



# SUSTAINABILITY REPORT

## ABOUT THIS REPORT

Ascendas India Trust ("a-iTrust" or the "Trust") is pleased to present its third annual Sustainability Report, which seeks to reaffirm the Trust's commitment towards sustainability for its stakeholders. This report highlights a-iTrust's sustainability strategies, policies, goals and performance on material Environmental, Social and Governance (ESG) matters and the Trust's continuous efforts in achieving sustainable management of its portfolio.

### Reporting Period and Scope

This report covers a-iTrust's sustainability performance for the period 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019 (FY18/19), with relevant prior year data (FY17/18) included for comparison where possible. The scope of this report covers a-iTrust's portfolio<sup>1</sup>, comprising the seven IT parks listed in Figure 1 below.

**Figure 1: Portfolio in Reporting Scope for FY18/19**

City	Portfolio
Hyderabad	The V CyberPearl aVance Business Hub
Bangalore	International Tech Park Bangalore (ITPB)
Chennai	International Tech Park Chennai (ITPC) CyberVale
Pune	BlueRidge 2

## REPORTING STANDARDS

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option and the GRI Construction and Real Estate Sector Supplement (CRESS). The GRI Reporting Principles for Report Content and Report Quality has also been applied in the overall preparation of this report. The GRI framework was adopted because it represents global best practices for reporting on significant ESG matters and encourages consistency in the report to stakeholders.

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

## ASSURANCE

External assurance has not been sought for this report. a-iTrust may consider external assurance as the sustainability reporting process matures over time.

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







## STAKEHOLDER ENGAGEMENT

### Stakeholder Communications

The Trustee-Manager and Property Manager (Managers) remain committed to actively engage and foster relationships with all stakeholders. The influence and interests of all stakeholders are taken into account when identifying and prioritising the key stakeholder groups. Regular engagements are undertaken to identify relevant sustainability matters that are of interest to the key stakeholders so as to provide solutions that deliver sustainable value. The Managers connect with key stakeholders through various modes of engagement as detailed in Figure 2 below.

Figure 2: Stakeholder engagement

Key Stakeholder Groups	Needs and Expectations of Stakeholder Groups	Key Engagement Modes	Actions and Goals
 <b>Investment Community</b>	<ul style="list-style-type: none"> <li>Strategic and sustainable growth, total returns</li> <li>Timely and transparent communications and updates</li> </ul>	<ul style="list-style-type: none"> <li>Annual General Meeting Yearly</li> <li>Annual Report &amp; Sustainability Report Yearly</li> <li>Investor perception survey Every two years</li> <li>Meetings and conference calls Throughout the year</li> <li>Non-deal roadshows Regular</li> </ul>	<p>The Trustee-Manager aims to provide timely and transparent communications to keep the investment community apprised of significant topics relating to corporate developments, portfolio performance, asset and capital management, acquisitions and divestments.</p>
 <b>Employees</b>	<ul style="list-style-type: none"> <li>Active engagement</li> <li>Career progression, job security and stability</li> <li>Competitive remuneration, employee benefits</li> <li>Learning and development opportunities</li> <li>Workplace safety, health and wellness</li> </ul>	<ul style="list-style-type: none"> <li>Employee townhalls Throughout the year</li> <li>Employee survey, "Our Voice @ ASB" Yearly</li> <li>Induction programmes Regular</li> <li>Internal communication through Intranet portal Regular</li> <li>Performance appraisals Throughout the year</li> <li>Training and workshops Regular</li> <li>Wellness, sports and social activities Regular</li> </ul>	<p>The Managers strive to create a cohesive and healthy workplace based on trust, mutual respect and active communication. With that, great emphasis is placed on employee empowerment and equal opportunity for all. The Human Resources team continuously reviews employment practices and engagement methods to improve the welfare and team culture.</p>
 <b>Tenants</b>	<ul style="list-style-type: none"> <li>Competitive rental rates</li> <li>Quality of facilities</li> <li>Safety and security practices</li> </ul>	<ul style="list-style-type: none"> <li>Active communication Throughout the year</li> <li>Networking events Throughout the year</li> <li>Tenant engagement activities Throughout the year</li> </ul>	<p>The Managers are committed to providing premium quality solutions of business infrastructure and services to meet the needs of tenants. In addition, securing properties from threats and ensuring the health and hygiene of tenants and visitors is of paramount importance.</p>
 <b>Local Communities</b>	<ul style="list-style-type: none"> <li>Creation of employment opportunities</li> <li>Operate in a responsible manner</li> <li>Support social development and community activities</li> </ul>	<ul style="list-style-type: none"> <li>Corporate social responsibility (CSR) activities through the non-profit charitable foundation, the "Ascendas-Singbridge Gives Foundation" Ad hoc</li> <li>Participation in social and community activities Ad hoc</li> </ul>	<p>The Managers advocate the spirit of caring and sharing for the communities they operate in. Carefully managing and minimising the societal and environmental impacts of its operations is critical in fulfilling its duties as a responsible corporate citizen.</p>



# SUSTAINABILITY REPORT

## CORPORATE SOCIAL RESPONSIBILITY

As a leading sustainable urban and business space solutions provider, we recognise our responsibility towards the local communities in which we operate in. Ascendas-Singbridge Group ("ASB" or the "Group") established Ascendas-Singbridge GIVES Foundation (GIVES Foundation) to promote philanthropic activities across key pillars of Community, Arts, and Environment where we believe we can add value to the communities.

In India, across our operations in Bangalore, Chennai, Hyderabad and Pune, ASB provides scholarships, vocational skill development and employment through local charities. The Group also sponsored lab equipment for a state cancer institute, equipment for a village community centre and collaborated with a state education department to develop a local neighbourhood school, including classrooms, assembly area and related infrastructure.





## WE CREATE SPACES NOT JUST FOR BUSINESSES, BUT FOR THE GREATER COMMUNITY AS WELL

Marking its 25<sup>th</sup> year of operations in India, our International Tech Park Bangalore (ITPB) team has collaborated with the Education Department in Karnataka to develop a Higher Primary School for children in the Whitefield area. The foundation-stone laying ceremony was held recently to commence the development of the school.

Occupying a land area of more than 23,000 sq ft, the school will be developed by ITPB, under its School Adoption Programme, in two phases. First phase development includes six fully-equipped classrooms, an expansive playground and assembly area, audio-visual room, science laboratory, multi-purpose hall and other supporting infrastructure.

Through this programme, ITPB has also adopted four other schools located in Bellathur, Mahadevapura and Doddanahalli, benefiting over 2,500 children in the past year. From providing teaching aids such as tablets and projectors, to the installation of water dispensers with reverse osmosis filters and construction of walls, fences and gates to enhance security measures, Ascendas-Singbridge Group has been providing children in India a safe and conducive environment to learn and play in.

# SUSTAINABILITY REPORT

## MATERIALITY ASSESSMENT

The Trustee-Manager defines material sustainability matters as matters that have significant ESG impacts to the Trust and substantively influences the decision-making process of key stakeholders. In prioritising the sustainability matters that


merit inclusion in this report, the Trustee-Manager conducted a rigorous materiality assessment to examine and identify material sustainability matters from a comprehensive list of material ESG matters. The material sustainability matters are then reviewed on an annual basis to ensure their relevance to the Trust.

