to helping us manage and mitigate risk is having the appropriate structures in place. The below committees and strategies are in place to ensure Aventus can efficiently manage its risk.

Governing body	Frequency of meetings	Description
ESG Control Group	Regularly	<p>This group comprises of members across teams such as asset management, marketing, culture and legal, and includes representatives from our centres who have responsibility of day-to-day operations and sustainability outcomes.</p> <p>The ESG Control Group reports to the Board, which has overall responsibility for Aventus' sustainable operations. Aventus will report on sustainability issues guided by various governance mechanisms, including the ASX Corporate Governance Council's Corporate Governance Principles &amp; Recommendations (4th Edition).</p>
Audit, Risk and Compliance Committee	Three times per year	<p>The Audit Risk &amp; Compliance Committee is responsible for the identification and management of risks. This is controlled through the Aventus Risk Management Framework and reviewed at least annually to ensure it is effective.</p> <p>This includes a regular audit program to test adequacy and compliance, with the implementation of remedial action where required to address any areas of weakness. In accordance with the precautionary principle, sustainability issues and risks are considered throughout our operations and integrated with our corporate goals and strategic planning.</p>
Group Risk Appetite Statement	Quarterly	<p>There are strategies and tools in place to drive a proactive risk culture. Our Audit, Risk &amp; Compliance Committee has developed a Group Risk Appetite Statement, and this is reported against each quarter to aid oversight of material risks and related controls.</p> <p>Daily, weekly and monthly meetings enable risks to be identified quickly and managed appropriately.</p>

Aventus has not incurred any significant fines or sanctions for non-compliance with laws and/or regulations in the social and economic areas.

More information regarding our corporate governance policies and procedures, including our Audit, Risk and Compliance Committee Charter, and Code of Conduct is available from our website at: <https://aventusgroup.com.au>

## Membership of Associations

The Aventus Group has been a member of the Large Format Retail Association of Australia (LFRA) since 2007. The function of the LFRA is to act as the national peak body representing the interests of large format retailers, investors, owners, developers and service suppliers in Australia. The Aventus Group has representatives that attend the quarterly forums along with LFRA overseas tour.

Darren Holland (via The Aventus Group) is a member of Young Presidents Organisation (YPO), which is a global organisation specifically for Chief Executives to engage, learn and grow. Darren attends monthly forums with his local syndicate of YPO members, two property forums, and other regular educational events throughout the year.

## Stakeholder Engagement

Our relationships with stakeholders are central to achieving our goals and delivering great customer experiences at our centres. Regular and ongoing communication helps us stay in touch with the issues that are important to our stakeholders, and to manage and mitigate the impacts of our operations. It also helps to cultivate relationships based on trust, openness and transparency.

Aventus has various stakeholder groups, including team members, tenants, customers, suppliers, community groups, investors, regulators and industry bodies. We prioritise stakeholders based on their interest in and influence on Aventus, as well as those people we interact with the most as we go about our work. This helps us to meet stakeholder expectations and honour our Core Values as we continue to grow and innovate. By deepening our understanding of key stakeholder needs and concerns, we can focus our attention on the issues that matter most.

We promote good communication with all stakeholders, in particular our retail partners, suppliers and the customers who frequent our centres. For this, we rely on both formal and informal communication using a range of different communication channels. This includes keeping stakeholder groups informed via various publications and social media, through to more in-depth, collaborative projects with our team and our retail partners.

We also understand the important role that suppliers play in our supply chain. We collaborate closely with our key suppliers. We also review all key contracts on an annual basis and we regularly tender key service contracts across the portfolio, including cleaning, security and landscaping and electricity.

The table below details Aventus' communications with its key internal and external stakeholders.

Stakeholder	Communications	Frequency
Our Team	Huddles	Daily
	Forums	Bi-annually
	One-on-one meetings	Weekly
	Monthly Business Insights	Monthly
	Surveys	Annually
	'Buddy' Program	All new team
	Team building events*	Ongoing
	CEO New Starter Induction and Breakfasts	Quarterly
	CEO lunches	Monthly
	Quarterly Team Off-Sites*	Quarterly
	Leadership team visits to centres	Weekly
Tenants	Portfolio meetings	Ongoing
	Site visits	Ongoing
	Centre manager liaison	Ongoing
	Dedicated CRM	Daily
	Retailer Portal	Ongoing
	Surveys	Ongoing
	Magazine 'Re-Tale Therapy'	Biannually
Customers & Communities	Surveys	Ongoing
	Community events*	Ongoing
	Newsletters	Ongoing
	Social media & website	Ongoing

\*COVID-19 IMPACTED

Stakeholder	Communications	Frequency
	Local community groups – mums ‘n’ bubs, children Super Troopers, seniors’ initiatives*	Ongoing
Suppliers	Meetings	Ongoing
	Contracts	On engagement
Investors & Financiers	Meetings	Ongoing
	Reports	Biannually
	Media Releases	As required
	ASX announcements	As required
	Respond to investor surveys	As required
Regulators	Ah hoc communications	As required
Industry bodies	Ah hoc communications	As required
Customers & Communities	Surveys	Ongoing
	Community events	Ongoing
	Newsletters	Ongoing
	Social media & website	Ongoing
	Local community groups – RSPCA Cupcake Day, community BBQs, Storytime, Stay ‘n Play, community markets, Pet Adoption Day, community entertainment events*	Ongoing

\*COVID-19 IMPACTED

# Material Topics

Aventus' material topics relate to the most significant environmental, social and governance topics for our business and stakeholders.

To ensure the topics we report on remain relevant, we reviewed our FY19 material topics to understand relative significance. As part of this, we conducted peer benchmarking to comprehend the level of significance identified by peers and reviewed our internal strategy.

Whilst the topics are largely consistent with last year, we have sought to simplify our priority areas to focus on the topics that matter.

We are also working towards improving our understanding and approach to assessing and integrating climate resilience into our portfolio.

