



GuocoLand Limited

A Member of the Hong Leong Group

Sustainability Report **2019**



Guoco Tower

Listed on the Singapore Exchange Securities Trading Limited since 1978, GuocoLand Limited (“GuocoLand”) is a premier property company with operations in the geographical markets of Singapore, China, Malaysia and Vietnam. In 2017, GuocoLand marked its expansion beyond Asia into the new markets of the United Kingdom and Australia through a strategic partnership with Eco World Development Group Berhad in Eco World International Berhad. Headquartered in Singapore, the principal business activities of GuocoLand and its subsidiaries (“the Group”) are property development, property investment, hotel operations and property management, and it is focused on achieving scalability, sustainability and growth in its core markets.

The Group’s portfolio comprises residential, hospitality, commercial, retail, mixed-use and integrated developments spanning across the region. In recognition of its portfolio of quality, innovative developments and commitment to business excellence, the Group has been honoured with numerous awards and accolades both in Singapore and internationally. As at 30 June 2019, the Group’s total assets amounted to \$10.0 billion.

GuocoLand operates across the different markets through its subsidiaries. Please refer to pages 88-96 of our annual report for the significant subsidiaries, associates and joint ventures included in our consolidated financial statements.

CONTENTS

02	About this Report	19	Occupational Health & Safety
03	Board Statement	21	Business Ethics & Anti-Corruption
03	Sustainability at GuocoLand	24	Product Quality, Health & Safety
07	Sustainable Developments	26	GRI Content Index
10	Our People		
16	Local Communities		

Our Core Values

GuocoLand, as a member of the Hong Leong Group, is built on the strong heritage of value creation for our stakeholders and communities within which we operate. Over the years, we have taken a progressive approach in integrating sustainability into our businesses, towards a stronger, more resilient group. We are committed to: growing our businesses responsibly, balancing environmental with economic considerations, as well as creating a positive impact for our stakeholders and contributing to our communities.

Our core values continue to serve as our compass in all that we do:



HONOUR

To conduct business with honour



HUMAN RESOURCES

To enhance the quality of human resources - as the essence of management excellence



ENTREPRENEURSHIP

To pursue management vision and foster entrepreneurship



INNOVATION

To nurture and be committed to innovation



QUALITY

To consistently provide goods and services of the highest quality at competitive prices



PROGRESS

To continuously improve existing operations and to position for expansion and new opportunities



UNITY

To ensure oneness in purpose, harmony and friendship in the pursuit of prosperity for all



SOCIAL RESPONSIBILITY

To create wealth for the betterment of society



GuocoLand China employees in the 2018 Shanghai International Elite 10k Race

ABOUT THIS REPORT



Crate It Up visual art installation at Guoco Tower

This is GuocoLand's second annual Sustainability Report for the period from 1 July 2018 to 30 June 2019, which is aligned with GuocoLand's financial year. GuocoLand's first Sustainability Report was published in October 2018.

This report has been prepared in accordance with the Global Reporting Initiative ("GRI") Standards: Core option.

This report covers selected performance measures from GuocoLand's five Singapore and two China assets as listed below. Our subsidiary GuocoLand (Malaysia) Berhad, which is separately listed on Bursa Malaysia Berhad, publishes its own separate report. We intend to enhance our data collection process and expand our scope of reporting when an operation contributes significantly to our assets. We have not obtained any independent assurance of the information reported this year, but may consider to do so in future.

No hardcopies of this report have been printed. This and the previous sustainability report are available on our corporate website at www.guocoland.com.

We welcome your feedback to help us improve our practices and performance relating to sustainability. Please do not hesitate to reach us at contact@guocoland.com.

ASSETS IN SINGAPORE AND CHINA COVERED IN THIS SUSTAINABILITY REPORT



SINGAPORE

Guoco Tower
Sofitel Singapore City Centre
20 Collyer Quay
Guoco Midtown
Martin Modern



CHINA

Guoco Changfeng City
Guoman Hotel Shanghai

SUSTAINABILITY AT GUOCOLAND



Board Statement

The Board of Directors (the “Board”) is pleased to present the sustainability report of GuocoLand for the financial year ended 30 June 2019. This report provides a summary of GuocoLand’s commitment and approach towards sustainability through its business operations.