Figure 3: Materiality Assessment Process

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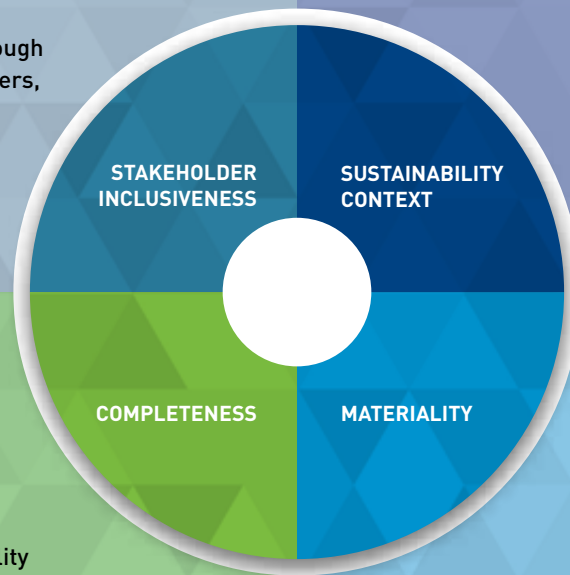
### IDENTIFICATION

The Trustee-Manager frequently identifies, compiles, and updates a comprehensive list of potentially material sustainability matters through regular interactions with stakeholders, peer reviews, assessment of internal and external factors.

02 

### PRIORITISATION

The Trustee-Manager conducted a formal materiality assessment exercise in FY16/17. Guided by an independent organisation, potential sustainability matters were prioritised based on their importance to the stakeholders.



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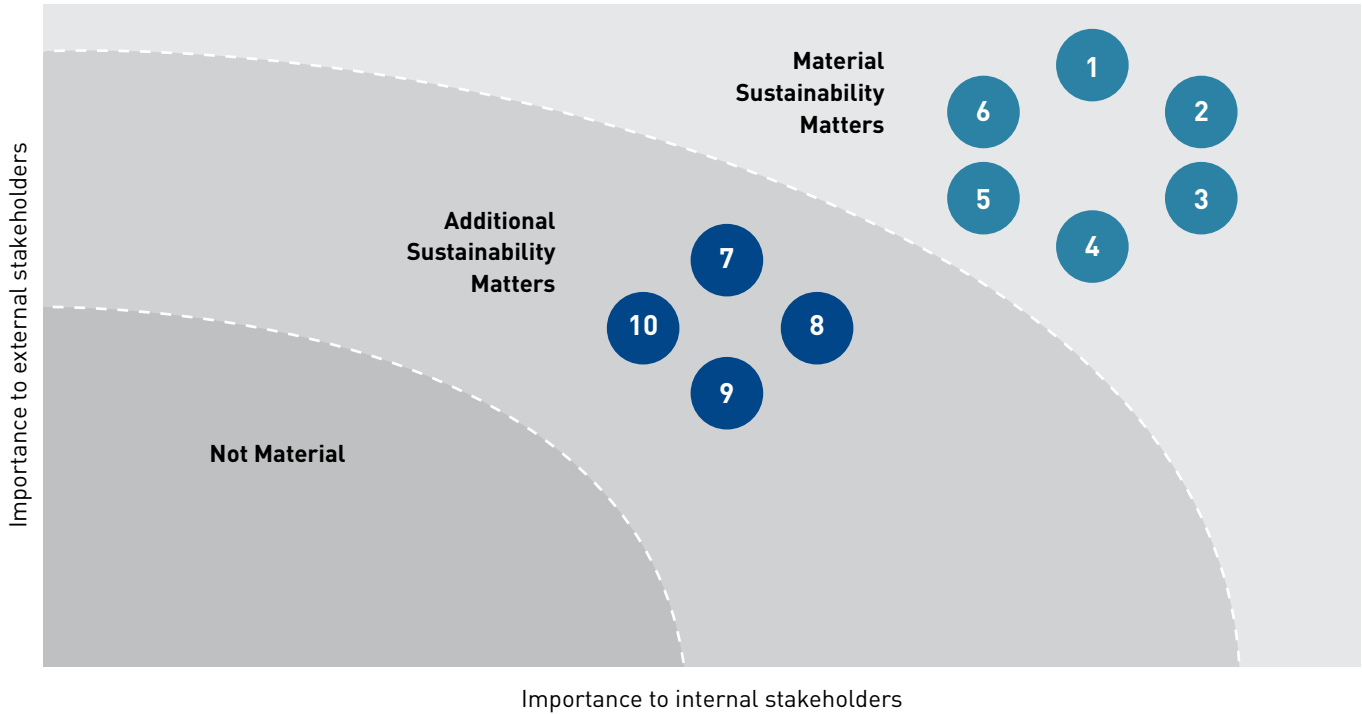
### REVIEW

In FY18/19, the material sustainability matters and additional sustainability matters were reviewed by the Trustee-Manager to ensure their relevance. The Trustee-Manager and the Board reaffirmed that there were no changes to the materiality matrix identified in FY17/18.

03 

### VALIDATION

The Board validates material ESG matters identified in the materiality assessment process. A total of six material sustainability matters and four additional sustainability matters were validated in FY17/18.

**Figure 4: a-iTrust's Materiality Matrix**

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

# SUSTAINABILITY REPORT

## GOVERNANCE AND ETHICS

### High Standards of Corporate Governance and Business Ethics<sup>2</sup>

The Trust firmly believes that sound corporate governance is a crucial foundation in delivering sustainable value to its stakeholders. The Trust's success is underpinned by a strong commitment to uphold the highest standard of transparency and accountability. A comprehensive and robust corporate governance framework has been put in place to guide the evaluation of strategies, policies and practices which drives the long-term growth of the Trust.

As part of Ascendas-Singbridge Group, the Managers are aligned to the Group's established corporate governance framework. They comply with the respective corporate policies and guidelines with consideration towards local regulations, where applicable. The Group's Board provides overall management and corporate governance oversight of

the Trust and the Trustee-Manager, with support from Group Legal and in-house compliance counsels.

The newly established Sustainability Steering Committee, which comprises of members from the Group's top management, is responsible for managing the Group's sustainability performance. The committee is supported by the Working Committee comprising senior management from the Group and its entities (including a-iTrust) to ensure continued progress and improvement in the areas of ESG.

The policies, as summarised in Figure 5 below, are regularly reviewed for relevance and alignment with renewed regulations. In FY18/19, the Anti-Bribery and Corruption and Anti-Money Laundering policy were updated. Review of the Personal Data Protection Act (PDPA) for the Trust is also ongoing. Through briefings and computer-based e-learning courses, updates on corporate policies and guidelines have been communicated to all employees.

**Figure 5: Ascendas-Singbridge Group's Corporate Policies and Guidelines**

Policy	Summary
Anti-Bribery and Corruption	<ul style="list-style-type: none"> <li>• Zero tolerance for acts of bribery and corruption</li> <li>• Guidelines and procedures for providing and/or receiving gifts, donations and sponsorships</li> </ul>
Anti-Money Laundering	<ul style="list-style-type: none"> <li>• Identifies the principles and procedures by which suspected cases of money laundering, terrorism financing and other suspicious activities should be prevented, detected and reported</li> </ul>
Code of Ethics and Conduct	<ul style="list-style-type: none"> <li>• High standards of employee conduct</li> <li>• Zero tolerance towards any forms of workplace harassment, fraud, gratification, corruption and bribery</li> </ul>
Conflict of Interest	<ul style="list-style-type: none"> <li>• Guidelines to prevent conflict of interest, including corporate opportunities, subsequent acquisition of interest and disclosure of confidential information</li> </ul>
Employment of Relatives	<ul style="list-style-type: none"> <li>• Guidelines and procedures on hiring and placement of relatives of current employees</li> </ul>
External Directorships	<ul style="list-style-type: none"> <li>• Guidelines and procedures on external directorships and interests</li> </ul>
Misconduct and Disciplinary Action	<ul style="list-style-type: none"> <li>• Guidelines and procedures for handling misconduct and to ensure fair inquiry and disciplinary processes</li> </ul>
Outside Employment	<ul style="list-style-type: none"> <li>• Guidelines and procedures for outside employment</li> </ul>
Personal Data Protection Act	<ul style="list-style-type: none"> <li>• Governs the collection, use and disclosure of individuals' personal data</li> </ul>
Whistleblowing	<ul style="list-style-type: none"> <li>• Facilitates confidential reporting and objective management of misdeeds through structured channels</li> </ul>

<sup>2</sup> The Corporate Governance Report, found in pages 83 to 106 of the Annual Report, further sets out the corporate governance practices for FY18/19 with reference to the principles of the Code of Corporate Governance 2012.