Material Topics	Definition	Stakeholders Impacted	Boundary
 <b>Health and safety</b>	Ensuring the health and safety of our team, retailers and customers	Our team Our tenants Customers and communities	Internal/External
 <b>People and culture</b>	Investing in our people and culture to improve team satisfaction and retention	Our team	Internal
 <b>Creating a positive shopping experience</b>	Improving our physical infrastructure and the quality of services provided to our retail partners customers	Customers and communities	External
 <b>Community development and support</b>	Promoting connectivity and engagement amongst the local communities that Aventus centres are a part of	Customers and communities	External
 <b>Retailer support</b>	Supporting and engaging with our tenants	Retail partners	External
 <b>Risk management and compliance</b>	Managing our material risks and complying with relevant legal requirements	Investors Suppliers	Internal
 <b>Environmental performance</b>	Minimising our energy consumption, emissions, water use and waste	Customers and communities	Internal/External
 <b>Cyber security and privacy</b>	Protecting customer information and privacy	Customers and communities	Internal/External

## Modern Slavery Update

As part of our materiality assessment process, we understand that stakeholders are seeking increased disclosures around human rights, labour standards and ethical sourcing.

We recognise the significance of risks related to human rights in the broader supply chain, and particularly the presence of child labour and forced labour in developing countries. In line with the Commonwealth Australian Modern Slavery Act, we are reviewing our operating practices to ensure adequate identification and mitigation of modern slavery risk within Aventus' supply chain. In line with this, we are committed to driving positive social and environmental change through our supply chain.

A key focus this year will be the release of Aventus' first Modern Slavery Statement and information concerning our initiatives and in accordance with the legislation, Aventus will report on the following criteria.

1. Aventus' structure, operations and supply chains;
2. The modern slavery risk present in Aventus' operations and supply chain;
3. Policies and processes to address the risk of modern slavery; and
4. Aventus' due diligence processes regarding modern slavery.

## Community Development and Support

Aventus Centres together with our retail partners, serve, connect and enrich the metropolitan and regional communities of which we are part. Through the ongoing evolution of our home and lifestyle offer, and our sustainable community connections, we deliver a customer experience beyond that of a traditional retail destination.

We recognise the intrinsic link between our centres and the communities we serve. Our centres are vibrant spaces designed to reflect the spirit of the communities around us. They help meet the needs of local communities by providing a diverse range of shopping, recreational, entertainment and health facilities. Our centres are an important social hub, bringing people together and helping them to connect with each other.

In turn, we recognise that our customers and local communities are the lifeline of our centres. They create the footfall and atmosphere that we need to be a great shopping destination. Our customers choose this Aventus experience over online shopping platforms to enjoy the vibrancy of our centres and connect with their community. In doing so, they support our retailers, local jobs and help retain these resources in their locality.

We take great pride in transforming old buildings into bright, community-centric spaces where people want to be. We strive to bring more function and amenity to our centres to properly support and meet the needs of our communities. Invariably, this increases our retail space and enables us to diversify the tenancy mix to better meet the needs of our customers. In recent years, this has included the addition of gyms, pharmacies, childcare and yoga and wellbeing facilities to our centres.

Aventus aims to provide in-centre experiences that engage and energise the community, across all its centres.

## Community Events

### Case Study

#### Farmhouse Pop-Ups

In February 2020, Aventus offered local Central Coast operators the opportunity to establish pop-up stalls inside the Tuggerah Super Centre every Saturday, known as Farmhouse Pop-Ups. The stalls provide an opportunity for the community to enjoy a social atmosphere while discovering crafts and delicacies produced by local providers.

Due to COVID-19, the number of pop-up stalls was reduced and restricted to selling food and produce only in March. However, the number of stalls returned to maximum capacity in June and the initiative occurs seven days a week. On Sunday's, stalls also offer products other than food and produce.

Stallholder product complements the existing permanent retail offer to attract a more frequent customer visitation across the centre. Retailers are thrilled with the success of the pop-up stalls as the centre is supporting small, local businesses while also increasing customer engagement, frequency of visitation and loyalty.

Retailers enjoy the success of the pop-up stalls as the centre is supporting small, local businesses as well as improving awareness and customer loyalty.





## Health and Safety

Keeping our people and customers safe is our priority in everything we do and creating a culture that is focused on health and safety is paramount to the success of our business. It is a measure of our duty of care towards our team, retail partners, contractors and visitors.

In order to prevent ill-health and optimise safety at our centres, we implemented a work health and safety (WHS) management system, the Aventus Safety System, and engage in regular communications and training. Most importantly, we lead by example at a management level, ensuring safety is a priority and setting the bar high for safety standards that aim to go beyond our legislative obligations.

The Aventus Safety System was first implemented in December 2016 and helps us to assess, monitor and manage risk. Our safety systems and physical risks are regularly reviewed and audited by independent third party safety consultants.

Our Safety Policy is our commitment to provide a safe workplace for all Aventus team members. The Board is responsible for the overall WHS strategy and has established a target to 'Eliminate Harm'. To achieve this, we are committed to the following key objectives:

1. A culture focused on safety
2. Building the right systems that reflect our risk profile
3. Working with our team and those who come onto our sites (through communication, training & ComplyFlow)
4. Identifying and controlling our work, health and safety risks (through our audits & reporting through ComplyFlow)
5. Demonstrating leadership in the management of work, health and safety matters (through application of the due diligence requirements)

Compliance with safety responsibilities is a key performance indicator (KPI) for all team members, and is a *critical* KPI for team members responsible for health and safety at our centres.

To meet key responsibilities, all staff receive mandatory safety training that is tailored to each asset.

Team injury rates are monitored and all incidents are reported in our WHS management system. No serious work-related injuries have been recorded in FY20.

### Health and Safety at our Centres

Safety is the number one priority of our business and is the first part of any team meeting. As part of our continual improvement, we are working with our external safety consultant, to review our top centre risks and to help us define prevention and risk mitigation plans.