The Board considers sustainability issues including environmental, social and governance factors as part of GuocoLand’s overall strategy and this report discusses our sustainability practices and performance with a focus on the key material topics identified last year.

Supported by the Sustainability Committee which comprises representatives from all business units, the Board continues to provide oversight of the management and monitoring of the key material topics and their performance targets, and approves the sustainability report.

Sustainability Governance Structure



Stakeholder Engagement

We identified our key stakeholders by assessing their dependence on, involvement in, as well as influence on our business. Understanding our stakeholders through ongoing engagement, is fundamental to improving our business operations and performance. With regular stakeholder engagement to understand their expectations and interests, the right strategies can be implemented with informed decisions.

The table below lays out our engagement approach with our key stakeholders.

Stakeholder	Frequency	Engagement Platforms	Key Topics Raised	Our Response
 Employees	Throughout the year	<ul style="list-style-type: none"> • Festive celebrations • Management meetings • Performance review discussions • Lunch talks • Knowledge sharing sessions • Staff excursion • Internal newsletters and e-communications 	<ul style="list-style-type: none"> • Welfare • Health and well-being • Performance 	Refer to Our People
 Investors	Throughout the year	<ul style="list-style-type: none"> • Annual General Meeting • Investor meetings • Conferences • Company and site visits • Corporate website • Email and phone channels 	<ul style="list-style-type: none"> • Long term value creation • Strategy for growth • Transparency and timely information • Corporate governance practices 	Refer to Chairman's Statement; Business Review; and Corporate Governance in the Annual Report, and Business Ethics & Anti-Corruption
 Customers – Tenants/Shoppers/ Home Buyers	Throughout the year	<ul style="list-style-type: none"> • Tenant meetings • Networking tea/lunch sessions • Customer service teams • Email and phone channels • Social media channels 	<ul style="list-style-type: none"> • Lease terms and facilities management • Quality of product and timely delivery • Customer experience 	Refer to Business Ethics & Anti-Corruption; Product Quality, Health & Safety
 Regulators / Government	Throughout the year	<ul style="list-style-type: none"> • On-site inspections • In-person meetings • Email and phone channels 	<ul style="list-style-type: none"> • Environmental compliance • Labour standard compliance • SGX listing requirements 	Refer to Sustainable Developments; Occupational Health & Safety; Product Quality, Health & Safety; Business Ethics & Anti-Corruption
 Suppliers	Throughout the year	<ul style="list-style-type: none"> • On-site inspections • In-person meetings 	<ul style="list-style-type: none"> • Occupational health and safety • Product quality, health and safety • Environmental compliance 	Refer to Occupational Health and Safety; Product Quality, Health & Safety; Sustainable Developments

SUSTAINABILITY AT GUOCOLAND

List of Memberships of Associations and External Initiatives

In addition to our key stakeholders, GuocoLand maintains ties with relevant local and international businesses and communities including:

- Business China
- Business Improvement District (Tanjong Pagar precinct)
- Real Estate Developers' Association of Chongqing
- Real Estate Developers' Association of Singapore (REDAS)
- Singapore Business Federation
- Singapore Green Building Council
- Singapore Hotel Association
- Singapore National Employers Federation
- The Singapore Institute of Directors

Supply Chain

GuocoLand engages both local and international consultants, contractors, brokers, agents and vendors throughout the different phases of property development projects, including but not limited to these phases: land acquisition; design and planning; construction; and sales, leasing and property management. Specific suppliers in each phase will differ due to project-specific factors such as type of development (whether mixed-use, commercial or residential); greenfield or brownfield development; and location.



Staff viewing of Guoco Changfeng City development model at site office

Materiality

The materiality principle guides GuocoLand to determine which relevant topics are sufficiently important such that it is essential to report on them.