A zero tolerance stance towards any breaches of business ethics such as bribery and corruption has been communicated to all directors, employees and officers to ensure common understanding and compliance with the policies. The Managers expect all employees to uphold high standards of ethical principles in the course of performing their business activities. In FY18/19, there were no reported cases involving such breaches or lapses.

Focus Area	Perpetual Targets	FY18/19 Performance
Breaches or lapses of business ethics and employee conduct	0 reported breaches or lapses	✔ 0 reported breaches or lapses

### REGULATORY COMPLIANCE

The Trust recognises the importance of complying with all relevant laws and regulations and understands that non-compliance could impact its reputation, entail fines and even revocation of its licenses. The laws that apply to the Trust include the Prevention of Corruption Act, Chapter 241 of the Singapore Statutes, the U.S Foreign Corrupt Practices Act, the U.K. Bribery Act 2010 and the Prevention of Corruption Act, 1988 in India.

The Managers have been working closely with a dedicated Compliance function, which was established by the Group’s legal department, to oversee the implementation of corporate governance and regulatory compliance matters. Regular updates on applicable guidelines and best practices have been conducted to ensure that employees keep abreast of these guidelines. In FY18/19, there were no breaches or lapses of corporate best practices and there were no confirmed cases of non-compliance with applicable laws and regulations by the Trustee-Manager.

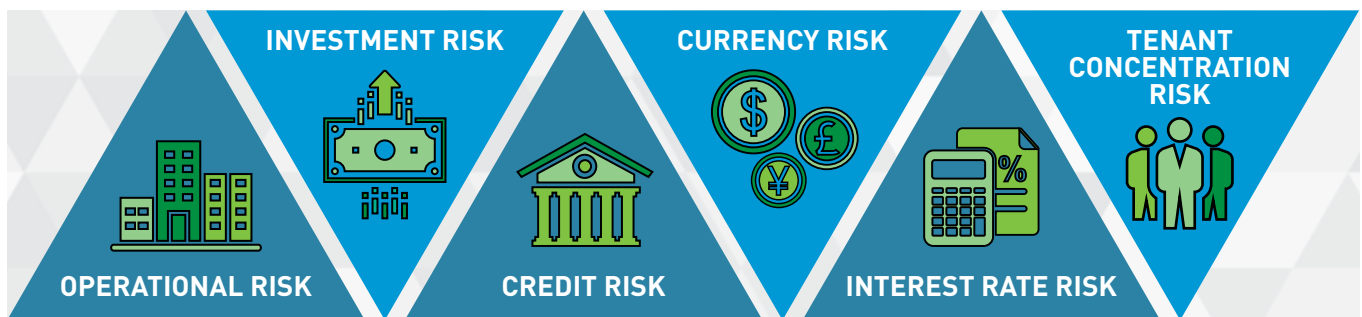
Focus Area	Perpetual Targets	FY18/19 Performance
Breaches or lapses of corporate governance best practices and principles	0 reported breaches or lapses	✔ 0 reported breaches or lapses
Compliance to applicable laws and regulations	100% compliance	✔ 100% compliance

### ENTERPRISE RISK MANAGEMENT

The Trustee-Manager has established a consistent enterprise-wide risk management (ERM) process that anticipates and identifies material risks and implements key

controls to mitigate those risks. Due to the constantly evolving operating environment and regulatory landscape, key risks and processes are continually monitored and assessed for necessary adjustments. For more information on ERM, please refer to pages 40 – 41 of the Annual Report.

Figure 6: Risks faced by the Trust





# SUSTAINABILITY REPORT

## PROPERTY

### Premium Quality Solutions

#### Awards and Certifications

The real estate industry is increasingly focused on innovation in design and development. There is growing emphasis on the use of conforming and compliant building materials, promotion of sustainable architecture and design, conscious and regulated use of environmentally-compatible resources and the incorporation of smart technologies. Smart technologies, in particular, drive innovations that increase energy efficiency across the portfolio.

The Managers are committed to adoption of best-in-class sustainability policies and practices. As part of the Ascendas-Singbridge Group, the Trust has embedded the Group's Green Policy in managing its portfolio. The policy outlines the

Group's commitment to certify all new and existing high-value buildings<sup>3</sup> with green certifications.

With regards to this commitment, the Managers aim to achieve U.S. Green Building Council (USGBC) Leadership in Energy and Environmental Design (LEED) or Indian Green Building Council (IGBC) Gold certification for all new buildings. LEED is a green building certification programme that recognises best-in-class building strategies and practices. To receive the LEED certification, building projects must satisfy prerequisites and accumulate points to achieve different levels of certifications.

As a testament to the Trust's effort in managing sustainability practices within its portfolio, the Trust has won various awards in FY18/19.

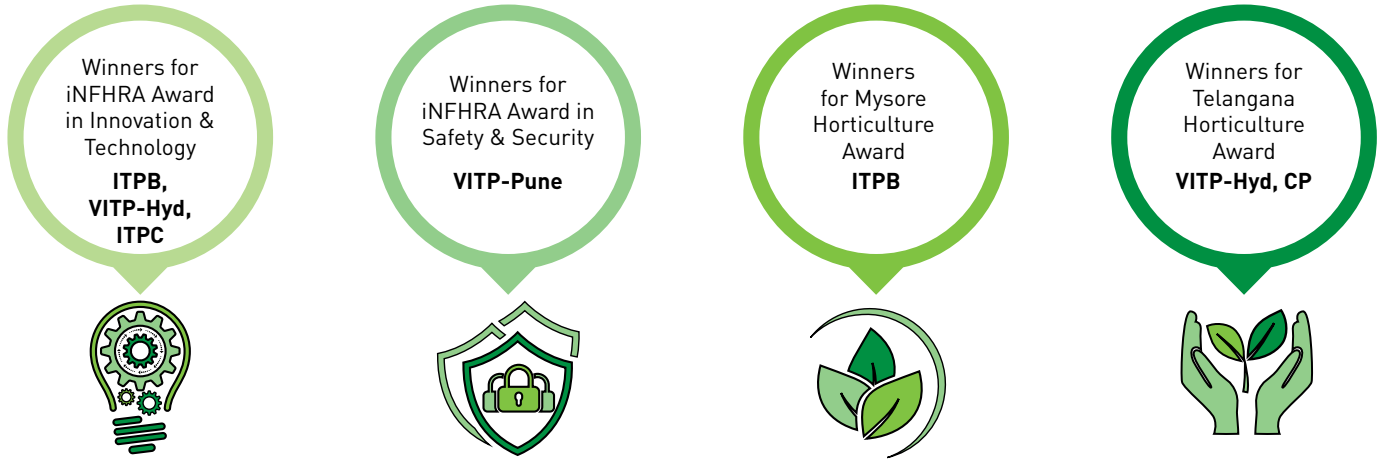
**Figure 7: Sustainability Certifications**