0

Workplace Fatalities



0

Serious work-related injuries recorded



100%

Of employees completed safety training

## Health and Safety continued

Safety is the responsibility of everybody at Aventus. The below table maps out the safety responsibilities of Aventus.

Responsibility	Description
<b>The Board of Directors</b>	<p>The Board reviews the Aventus Safety Policy annually and identifies opportunities for continual improvement.</p> <p>The Board is responsible for the overall strategy and direction of WHS and demonstrates leadership and due diligence in the management of all safety matters at Aventus.</p>
<b>Audit Risk and Compliance Committee</b>	<p>The ARCC has a Safety Section dedicated to monitoring the Safety System and physical risks audits. Safety is the number 1 agenda item for both the Aventus Board and ARCC.</p>
<b>Management</b>	<p>Management is responsible for ensuring health and safety is embedded in the culture of Aventus.</p> <p>Lead and Recognise:</p> <ul style="list-style-type: none"> <li>&gt; Lead by example, setting high safety standards and clearly communicating expectations</li> <li>&gt; Know the work, health and safety requirements of the business and integrate risk management processes into operation</li> <li>&gt; Keep work, health and safety as a top priority in decisions and allocate appropriate human and financial resources to support the implementation and improvement of the Aventus Safety System</li> <li>&gt; Create an environment of openness, trust and respect that recognises and rewards team members for safe work practices</li> <li>&gt; Continually seek improvements to the Aventus Safety System</li> </ul> <p>Communicate:</p> <ul style="list-style-type: none"> <li>&gt; Implement effective consultation and communication arrangements so team members, tenants and contractors understand their responsibilities</li> <li>&gt; Make available appropriate information, training, instruction and supervision to team members, contractors and visitors</li> </ul> <p>Monitor:</p> <ul style="list-style-type: none"> <li>&gt; Maintain plant and structures and develop appropriate systems of work</li> <li>&gt; Provide adequate facilities and amenities at our centres</li> <li>&gt; Monitor the conditions at all our workplaces, to prevent illness or injury arising from work related activities</li> </ul>
<b>The Aventus Team</b>	<ul style="list-style-type: none"> <li>&gt; Accept no compromise with safety</li> <li>&gt; Understand their responsibilities, be self-aware and demonstrate positive WHS behaviours</li> <li>&gt; Know and follow all safety requirements related to their position</li> <li>&gt; Participate in work, health and safety training as required</li> <li>&gt; Never allow a contractor on site that has not completed their induction</li> <li>&gt; Maintain a safe and orderly work area</li> <li>&gt; Constantly review the workplace for hazards which could lead to injury, illness or incident</li> <li>&gt; Immediately report on unsafe acts, conditions, equipment or behaviours</li> </ul>

## Health and Safety continued

### Promoting Health and Wellbeing at Work

We know that health is an important aspect of our lives and that total health, including the physical, mental, work and life components are crucial to our overall happiness. We promote and encourage our team to lead healthy lives and to support this, we have boosted the team's awareness and knowledge of our Wellbeing Pillars.

Our framework guides our health and wellbeing initiatives, underpinned by five core elements; nourish, move, mind, sleep and sustain.

1. **Nourish:** Understanding how to use food as medicine to nourish our body, mind and ambitions in life. We have replaced unhealthy snacks in the office for whole foods and high protein, low sugar and low GI snack foods.
2. **Move:** Learning how adequate and effective movement is fundamental to our health and how to support our body best during exercise and sport.
3. **Mind:** Discovering what drives our thoughts and moods and how to direct them. Our CEO led weekly meditation classes during COVID-19 to assist with the team's mental stability.
4. **Sleep:** Understanding guidelines to sleeping peacefully for optimal physical and mental repair and performance.
5. **Sustain:** Each of these pillars are brought together for sustainable wellbeing at work, home and play.

## People and Culture

Our team is our number one asset. It is the calibre of people working for Aventus that allows us to be our best and differentiates us from our competitors. Our role in return, is to continue to attract and retain talent by providing the support required for team members to feel empowered to thrive in all aspects of their lives.

The structure of our operations team provides the environment required for everyone to excel. We spend time building a strong rapport between colleagues and leadership so that we create a culture that values individuality and encourages open dialogue and innovation.

When we recruit new team members, 'culture fit' is the number one criteria that we consider. When a new member starts with us, we focus on setting them up for success, and we establish effective two-way feedback and coaching from managers and peers. Each of our managers have attended a six-module leadership program and have participated in external coaching programs such as the Culture Academy. All team members receive regular feedback on performance, career progression and development through weekly one-on-ones reviews with their manager.

Each year we send an annual employee survey to understand team engagement and gain feedback. The survey focuses on themes such as employee engagement and enablement, organisational culture, leadership and management effectiveness. It gives our people the opportunity to tell us what it's like to work at Aventus and where there are areas to improve workplace culture.



In November 2019, we achieved an overall engagement score of 90%. These results are an improvement on our 2018 baseline of 65%, and maintain our 2019 score of 90%. We are continually working to improve our culture and have developed strategies to improve areas such as career plans, feedback from management and recognition programs. These strategies were communicated and presented to the team throughout the reporting period.

### Diversity, Equality and Inclusion

Aventus believes in treating all people with respect and dignity, and strives to create and foster a supportive and understanding environment in which all individuals realise their full potential. We are committed to employing the right people to do the best job possible.

Diversity and Inclusion sits within the People, Culture and Remuneration Committee Charter, and is reviewed annually. The objectives that sit within that policy include:

- > Develop a diverse succession plan process to focus on future pipeline for key roles and develop internal successors within Aventus.
- > Our talent selection and hiring practices are non-discriminatory and are based on individual merit.
- > Annual review of our remuneration strategy to ensure that reward is based on merit and is equitable.
- > Increase our female representation at mid management, leadership and Board levels with diversity consideration for all new appointments.
- > Develop and review a people scorecard at each People, Culture, and Remuneration Committee quarterly meeting.

Behaviour that does not adhere to our values and Code of Conduct is not tolerated.

## People and Culture continued

### Training and Development

As a group, we encourage people to be curious and we believe in the importance of continued development to ensure we have an engaged and high performing team.

We run an initiative called 'mini-universities', where an external industry expert or internal champion is invited to present to the team on trending topics or innovations. The purpose of this is to encourage the team to think outside of their current role. The sessions also give our team opportunities to network with new people and learn about different concepts. During this period, mini-universities have included presentations on the residential property market, time management, the environment and sustainability.

### How we engage with our Team

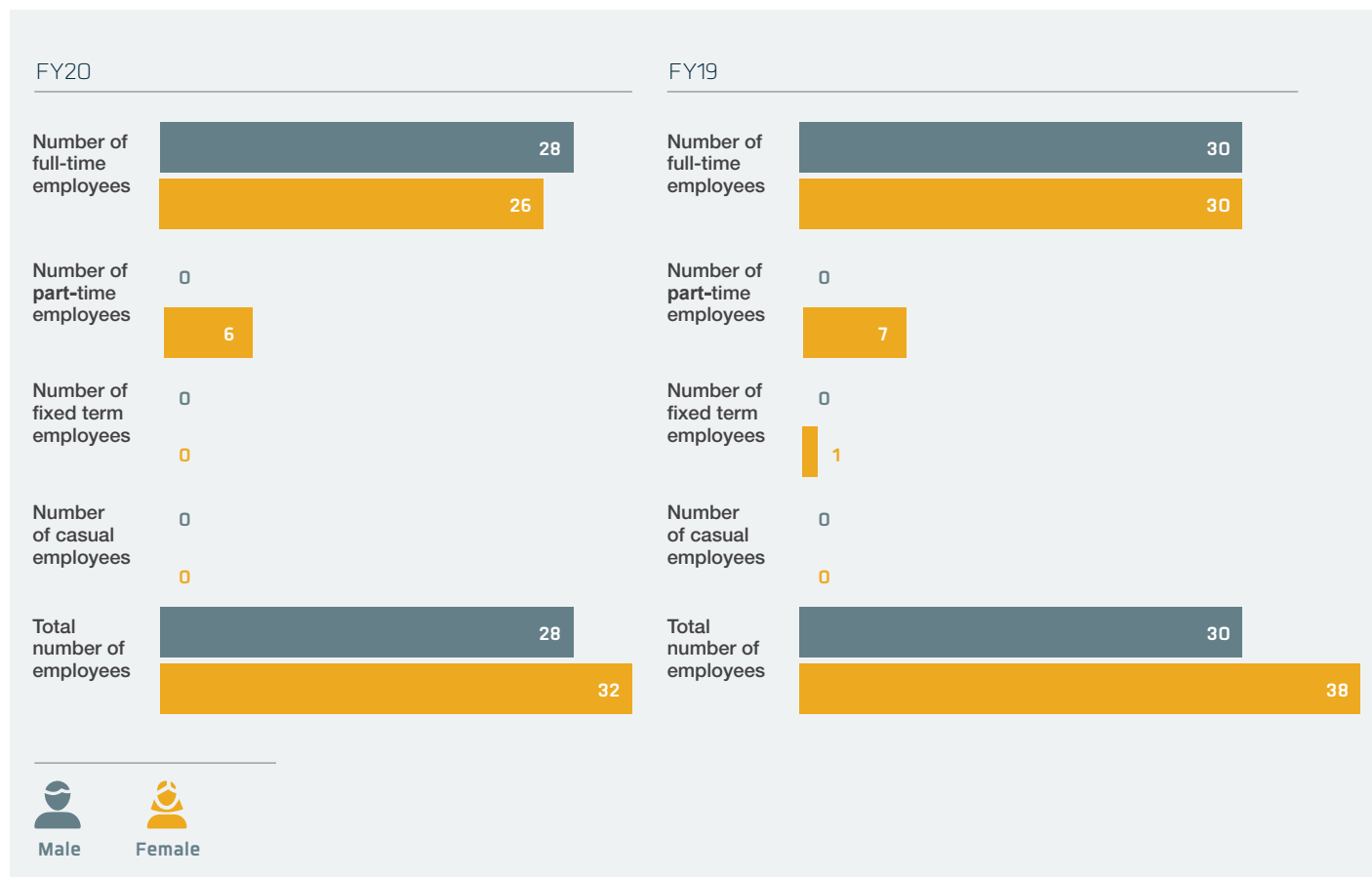
	Format	Benefits and Outcomes
<b>Daily Team Huddles</b>	Aventus joined leading global organisations, like Walmart, and Johnson and Johnson, in introducing daily huddles in 2015.  Each morning, the team gathers in person, on video conference, or on the phone for a 15-minute huddle. We share our highlights, roadblocks and focus for the day, and the huddle connects our national team.	Team alignment and engagement; speed in identifying and resolving issues and distributing information across the organisation.
<b>Bi-Annual Forums*</b>	The entire Aventus team gathers for a forum where project successes, roadblocks and key learnings are shared and workshopped with the wider team. These forums also invite external speakers to present on their experiences, and include the delivery of interactive team workshops and the presentation of recognition awards.	Sharing best practice ideas and benchmarking standards; team recognition and acknowledgement; closer collaboration through a better integrated team.
<b>Monthly Business Insights*</b>	These meetings are held with leadership and representatives of each team to provide updates on progress and an opportunity to share any issues/roadblocks that they require assistance on.	Allows for information to flow upwards and ensures that any roadblocks are shared with the whole leadership team and that key decisions are made efficiently.  The meeting also allows for managers to participate and gain valuable experience for further growth.
<b>CEO New Starter Inductions and Breakfasts</b>	Each quarter, our CEO meets with new starters over breakfast.	This allows our CEO and senior management to have direct communications with new team members and welcome them to the business.
<b>Annual Surveys</b>	Once a year, the team is invited to participate in an anonymous online survey.	Recognising the importance of an engaged workforce, Aventus conducts annual employee surveys to measure satisfaction and gain insights into the team's views regarding our work environment, culture and leaders. Key learnings are discussed in the <b>People and Culture</b> section.
<b>Aventus Culture Book</b>	The culture book is an annual celebration of our culture that is provided to as many stakeholders as possible including all team members, retailers and prospective team members.	Sharing insight about the Aventus core values helps tell our story to external stakeholders, and provides a valuable resource for people who are interested in joining our team.