Year	Building	Award
2011	Pinnacle, International Tech Park Chennai	USGBC LEED Silver, Operations and Maintenance
	Voyager, International Tech Park Bangalore	IGBC Silver, Core and Shell
2012	Crest, International Tech Park Chennai	USGBC LEED Gold, Operations and Maintenance
2014	Aviator, International Tech Park Bangalore	IGBC Platinum, Core and Shell
	Zenith, International Tech Park Chennai	USGBC LEED Platinum, Operations and Maintenance
2015	Auriga, Capella, Mariner, Orion & Vega, The V Hyderabad	IGBC Green Building, Platinum
2016	Discover, International Tech Park Bangalore	USGBC LEED Gold
	Innovator, International Tech Park Bangalore	USGBC LEED Gold
	Creator, International Tech Park Bangalore	USGBC LEED Gold
	Explorer, International Tech Park Bangalore	IGBC Gold
	Inventor, International Tech Park Bangalore	IGBC Gold
	Navigator, International Tech Park Bangalore	IGBC Gold
2017	Buildings 1-3, BlueRidge 2	IGBC Silver
	Victor, International Tech Park Bangalore	USGBC LEED Platinum
	Pinnacle, International Tech Park Chennai	USGBC ARC Gold
2018	Victor, International Tech Park Chennai	IGBC Platinum
	The Crest, International Tech Park Chennai	USGBC LEED Gold
	Lakeview, CyberVale Chennai	USGBC LEED Gold
	Building 3, CyberVale Chennai	USGBC LEED Gold
	Springfield, CyberVale Chennai	USGBC LEED Gold
	Block A, CyberPearl Hyderabad	IGBC Gold
	Block B, CyberPearl Hyderabad	IGBC Gold
	Vega, The V Hyderabad	USGBC Platinum

<sup>3</sup> High-value building refers to Commercial, Business Park and Hi-Spec buildings.

**Figure 8: Sustainability Awards in FY18/19**

### EXTERNAL AWARDS



### INTERNAL AWARDS



To emphasise on the importance of building a green and sustainable property portfolio, the Managers wish to highlight the below targets.

Focus Area	Perpetual Targets	FY18/19 Performance
Achieve Green Ratings for 100% existing high-value buildings by 2022	Attain minimum "Green" rating <sup>4</sup> certification for all high-value buildings <sup>3</sup> in properties under the Trust's FY18/19 portfolio	on-track
	Recertify all buildings with "expired" Green certifications as required	on-track

<sup>3</sup> High-value building refers to Commercial, Business Park and Hi-Spec buildings.

<sup>4</sup> The minimum "Green" ratings are defined as IGBC Green Rating or LEED Green Rating.

# SUSTAINABILITY REPORT



## PERFORMANCE EXCELLENCE IN ELECTRICITY RENEWAL (PEER) CERTIFICATIONS FOR INTERNATIONAL TECH PARK CHENNAI (ITPC)

The Green Business Certifications Institute (GBCI) has adopted a new rating system called PEER which is a certification system modelled after the LEED rating for buildings and neighbourhoods.

PEER is the world's first certification program that measures and improves power system performance and electricity infrastructure using 36 different parameters. Through certification, PEER recognises industry leaders for improving efficiency, day-to-day reliability and overall resilience when it comes to severe events, such as flooding and hurricanes.



ITPC successfully obtained Gold certification rating in October 2018 after it underwent a rigorous review process. Scoring exceptionally high in reliability and resilience, ITPC has demonstrated its commitment in providing resilient and reliable power infrastructure for its tenants. This certification serves as evidence of the Trust's strong commitment towards sustainable development.



## WINNER OF ASCENDAS-SINGBRIDGE GROUP INNOVATION AWARDS

Ascendas-Singbridge Group rolled out ASB Innovation Awards to recognise project teams across the Group for their efforts in improving existing business processes. Awards are given based on originality, impact, scalability, and cost-effectiveness of the shortlisted projects. Apart from being assessed based on the said criteria, the projects were also evaluated based on the number of votes cast by the Group's employees.



In 2018, a-iTrust's project teams managed to obtain two awards in this event. Selected as the winner for the Most Green and Sustainable Excellence Award, the Trust's Smart Retrofit of Cooling Tower with Electronically Commutated Fans project demonstrated that the project team has been successfully elevating the organisation's effort in green practices and achieving resource conservation through the reduction of consumption.

Additionally, two other initiatives from the Trust shared the award for Most Customer Excellence categories. Along with the Group's IT team, the project teams showcased an exceptional customer experience by implementing innovative use of QR code to digitise the customer experience and to gather constructive feedback for restroom usage.





### Tenant Satisfaction

The enhancement of tenant satisfaction levels is vital to the provision of comprehensive quality solutions. Apart from strengthening the reputation of a-iTrust in the real estate industry, increased tenant satisfaction also motivates the Managers to deliver on better services for tenants continually. The Managers regularly engage tenants through surveys and events by which tenants can express their comments and objections. The Managers gather relevant information from the surveys and utilise the data in identifying scope for improvement in various fields.

Some improvements over recent years include the provision of value-added services such as development of cafeterias, day care clinics and other amenities as well as the introduction of new facilities in parks such as bicycles and buggies for park visitors to commute within the park. Over the years, the Manager has also developed integral reporting mechanisms to ensure that all tenants' concerns are resolved promptly. Tenants can raise their concerns to the Managers through helpdesk and direct email channels. These mechanisms also aid in tracking the Trust's performance. In FY18/19, all tenant concerns reported during the year were addressed and resolved effectively.



## ENHANCING MOBILITY AND CONNECTIVITY WITH GREEN VEHICLES AT ITPB

Located in the outskirts of Bangalore, ITPB is an integrated development that spreads over a 69-acre (28 ha) area. It was built with a unique concept which offers office space, retail mall, hotel and a host of amenities within a community environment.

In a large complex such as ITPB, mobility and connectivity hold a pivotal role in ensuring a positive experience for the park population. Effective transportation within the complex will not only present a pleasant experience to the tenants and guests but also support their productivity.

As such, the Managers are committed to enhance mobility and connectivity within ITPB. With a sustainable approach in mind, several environmentally-friendly transportation facilities are provided in the complex. Battery-operated buggies will get users to their destination in an eco-friendlier way. Bicycles are available at multiple points across the park. With such amenities, the Managers aim to create a positive experience for all who come to the park.



# SUSTAINABILITY REPORT

## Security, Health and Safety at Business Parks

As a business space provider of predominantly IT parks, the Managers have placed emphasis on the importance of security and safety on its premises. These are especially relevant in an increasingly turbulent environment, with cybersecurity continually ranked as one of the top security concerns in recent years. The Trust is proactive in managing these aspects by implementing various pragmatic security measures, physical protection practices and security technology into its building's security plans across these areas, as illustrated in Figure 9 below.

Figure 9: Examples of Security, Health and Safety practices at the IT parks



### INFORMATION SECURITY

- Penetration Testing
- Data Loss Prevention software
- Information Technology audits
- Next Generation End-point Protection
- Privilege Account Management System



### HEALTH, HYGIENE & SAFETY

- Emergency preparedness
- Public health management
- Safety training and awareness campaigns
- Safety risk assessments
- Incident reporting and investigation
- Safety performance monitoring
- First aid and personal protective equipment



### PROPERTY SECURITY

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



### Property Security

Physical property security is crucial for the safekeeping of its occupants and their possessions. In addition to potential safety implications on human lives, there are business costs involved in the rebuilding of property, insurance payouts and loss in reputation and stakeholder confidence. Security breaches may happen in stealth, requiring the Managers to propagate constant vigilance and readiness on the ground. The Managers interact closely with the external security

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

Focus Area	Perpetual Targets	FY18/19 Performance
Terrorism threats, trespassing violations and incidences of theft	0 reported cases	✔ 0 reported cases

### Information Security

Cyberattacks have grown significantly, in terms of both their prevalence and disruptive impact in recent years. The World Economic Forum published The Global Risks Report 2018 which identified cyberattacks as a top three global risk. The Managers are aware of this trend and are shoring up the Trust's cyber resilience by increasing investments in staff education and software infrastructure.