\* COVID-19 impacted.

## People and Culture continued

### Our Workforce

At Aventus, our team will always remain our number one asset, and we are proud of the way that they work – with passion and energy to create amazing places for our customers. Our unique culture is underpinned by our commitment to our values and is based on a strong foundation of teamwork, integrity and respect.



### New employee hires by gender, age and region

	FY20	
	Number	Rate (% of total workforce)
<b>Gender</b>		
Male	8	13%
Female	7	12%
<b>Age</b>		
25 or below	1	3%
26 – 35	4	5%
36 – 45	4	5%
46 – 55	1	6%
Over 56	0	5%
<b>Region</b>		
Australia	10	25%



## People and Culture continued

### Our Workforce continued

#### Employee turnover by gender, age and region

	FY20	
	Number	Rate (% of total workforce)
<b>Gender</b>		
Male	4	6%
Female	6	9%
<b>Age</b>		
25 or below	1	2%
26 – 35	4	6%
36 – 45	4	6%
46 – 55	1	2%
Over 56	0	0%
<b>Region</b>		
Australia	10	15%

## Creating a Positive Shopper Experience

We are focused on continuously improving our centres, to differentiate the Aventus shopping experience from others, and to exceed our customers expectations during their shopping journey. We seek ways to work smarter and innovate in order to create long-term value for our shareholders, satisfy our tenants' needs and create a shopping environment that our customers continue to choose.

We recognise our unique position to influence best practice customer service amongst our retailers. We try to set the bar high, encouraging all retailers to adopt sustainable behaviour and thinking throughout their operations. This coordinated approach also enables our tenants to leverage the opportunities and benefits of group tendering and collaboration on key facilities and services.

### Shopper Feedback Surveys

Automated shopper feedback surveys allow customers to provide us with direct feedback about their shopping experience. The purpose of the surveys is to understand each individual shopper's experience, so that we can take quick action to improve the centres for the community. Aventus commenced a significant number of projects in response to feedback relating to customer experience. In addition to this, we also ask questions relating to our customer's demographics, so that we are continuously learning and evolving our approach to meet the needs of the community.

We have identified the below learnings and are working towards improving the shopper experience for our customers:

#### Results from shopper feedback surveys

##### Key factors driving positive experiences

- > Range of retail offering
- > Experience in the centre including accessibility, navigation and cleanliness
- > Quality and quantity of food and seating/waiting areas

##### Key factors driving negative experiences:

- > Range of food offerings
- > Access to parents' rooms
- > Access of amenities

Stemming from the above customer feedback, some examples of actions we have taken to improve the shopping experience for our customers across two of our centres are as follows.

## Creating a Positive Shopper Experience continued

### Shopper Feedback Surveys continued

#### Case Study

Hills Super Centre

**Location** 18 Victoria Ave, Castle Hill, NSW

**Major Retailers** Harvey Norman, Domayne, The Good Guys, Freedom, Snooze, Nick Scali, Officeworks, JB Hi-Fi Home



In response to customer feedback we initiated 2 key projects:

#### 1. Wayfinding Upgrade in November 2019

This project was undertaken to improve the ease of navigation, the cross shop between the North and the South buildings and the overall customer experience. The scope included the replacement of all external, internal and car park navigation signage and the introduction of digital directory boards.

New wayfinding elements have made it easier for customers to identify and navigate their way between each of the two buildings (North and South), retailers, amenities and other services.

#### 2. New Food Offer

This project was undertaken to address customer feedback relating to the lack of variety of food retailers within the centre. As a result of this new focus, customers now enjoy great quality new food options including Hudson George, Shiro Sushi, Resspresso and Wishbone. Complementing these is the newly refurbished Victoria Ave Café. These new retailers, along with the opening of Roni's, has seen a significant increase in traffic counts as compared to the same period in the year prior.

#### Case Study

Tuggerah

**Location** 2 Bryant Drive, Tuggerah, NSW

**Major Retailers** Bunnings, Fantastic Furniture, Spotlight, The Good Guys, Services NSW



In response to supporting environmentally friendly ways to travel, we continued to rollout Tesla Superchargers.

In August 2019, Tesla Superchargers were installed in the Tuggerah Super Centre car park to facilitate the use of electric vehicles within the local community. The Superchargers also service commuters in the local business parks and travellers commuting between Sydney and Newcastle.

The location of the service is identified via the Tesla navigation system. The charge points were received positively by existing customers and those visiting the centre for the first time, and are utilised well throughout the year, particularly during school holidays.

## Creating a Positive Shopper Experience continued

### Investments in our Centres

Aventus invests \$30 million each year into capital and development projects to enhance and maintain the optimum shopper experience at our centres. We do this by identifying and executing opportunities to improve our properties and enhance the shopper experience.

Examples of investments undertaken this year include:

#### Case Study

##### Click & Collect National Rollout

Aventus Group understands the importance of making the everyday shopping experience easy, and that making it easy also drives sales and repeat visits. Statistics show that 64% of Australian adults would change retailers due to a poor collection experience, and 33% of customers who use Click & Collect want to get their order quickly.\* We understand that to complement individual retailer's Click & Collect programs, our centres must add to the convenient & quick experience of the Click & Collect journey.

In response to changing customer behaviours, Aventus has installed Click & Collect lockers at seven centres and has completed a national rollout of 77 dedicated parking bays.

\*Melbourne Retail Leaders Breakfast Panel, Collection Vs Delivery by Localz.

#### Key benefits of Click & Collect include:

- > **Convenience:** by offering a valet-like experience, we eliminate the stressful experience of finding a carpark (Click & Collect customers are motivated by convenience)
- > **Establishes Aventus as first choice:** Establish Aventus centres as a first choice destination for Click & Collect destination
- > **Encourage repeat visits:** Repeated uptake of Click & Collect is more likely with a positive in-centre experience
- > **PR/Retailer Relations:** Presents a strong message that Aventus is partnering with our retailers to achieve a common goal, and support their respective strategies around growing Click & Collect
- > **Adaptation:** During COVID-19 the spaces have been used to coordinate retailer-led contactless Click & Collect



## Creating a Positive Shopper Experience continued

### Investments in our Centres continued

#### Case Study

##### Innovative Energy Management Tool

To better understand our portfolio usage, we have partnered with the ASX listed Bid Identity (Bid). Bid's Utility Bill Management platform is underpinned by Robotic Process Automation (RPA) and was rolled out in June 2020 to our Operation Managers, Sustainability and Finance stakeholders, and will continue to be integral to our business-wide focus to achieve energy and sustainability benchmarks and cost avoidance activities.

#### By implementing the Utility Bill Management platform Aventus can now:

- > Use RPA technology to capture, validate, and verify utility billing data ensuring data is ready for analysis across multiple departmental requirements in real-time and cost avoidance is found and executed.
- > Create a baseline of energy data and automate its complex emission calculations
- > Easily measure our progress towards lowering our emissions across the portfolio sustainability goals.
- > Monitor interval and sub-meter consumption at a site level and our operations team can make informed real-time energy management decisions.
- > Easily access real-time energy data to allow us to make key decisions to improve and report across our carbon footprint
- > Create targets on a site by site basis and track those targets against our energy and sustainability initiatives.
- > We expect to achieve significant electricity savings as we can better respond to favourable market conditions and being supported by Bid's market engagement service.

#### Case Study

##### Solar remains key to our strategy

Aventus is committed to reducing our reliance on grid electricity. This year we completed our first pilot installation of solar at Midland, WA. The 700kW system is currently generating 45% of the sites energy consumption with an expected production of 60% of the sites required usage. The investment has a payback of around five years and will contribute to the reduction of Aventus' overall environmental impact and reduction of operating costs.

Aventus is in a unique position to utilise the available roof space on our centres to install solar PV plants and increase our renewable energy generation. Aventus is committed to rolling out solar projects to a number of centres in the future to both reduce our carbon footprint, and provide our retailers with renewable and cheaper access to electricity. We are currently in the feasibility stage for a number of our assets including Marsden Park, NSW and Jindalee, QLD. Aventus is assessing the funding of solar projects either through capital expenditure or Commercial Power Purchasing Agreements.



500,000sqm  
Of roof area

## Environmental Performance

We recognise that as a property owner, we are uniquely placed to encourage our retail partners to reduce their environmental footprint, and we know that the best way to affect change is to lead by example. By continuing to develop waste, energy and water initiatives with our retail partners, we strive to optimise environmental outcomes and minimise climate impacts for all stakeholders.

We understand that it's important to preserve natural resources and protect the environment, and we also know that doing so can have significant financial benefits.

We have committed to create a plan that maps out our path to reduce carbon emissions, water use and waste to landfill. Setting long term targets and milestones will enable us to regularly measure our progress and ensure that our business is a force for good. Though we did not make significant progress in reducing our environmental footprint in this reporting period, and water and waste usage was higher than last year, we now have the reporting mechanisms in place to better monitor and manage these. We will develop robust initiatives at our centres in FY21 that support positive behaviour changes and we are committed to driving improvement in these indicators each year from now.

	FY20 Performance (GJ)	FY19 performance (GJ)
<b>Energy consumption</b>		
<b>Energy use from Fuels:</b>		
Stationary energy – Natural Gas	1,538	1,640
Stationary energy – Diesel	–	–
Stationary energy – LPG	–	–
<b>Total Energy Consumption – Fuels</b>	<b>1,538</b>	<b>1,640</b>
<b>Energy consumption – Electricity</b>	<b>37,562</b>	<b>38,664</b>
<b>Total Energy Consumption – Fuels and Electricity</b>	<b>39,100</b>	<b>40,304</b>
	FY20 performance (tCO <sub>2</sub> -e)	FY19 performance (tCO <sub>2</sub> -e)
<b>Emissions</b>		
Emissions (scope 1) associated with energy consumed	79	85
Emissions (scope 2) associated with energy consumed	8,445	8,824
<b>Emissions (scope 1 and scope 2) associated with energy consumed</b>	<b>8,524</b>	<b>8,908</b>
	FY20 performance (kL)	FY19 performance (kL)
<b>Water consumption</b>		
<b>Water consumption</b>	<b>185,640</b>	<b>162,741</b>



## Environmental Performance continued

Waste by type and disposal method	FY20 performance (tonnes)	FY19 performance (tonnes)
<b>Weight of hazardous waste</b>		
i. Reuse	—	—
ii. Recycling	—	—
iii. Composting	—	—
iv. Recovery, including energy recovery	—	—
v. Incineration (mass burn)	—	—
vi. Deep well injection	—	—
vii. Landfill	—	—
viii. On-site storage	—	—
ix. Other (to be specified by the organisation)	—	—
<b>Total weight of hazardous waste</b>	<b>—</b>	<b>0</b>
<b>Weight of non-hazardous waste</b>		
i. Reuse	—	—
ii. Recycling	12,668	18,436
iii. Composting	48	46
iv. Recovery, including energy recovery	—	—
v. Incineration (mass burn)	—	—
vi. Deep well injection	—	—
vii. Landfill	47,157	33,834
viii. On-site storage	—	—
ix. Other (to be specified by the organisation)	—	—
<b>Total weight of non-hazardous waste</b>	<b>59,873</b>	<b>52,316</b>

### Case Study

Marsden Park Home, Sydney

**Location** 9 Hollinsworth Road, Marsden Park, NSW

**Major Retailers** The Good Guys, JB Hi-Fi Home, BCF, Supercheap Auto

To reduce our waste to landfill impact, and to encourage our tenants and shoppers to divert waste, we provide facilities to allow for the composting of organics and recycling of cardboard and bottles. At Marsden Park Home we have an organics recycling machine, and we provide education to our tenants and independent contractors to ensure our people understand how they can make a difference with the items they recycle. This alone has resulted in 5.12 tonnes of total food waste diverted, which is equivalent to 4.51 tonnes of equivalent carbon dioxide and 3.33kg of methane gas.