(PDPA) and MAS Technology Risk Management Guidelines (MAS TRMG), where applicable.

In FY18/19, a new IT policy pertaining to Cybersecurity Incident Reporting was published. This policy sets out the procedure to report suspected or confirmed cybersecurity incidents. Figure 10 summarises the Group's information security policies.

The Managers take references from The Group's Integrated Technology Risk Framework (AITRF) in managing technological risks and reducing the probability of data breaches. The Managers also work with external vendors to conduct Vulnerability Assessment and Penetration Testing (VAPT) on an annual basis. To bolster information security awareness in the workplace, monthly newsletters are circulated, along with mandatory e-learning courses on information security for all employees.

#### Figure 10: Information Security Policies

Policies
Information Security Policy
Bring Your Own Device Policy
Personal Data Protection Policy
Password Policy
Authorised Hardware Policy
Authorised Software Policy
Enterprise Mobility Policy
Cybersecurity Incident Reporting Policy

The Managers are also committed to maintain full compliance with various regulations such as Personal Data Protection Act

Focus Area	Perpetual Targets	FY18/19 Performance
Enhancing information security	Zero incidents of hacking, website defacement or loss of data that has a huge negative impact on the corporation in terms of big financial loss or reputational loss	✔ Achieved
	Response & Recovery: Achieve optimal data recovery test results	✔ Achieved by developing a disaster recovery plan and a comprehensive disaster recovery exercise
Substantiated complaints regarding breaches of tenant privacy and loss of tenant data	0 reported cases	✔ 0 reported cases

# SUSTAINABILITY REPORT

## Health, Hygiene and Safety

In addition to external threats, safety concerns can also arise from within the properties. To manage such matters, the Managers have implemented a safety management framework guided by the Group's newly certified Integrated Management System (IMS). The IMS conforms to the requirements of ISO 9001 (Quality Management), ISO 14001 (Environmental Management System) and ISO 45001 (Occupational Health & Safety) Standards. It allows a unified approach in managing various previously-isolated systems, promoting optimal and less-conflicting resource allocation. Safety trainings for all employees were organised to introduce the new safety framework, which was guided by IMS. Figure 11 provides an overview of the new IMS system.

Workplace, Safety and Health (WSH) Committee and IMS Steering Committee oversee the implementation of IMS across the Group. These committees also evaluate the effectiveness of the system and provide improvement plans for the Group.

Additionally, annual preparedness exercises and fire evacuation drills are conducted at all properties. The exercises are organised to familiarise all tenants and property management staff with emergency response procedures for contingencies such as fire or bomb threats. Measures to respond to public health situations such as dengue fever outbreaks, flu pandemics among others has also been implemented.

Figure 11: Integrated Management System



### Objectives:

- 1 Achieve customer satisfaction through prompt and friendly service, innovative solutions and high standard of maintenance;
- 2 Protect the health and safety of our employees, interested parties, the environment and the community from security threats;
- 3 Comply with all applicable legislation and regulations and will commit the resources to achieve this end;
- 4 Value and recognise contractors or vendors who are committed to environmental protection and encourage the use of eco-friendly and recycled materials and products; and
- 5 Preserve the value of our properties through continual improvement on the effectiveness of our IMS

Focus Area	Perpetual Targets	FY18/19 Performance
Health and safety incidents <sup>5</sup> for contractors, tenants and visitors	0 reported incidents	✓ 0 reported incidents

<sup>5</sup> Incidents are defined as cases of injuries, occupational diseases, or fatalities of contractors, tenants and visitors at the properties.

## PEOPLE

### Team Profile

The Trust values its employees and the contributions they make towards its progress. The Trustee-Manager commits resources to develop its employees and ensures they are given optimal support and environment to perform their best.

In FY18/19, the Trustee-Manager has a total team member strength of 16 employees, all of whom are in Singapore. Most of our employees are hired on permanent contract and work on a full-time basis. Figure 12 illustrates the Trustee-Manager's employees profile.

### Culture and Values

All employees of the Group, including the Trust, are guided by the POWER of ONE and H.O.S.T values in their conduct and actions. All employee engagement efforts including communication, training, recognition and awards are anchored in these values. They drive employees to exhibit their best behaviours and create enriching experiences that deliver value for the business, communities and people.

The Management also strives to motivate the team to live out these values at employee forums, townhall meetings, department meetings and team bonding sessions. Further, the Group has also organised The ASB POWER of ONE Ambassador Award to encourage employees to embrace the POWER of ONE values.

### OUR VALUES

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

PASSION	OPEN	WIN	EXCEL	RESPECT
Be passionate. Love what we do. Have fun at work.	Be open. Share information to help each other. Seek new ideas.	Having a winning mindset. Work with speed. Deliver quality.	Be the best we can be. Have courage to challenge limits.	Respect each other. Show appreciation. Be humble.

**ONE TEAM**

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

Figure 12: Employees Profile

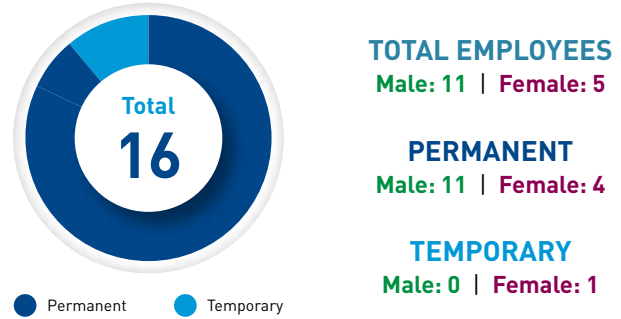


Figure 13: Creating enriching experiences

**OUTCOME = OUR UNIQUE SELLING POINT**

**CREATING ENRICHING EXPERIENCES**

**WHO WE SERVE**

**Enabling Businesses To Succeed**

**Energising Communities To Flourish**

**Empowering People To Grow**

**OUR 'TACTICS'**

WE BLEND

WE BEAUTIFY

WE ENERGISE

WE SUSTAIN

WE INSPIRE

WE ENGAGE

**OUR 'ENABLERS'**

**Passion**

**Open**

**Win**

**Excel**

**Respect**

**One Team**

**The POWER of ONE + H.O.S.T values**

**Hassle-free**

**Operational Excellence**

**Serve with Passion**

**Trustworthy**



# SUSTAINABILITY REPORT

## Health and Wellness of Employees

As employees typically spend around a third of their day at work in the office, the Trustee-Manager recognises the direct influence that the work environment has on their health and

well-being. Focusing primarily on four areas – Active Living, Mental Well-being, Chronic Disease Management and Healthy Eating, the Trustee-Manager employs a series of strategies to encourage employees to work and live healthily.

Figure 14: Health strategies at a-iTrust



## Fair Employment Practices

Hiring fairly and inclusively is the first step towards building trust and mutual respect with employees. Furthermore, it creates a diverse workforce that can bring varied perspectives and experiences to the table. This, in turn, helps the Trust better meet customer expectations, foster strong customer relationships and ultimately contribute towards generating growth and long-term value for the shareholders. As a

signatory of the Employers' Pledge for Fair Practices with the Tripartite Alliance for Fair & Progressive Employment Practices (TAFEP<sup>6</sup>), the Trustee-Manager adheres to the TAFEP 5 Principles of Fair Employment Practices and strives to ensure that all employees are treated with respect and without discrimination, regardless of nationality, gender, ethnic origin, religious background and any other status.