This year we also sought to obtain a better understanding of our energy consumption, emissions, water consumption and waste inventory. Whilst a large portion of our environmental impact is outside our operational control, we recognise the capacity to influence our stakeholders and will continue to make progress on reducing and monitoring our environmental footprint.

## Retail Partner Support

Providing support for our Retail Partners is a central part of our strategy. Retailer satisfaction is a priority to help us sustain a diverse mix of quality retailers, attract repeat customer visits and meet investor expectations. In this regard, we are proud to retain an occupancy rate of 98% at our centres throughout Australia.

Our priority when supporting our tenants is creating a retail environment that looks and feels great for their business. In today's world, this means a retail space that is aesthetically bright and attractive, that meets functional requirements and offers the vibrancy and atmosphere required to deliver the experience that has become synonymous with Aventus' centres.

Aventus invests annually in the upgrade of our centres. As well as improving the aesthetics, we also seek to enhance functionality and the customer experience, listening to customer requests for better facilities such as carparking, toilet facilities and cafes. In FY20 we invested approximately \$3 million in maintaining and enhancing the services at our centres. While the quality of our buildings may attract our retailers, it isn't what keeps them with us. We work hard to create a retailer support system to help each one of our retailers maximise their potential. Each centre has a dedicated centre management team, that provides pro-active, hands-on, specialised management and a single contact point for tenant support.

Our bespoke Retailer Portal is a secure online hub that allows retailers to get quick access to important centre specific information, contact details, and operational updates, at their convenience. The Portal also allows retailers to submit important information and documents to Aventus reducing time required on administrative tasks. Retailers can also submit local marketing content to the Portal, to be included in centre digital communication to our shopper databases of over 10,000 shoppers.

Significant time is spent meeting personally with retailers to discuss the performance of their portfolio and their experience with Aventus centres. In addition, Aventus' participation in an industry wide survey (conducted by Monash University) measured tenant satisfaction, renewal intention and provides feedback regarding the key drivers of satisfaction in 2019, including leasing and negotiations, people, assets and operations, and communication. These outcomes inform mechanisms that we invest in to support our tenants.

Communication	Format	Benefits and Outcomes
<b>Portfolio Meetings</b>	Portfolio meetings are regularly conducted with our retailers on a scheduled basis.	Allows for information flow from retailers to Aventus to resolve key issues and build strong relationships with our retailers.
<b>Site Visits</b>	Our asset management team is on-site daily at our staffed offices at key sites within the portfolio. They also visit un-manned centres on a weekly basis.	Direct engagement with our retailers which allows key issues to be resolved promptly.
<b>Centre Management Liaison</b>	Our asset management team is actively engaging and conducting retailer relations across all sites. Dedicated on-site team including Operation Managers, Retail Managers and Asset Managers are in liaison with our retailers daily.	Direct engagement with our retailers allows key issues to be resolved promptly.

## Cyber Security and Privacy

Technology is an integral aspect of productivity and communication at Aventus. From email correspondence and financial transactions, to professional networking and collaborative work documents, Aventus relies on technology to be connected at all times and conduct work effectively.

We recognise that if these lines of communication were to be threatened or even compromised, it would have a disastrous effect on the business. Cyber security risks could damage the business and cause financial burden, loss of intellectual property and/or reputational damage. Aventus continues to invest in improving our cyber security posture and complying with all regulatory requirements.

To ensure cyber security is front of mind, our team conducts training at forums with a focus on social engineering attacks. Our networks are protected by hardware firewalls and security software and are monitored by an external provider. These security appliances have highly customised security policies enabled to block certain types of traffic and potentially block external attacks on the network.

Aventus maintains a Cyber Security regime and platform based on the Australian Government's 'Essential Eight Guidelines', that are regularly reviewed for compliance and updating.

The Essential Eight:

1. Application (whitelisting) of approved/trusted programs is enforced from both an AV level and Firewall level and regularly reviewed.
2. All information technology maintains patch scheduling and rollout to all end points.
3. Macros are largely blocked and only allowed for certain user groups under certain conditions for business process purposes.
4. Flash is blocked in browsers.
5. Administrative privileges are regularly reviewed (quarterly) and are never issued to users. All required admin tasks are performed by the IT team at All IT.
6. Multi-factor authentication is in place for users for Microsoft-related platforms which include emails and file sharing.
7. All operating systems are currently supported and are moving Windows 7 machines to Windows 10 before end-of-life in approximately six months.
8. All servers are regularly patched monthly and urgent patches installed when required.

We recognise the importance of protecting the privacy of information collected about visitors to our website, in particular information that is capable of identifying an individual's ('personal information'). Our Internet Privacy Policy governs the manner in which we collect personal information, obtained through the website.