Focus Area	Perpetual Targets	FY18/19 Performance
Substantiated cases of discrimination at the workplace	0 reported incidents	0 reported incidents

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

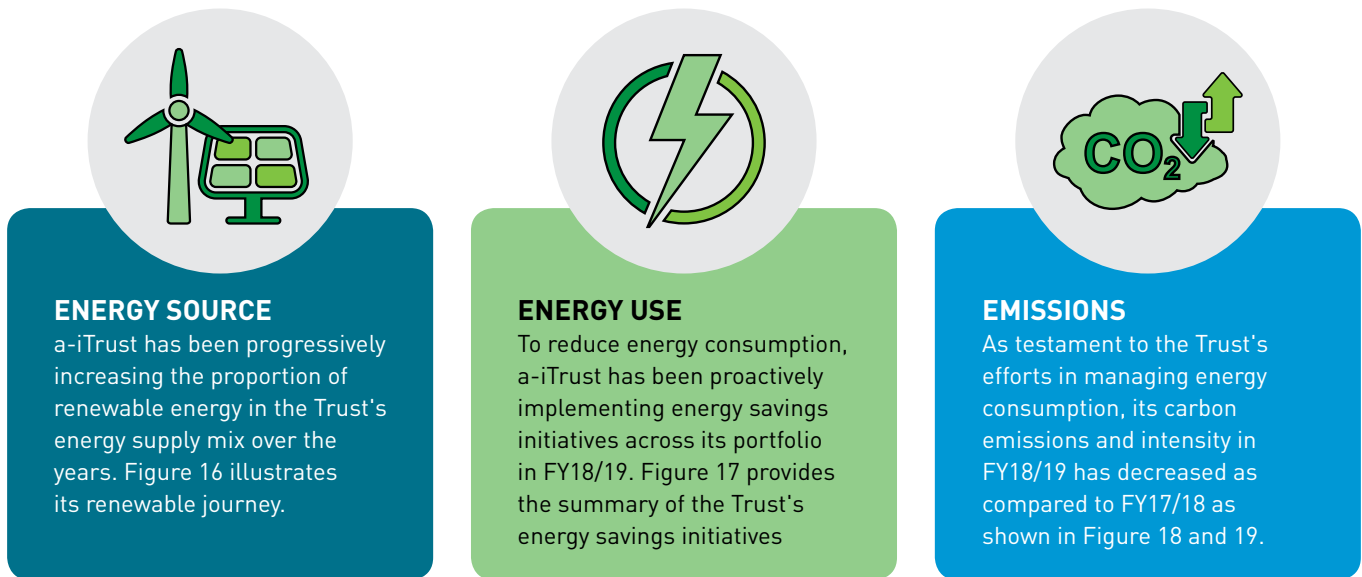
## PLANET

### Reducing Energy and Carbon Footprint

In 2018, global carbon emissions rose to an all-time high, increasing by more than 2% compared to 2017 levels<sup>7</sup>. While a significant number of countries contributed to this unprecedented rise, emissions in India increased by 6% from 2017 and is expected to approach 2.62 billion tonnes in total. A World Bank report<sup>8</sup> released in June 2018 highlighted how climate change could cost India 3% of its GDP and ultimately lower the living standards of nearly 50% of its population by 2050.

Recognising the risk of climate change, India has ratified the Paris Agreement<sup>9</sup> and committed to reducing 33-35% of the carbon intensity of its GDP by 2030 from the 2005 level. In line with this commitment, the Managers are progressively implementing green initiatives across its properties to contribute to the country's emission reduction target. Figure 15 below illustrates the Trust's efforts in managing energy and emissions across its operations.

Figure 15: a-iTrust's Energy Management



7 The Global carbon Project, "Global Carbon Budget 2018"

8 The World Bank, "South Asia's Hotspots: The Impact of Temperature and Precipitation Changes on Living Standards"

9 For more information on The Paris Agreement, please refer to: <https://unfccc.int/process-and-meetings/the-paris-agreement/what-is-the-paris-agreement>



# SUSTAINABILITY REPORT

Significant efforts to increase the portion of renewable energy in the Trust's energy supply mix have been intensively conducted. In FY18/19, all electricity consumption for common areas and air conditioning at ITPB was fully sourced from solar energy from an off-site solar farm. Amounting to around 26 million kWh, purchased solar energy accounted

for approximately 33% of the total purchased electricity in all properties. The Trust also completed two solar rooftop installations in ITPC and CyberVale. This addition has contributed to an increase of more than three-fold of self-generated renewable energy as compared to the previous year.

Figure 16: Renewable Energy Journey

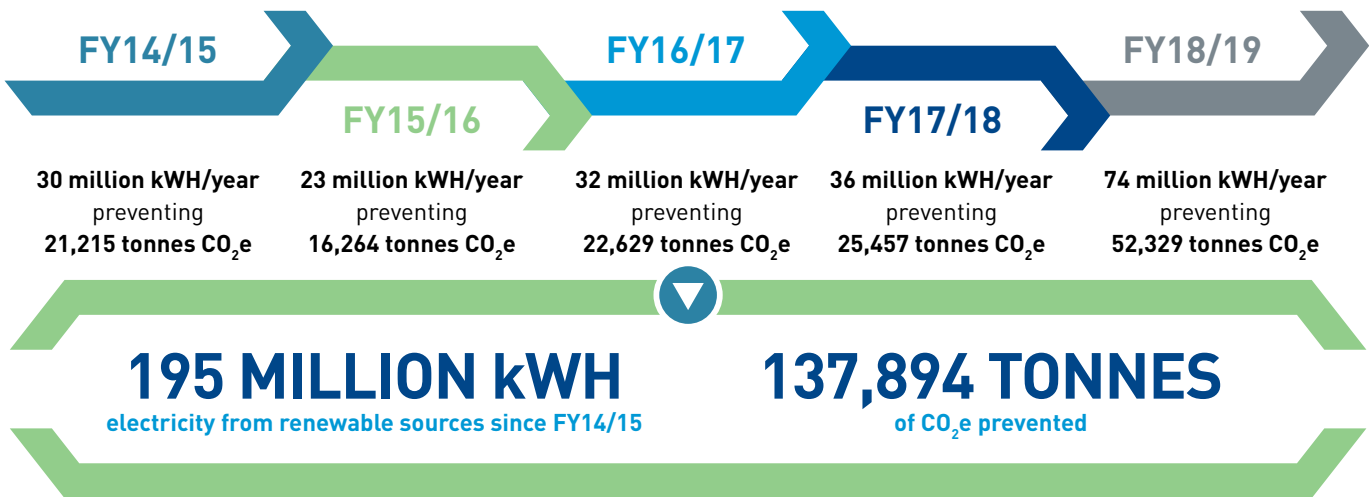


Figure 17: Energy saving initiatives

## Energy Saving Initiatives

Implementing weather modeling and predictive analytics at ITPB, ITPC, CyberVale and CyberPearl provides more than 99% accuracy in predicting electricity consumption figures.

Implementing advanced Building Management System for Heating, Ventilation, and Air Condition (HVAC) units at ITPB and CyberVale improves energy efficiency of the HVAC units.

Retrofitting of Electronically Commutated (EC) fans in Air Handling Unit (AHU) at ITPB, ITPC and CyberVale ensures better control of airflow thus increasing efficiency.

Replacement of conventional rubber belts with Polyurethane belts in AHU fan motor assembly at ITPB, ITPC, CyberVale and BlueRidge 2 provides better transmission of power thus increasing efficiency.