# GRI Index

GRI Standard	Disclosure	Page Reference or Response	Omission
<b>General Disclosures</b>			
<b>GRI 102: General Disclosures 2016</b>	102-1 Name of the organisation	Aventus Group	N/A
	102-2 Activities, brands, products, and services	ESG Report (page 5)	N/A
	102-3 Location of headquarters	Sydney, Australia	N/A
	102-4 Location of operations	ESG Report (page 5)	N/A
	102-5 Ownership and legal form	ESG Report (page 5)	N/A
	102-6 Markets served	(i) Geographic locations > 20 centres across Australia > 73% metro locations (by value) > 43% catchment coverage of Sydney > 18% Queensland with 4 centres > 58% NSW with 10 centres > 16% Victoria with 4 centres > 5% South Australia with 1 centre > 3% Western Australia with 1 centre	N/A
	102-7 Scale of the organisation	> Total number of the team (68) > Total number of operations (We own and manage Large Format Retail Assets in Australia, comprising of 20 assets) > Total assets (\$2,133.8 million) > Total capitalisation broken down in terms of debt and equity (N/A) > Quantity of products or services provided (One. We manage LFRA. As part of this service we provide property investment, property management, development and leasing) > Net sales (Australia 100% – \$166.3 million) > Total costs (Australia 100% – \$96.6 million)	N/A
	102-8 Information on employees and other workers		N/A
	102-9 Supply chain	Aventus deals on the supply side predominantly with services (electricity, water etc) and trade (gardeners, plumbers, HVAC, signage etc) suppliers for the large format centres, builders and consultants for development works, and a variety of specialist advisers for professional services including accounting, legal, corporate governance and the like. In CY20, there was no significant change to the supply chain structure or the processes in selecting and terminating suppliers. Our Support Office and each centre obtain a range of services from third parties such as: > Security > Cleaning > Capex and Operational Maintenance > Traffic management > Landscaping > Waste Management  All suppliers of these services into Aventus' assets are locally based or national suppliers. ESG Report (page 10)	
	102-10 Significant changes to the organisation and its supply chain	There were no significant changes to Aventus' physical assets and to capital (i.e. large format retail centres) in CY20.	N/A

GRI Standard	Disclosure	Page Reference or Response	Omission
<b>GRI 102: General Disclosures 2016</b> continued	102-11 Precautionary Principle or approach		N/A
	102-12 External initiatives		
	102-13 Membership of associations	ESG Report (page 9)	N/A
	102-14 Statement from senior decision maker	ESG Report (page 3)	N/A
	102-16 Values, principles, standards, and norms of behaviour	ESG Report (page 5)	N/A
	102-18 Governance structure	ESG Report (page 9)	N/A
	102-40 List of stakeholder groups	ESG Report (pages 9-10)	N/A
	102-41 Collective bargaining agreements		N/A
	102-42 Identifying and selecting stakeholders	ESG Report (pages 9-10)	N/A
	102-43 Approach to stakeholder engagement	ESG Report (page 10)	N/A
	102-44 Key topics and concerns raised	ESG Report (page 10)	N/A
	102-45 Entities included in the consolidated financial statements	Information contained in the FY2020 Annual Report, (page 2)	N/A
	102-46 Defining report content and topic boundaries	ESG Report (page 2)	N/A
	102-47 List of material topics	ESG Report (page 12)	N/A
	102-48 Restatements of information	No information restatements made during the reporting period	N/A
	102-49 Changes in reporting	N/A	N/A
	102-50 Reporting period	Financial year 2020	N/A
	102-51 Date of most recent report	February, 2020	
	102-52 Reporting cycle	Annual	N/A
	102-53 Contact point for questions regarding the report	ESG Report (page 2)	N/A
	102-54 Claims of reporting in accordance with the GRI Standards		N/A
	102-56 External assurance		No external assurance undertaken over the 2020 ESG Report



## Material Topics

GRI Standard	Disclosure	Page Reference or Response	Omission
<b>People and Culture</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its boundaries	ESG Report (pages 16-19)	
	103-2 The management approach and its components	ESG Report (pages 16-19)	
<b>GRI 401: Employment</b>	GRI 401-1 New employee hires and employee turnover	ESG Report (pages 17-19)	
<b>Health and Safety</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its boundaries	ESG Report (page 14)	
	103-2 The management approach and its components	ESG Report (page 14)	
<b>GRI 403: Occupational Health and Safety</b>	403-1 Occupational health and safety management system	ESG Report (page 14)	
<b>Creating a Positive Shopping Experience</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its boundaries	ESG Report (pages 19 - 22)	
	103-2 The management approach and its components	ESG Report (pages 19 - 22)	
<b>This is not a GRI indicator</b>	Portfolio Net Promoter Score	ESG Report (pages 19 - 22)	
<b>Environmental Performance</b>			
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its boundaries	ESG Report (pages 23 - 24)	
	103-2 The management approach and its components	ESG Report (pages 23 - 24)	
<b>GRI 302: Energy</b>	302-1 Energy consumption within the organisation	ESG Report (pages 23 - 24)	
<b>GRI 303: Water and Effluents</b>	GRI 303 – 3 Water Withdrawal	ESG Report (pages 23 - 24)	
<b>GRI 305: Emissions</b>	GRI 305 – 1 Direct (Scope 1) GHG Emissions	ESG Report (pages 23 - 24)	
<b>GRI 305: Emissions</b>	GRI 305 – 2 Energy indirect (Scope 2) GHG emissions	ESG Report (pages 23 - 24)	
<b>GRI 306: Effluents and Waste</b>	GRI 306 – 2 Waste by type and disposal method	ESG Report (pages 23 - 24)	
<b>Tenant Support</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its boundaries	ESG Report (page 25)	
	103-2 The management approach and its components	ESG Report (page 25)	
<b>This is not a GRI indicator</b>	Tenant support efforts	ESG Report (page 25)	

GRI Standard	Disclosure	Page Reference or Response	Omission
<b>Enriching our Communities</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its boundaries	ESG Report (page 13)	
	103-2 The management approach and its components	ESG Report (page 13)	
<b>This is not a GRI indicator</b>	Community initiatives	ESG Report (page 13)	
<b>Risk Management and Compliance</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its boundaries	ESG Report (page 6)	
	103-2 The management approach and its components	ESG Report (page 6)	
<b>GRI 307: Environmental Compliance</b>	307-1 Non-compliance with environmental laws and regulations	There were no incidents of non-compliance with environmental laws and regulations	
<b>Cyber Security and Privacy</b>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its boundaries	ESG Report (page 25)	
	103-2 The management approach and its components	ESG Report (page 25)	
<b>This is not a GRI indicator</b>	Cyber security and privacy initiatives	ESG Report (page 26)	