Retrofitting of conventional aerators with Original Hydrodynamics Reaction (OHR) aerators in Sewage Treatment Plant (STP) at ITPC improves aeration in the STP, hence increasing energy efficiency.

Smart retrofitting of Cooling tower with EC fans at BlueRidge 2 provides 70% reduction in electricity consumption and 4% reduction in condenser water inlet temperature.

Commissioning of Cloud based IOT Platform at ITPB enables data analytics based insights towards equipment performance.

Installation of photocell based control of exterior lights at ITPB automates the operation of exterior lights based on real-time external illumination levels thus avoiding energy leakage.





The overall CO<sub>2</sub> emissions (Scope 1 and Scope 2) has reduced by 33% from 83,736 tonnes of CO<sub>2</sub> in FY17/18 to 56,400 tonnes of CO<sub>2</sub> in FY18/19. Significant portions of the Trust's emissions reduction are derived from the decrease in direct energy consumption. The detailed breakdown of a-iTrust's emissions are presented in the following sections.

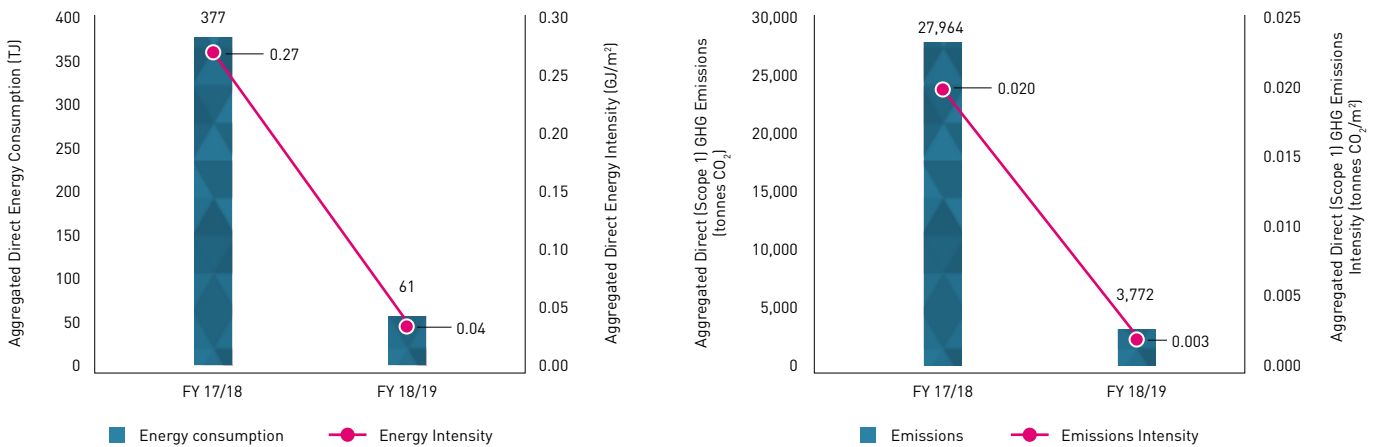
### Direct energy consumption and Greenhouse gas (GHG) emissions

The Trust's direct energy consumption comprises of fuel consumption for emergency genset testing, fuel consumption for diesel generator and the energy generated from solar rooftop installations in ITPB, ITPC and CyberVale. In this

reporting period, the Trust used a total of 61 TJ of direct energy which resulted in 3,772 tonnes of CO<sub>2</sub> emissions. This is a reduction of more than 83% as compared to its direct energy consumption in FY17/18. a-iTrust's direct CO<sub>2</sub> emissions and emissions intensity is shown in Figure 18 below.

The significant decrease in direct energy consumption and emissions are mainly attributed to the decommissioning of the fossil fuel-based captive power plant in ITPB, which accounted for more than 80% of total fuel consumption in FY17/18. The decommissioning of this power plant reflects the Trust's commitment to switch its energy supply to greener sources.

**Figure 18: Aggregated Direct Energy Consumption & Intensity and Direct (Scope 1) GHG Emissions and Intensity**



# SUSTAINABILITY REPORT

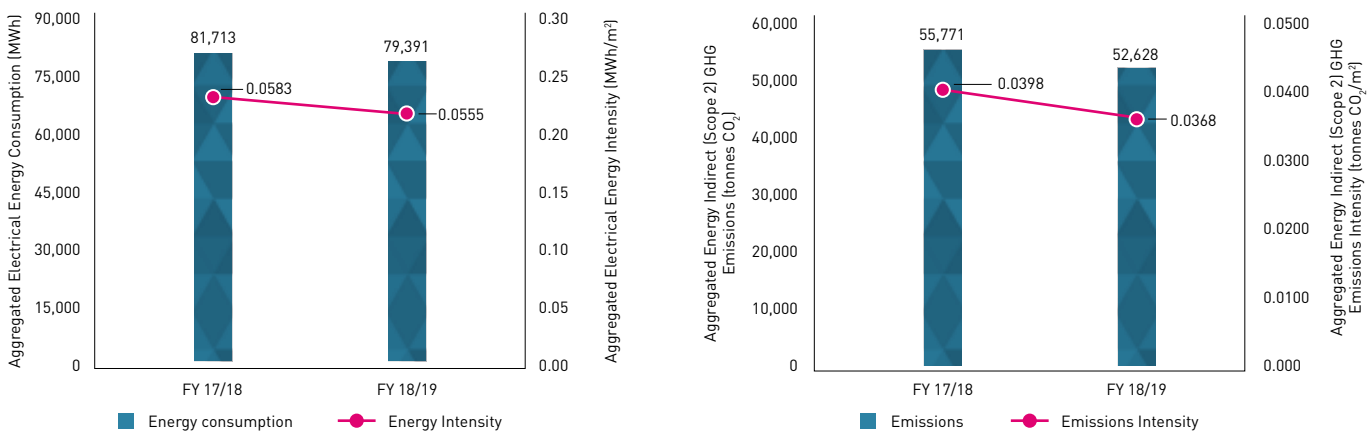
## Electrical energy consumption and GHG emissions

The Trust's electrical energy consumption was derived from grid electricity and off-site solar farms. For the purpose of calculating energy consumption and GHG emissions, the energy consumption for common areas and air-conditioning were considered.

During this reporting period, a total of 79,391 MWh of electricity was consumed, contributing to around 52,628

tonnes of CO<sub>2</sub> emissions. In FY18/19, the Trust achieved 2% reduction in energy consumption and 5% reduction in energy intensity as compared to FY17/18<sup>10</sup>. Correspondingly, the Trust managed to reduce 5% of its indirect GHG Emissions and 7% of its indirect GHG Intensity. The reduction of carbon emissions from electrical consumption was mainly attributed to the increase in supply of electricity from renewable energy sources in a-iTrust's electricity mix.

**Figure 19: Aggregated Electrical Energy Consumption & Intensity and Indirect (Scope 2) GHG Emissions and Intensity**



<sup>10</sup> To accommodate the renewable power procurement that the Trust has been progressively pursuing, electrical energy from off-site solar farm has been included in the electrical energy intensity calculation. The data for FY17/18 has been revised accordingly to reflect this improvement.



## SOLAR ROOFTOP PLANTS AT ITPC AND CYBERVALE

In a bid to increase the ratio of clean energy in its electricity mix, the Trust has been consistently expanding its renewable energy portfolio over the years. In FY18/19, solar rooftop installations were completed in ITPC and CyberVale, expanding renewable energy capacity for the Trust. The installation of these rooftop solar panels were implemented in accordance with the Trust's sustainability roadmap.

With a total installed capacity of 517kW in ITPC and 768kW in CyberVale, both solar rooftop installations generated approximately 1.56 Million kWh of electricity – leading to a reduction of 1,108 tonnes of CO<sub>2</sub> equivalent.

In ITPC, the energy generated from the rooftop solar panels is utilised solely for electricity in the common areas, whereas energy generated from the rooftop solar panels at CyberVale is utilised for both common areas and also by tenants.

**Water Management**

Water remains a scarce resource in India. The country’s demand for water is consistently increasing along with its rapidly growing population and rising urbanisation. In 2018, the premier think-tank of the Indian Government, National Institution for Transforming India (NITI) Aayog, acknowledged that the nation is undergoing “the worst water crisis” in its history. NITI published a report<sup>11</sup> which warned that 21 cities in India are likely to run out of groundwater by 2020. The organisation also predicted that water scarcity would possibly account for a 6% loss in India’s GDP by 2030.

The Trust recognises the importance of implementing responsible water consumption practices in ensuring the long-term availability of water for the Trust and its communities. As its core activities heavily depend on a reliable supply of water, the Trust constantly strives to optimise its water consumption. Figure 20 presents some water saving initiatives implemented in FY18/19.

**Figure 20: Water Saving Initiatives**

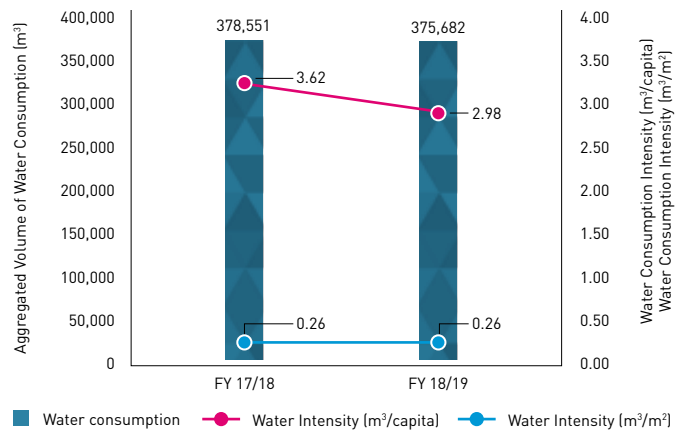
**Water Saving Initiatives**

- Usage of subsoil ground water for landscape, utilities, & flushing at The V
- Implementation of water system automation towards remote monitoring and control at ITPB

11 NITI Aayog, “Composite Water Management Index, A Tool for Water Management”, June 2018

During this reporting period, the Trust’s water consumption decreased slightly to 375,682 m<sup>3</sup> as compared to FY17/18, while water consumption intensity per m<sup>2</sup> remained fairly stable at 0.26 m<sup>3</sup>/m<sup>2</sup>. Water consumption intensity per capita decreased to 2.98 m<sup>3</sup>/capita despite the rise in occupancy by 21%. This reduction was achieved because of the implementation of water saving initiatives in several properties. The Managers remain committed to manage water consumption and to promote water saving practices across its portfolio and will continue to innovate in this regard.

**Figure 21: Water consumption and intensity**



**CASE STUDY**

**IMPLEMENTATION OF WATER SYSTEM AUTOMATION TOWARDS REMOTE MONITORING AND CONTROL AT ITPB**



At ITPB, a total of 87 water tanks have been installed in various buildings for storage purposes. These tanks aid in the storage of all forms of water supplied to the properties. Prior to the implementation of automated water level monitoring, water was manually filled into the tanks. This manual approach led to numerous challenges and inefficiencies such as water overflow, increased energy consumption in pumps and other mechanical devices.

To overcome these challenges, the Trust installed water level sensors and motorised valves in every water tank. This automated system was then integrated with the existing Building Management System (BMS) and incorporated with control logic for monitoring, switching on/off of pumps based on recorded hours of operation, high and low-level alerts, and automatic activation of transfer pumps.

The implementation of this automated water system at ITPB has eliminated the requirement for manual intervention in managing the water level in all 87 water tanks. This has resulted in higher efficiency and more effective monitoring and control of water consumption at the park.

# SUSTAINABILITY REPORT

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102-3 Location of headquarters	Corporate Information (inside back cover)
102-4 Location of operations	Trust & Organisation Structure (Page 12)
102-5 Ownership and legal form	Trust & Organisation Structure (Page 12)
102-6 Markets served	Operational Review (Pages 48 – 50)
102-7 Scale of the organisation	At a Glance (Pages 2 – 3), Portfolio (Pages 44 – 47), Operational Review (Pages 48 – 50), Financial Review (Pages 51 – 55)
102-8 Information on employee and other workers	Team Profile (Page 73)
102-9 Supply chain	Trust & Organisation Structure (Page 12), Strategy (Pages 22 – 23)
102-10 Significant changes to the organisation and its supply chain	Trust & Organisation Structure (Page 12), Investment Management (Pages 28 – 33)
102-11 Precautionary principle and approach	Risk Management (Pages 40 – 41), Governance and Ethics (Pages 64 – 65), Risk Management and Internal Controls (Pages 94 – 95)
102-12 External initiatives	Fair Employment Practices (Page 74), Reducing Energy and Carbon Footprint (Pages 75 – 78)
102-13 Membership of associations	REIT Association of Singapore (REITAS)
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102-17 Mechanisms for advice and concerns about ethics	Governance and Ethics (Pages 64 – 65)
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102-18 Governance structure	Trust & Organisation Structure (Page 12), Board of Directors (Pages 14 – 19), Trustee-Manager and Property Manager (Pages 20 – 21), The Board's Conduct of Affairs (Pages 84 – 86)
102-20 Executive-level responsibility for economic, environmental, and social topics	Chairman and Chief Executive Officer (Pages 88 – 89), Access to Information (Pages 90 – 91)
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102-23 Chair of the highest governance body	Chairman and Chief Executive Officer (Pages 88 – 89)
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102-25 Conflicts of interest	Dealings in Units (Page 98), Dealing with Conflicts of Interest (Page 99), Dealing with Interested Person Transactions (Pages 99 – 100)
102-32 Highest governance body's role in sustainability reporting	Materiality Assessment (Pages 62 – 63), The Board's Conduct of Affairs (Pages 84 – 86), Access to Information (Pages 90 – 91)
102-33 Communicating critical concerns	The Board's Conduct of Affairs (Pages 84 – 86), Access to Information (Pages 90 – 91)
102-35 Remuneration policies	Remuneration Matters (Pages 91 – 93)
102-36 Process for determining remuneration	Remuneration Matters (Pages 91 – 93)



Disclosure	Reference(s) or Reasons for Omission
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102-42 Identifying and selecting stakeholders	Stakeholder Engagement (Page 59)
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102-44 Key topics and concerns raised	Stakeholder Engagement (Page 59)
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103-3 Evaluation of the management approach	Premium Quality Solutions (Pages 66 – 67)





# SUSTAINABILITY REPORT

Disclosure	Reference(s) or Reasons for Omission
<b>Product and Service Labeling</b>	
CRE8 Type and number of sustainability certification, rating and labeling schemes for new construction, management, occupation and redevelopment	Premium Quality Solutions (Pages 66)
<b>Material Topic: Security of Business Parks and Properties</b>	
<b>Additional Topic: Health, Hygiene and Safety of General Public and Adjacent Communities</b>	
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103-2 The management approach and its components	Security, Health and Safety at Business Parks (Pages 70 – 72)
103-3 Evaluation of the management approach	Security, Health and Safety at Business Parks (Pages 70 – 72)
<b>Customer Health and Safety</b>	
416-1 Assessment of the health and safety impacts of product and service categories	Security, Health and Safety at Business Parks (Pages 70 – 72)
<b>Additional Topic: Reducing Energy and Carbon Footprint</b>	
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