A materiality assessment was conducted in the previous financial year ended 30 June 2018 to determine the key material topics that reflect GuocoLand's significant environmental, economic and social impacts. A list of material topics that are most relevant to GuocoLand was identified through feedback from stakeholders and by reviewing our peers. The material topics were then prioritised according to the significance of the impact created and the importance to stakeholders. At a workshop attended by senior management, the materiality matrix was reviewed and validated.

The material topics, together with the Sustainability Report, are reviewed on an annual basis, and the Sustainability Committee is satisfied that there are no significant changes in key material topics in the financial year ended 30 June 2019.

MATERIAL TOPIC	GRI STANDARD REPORTED	IMPACT BOUNDARY
 Energy Consumption	<ul style="list-style-type: none"> Energy (GRI 402) 	Managed properties and hotels
 Environmental Compliance	<ul style="list-style-type: none"> Environmental Compliance (GRI 307) 	All construction projects
 Human Capital Development & Relations	<ul style="list-style-type: none"> Employment (GRI 401) Training and Education (GRI 404) 	Employees
 Occupational Health & Safety	<ul style="list-style-type: none"> Occupational Health and Safety (GRI 403) 	Employees Workers Tenants Visitors
 Business Ethics & Anti-Corruption	<ul style="list-style-type: none"> Anti-Corruption (GRI 205) Customer Privacy (GRI 418) 	All business operations
 Product Quality, Health & Safety	<ul style="list-style-type: none"> Customer Health and Safety (GRI 416) 	All construction projects and managed properties



Guoco Changfeng City artist impression

As a property developer and manager, GuocoLand is aware that our developments have an impact on the environment. Hence, our approach is built on the commitment to develop sustainable developments with a green building rating, reduce the energy consumption of our operational properties and comply to all relevant environmental laws and regulations stipulated by the authorities. In doing so, we reduce our environmental impact and operational costs, align ourselves with international and national priorities, mitigate regulatory and climate-related risks.

Green Buildings

In line with our commitment to develop sustainable developments, we work with our consultants from the outset of our development projects to ensure that the building will achieve a green building rating. Green building ratings typically assess the overall environmental performance of buildings in all stages, from design and construction to operation. From our experience, green building ratings help to enhance the attractiveness of our developments amongst homebuyers and tenants.

In Singapore, the Building and Construction Authority (“BCA”) administers the Green Mark Certification for new and existing buildings. For projects in China, we seek to achieve the green building certification administered by the local national government. There are also internationally-recognised certifications such as the Leadership in Energy and Environmental Design (“LEED”) administered by agencies such as Green Building Councils. These ratings provide external assurance and testify to the quality of our developments.

Our properties in Singapore are all BCA Green Mark certified currently, except for 20 Collyer Quay. We are currently working on achieving the Green Mark certification for 20 Collyer Quay in this current financial year FY 2020. We have gone one step further for our iconic integrated mixed-use development Guoco Tower. In addition to a BCA Green Mark Platinum certification, it is also LEED Platinum certified.

In Shanghai, Guoco Changfeng City – our upcoming mixed-use project, will be a Two-Star green building, a national standard by China’s Green Building Evaluation Label. On top of that, it will also be LEED Platinum and Gold certified.



**BCA Green
Mark Platinum
Certification**



**LEED
Platinum
Certified**

Energy Consumption

A building's energy performance is one of the criteria frequently used in determining a development's green building rating. Hence, energy-efficient design and features are incorporated into developments from the start. When our properties become operational, we monitor their energy consumption levels and work to improve the resource-efficiency of our managed buildings through ongoing initiatives.

The diagram below details the energy consumption of our managed properties.

Building Energy Consumption (kWh)¹

Building	Country	FY 2019	FY 2018
 Guoco Tower ²	Singapore	14,688,394	15,007,360 ³
 Sofitel Singapore City Centre	Singapore	5,162,187	5,281,952
 20 Collyer Quay	Singapore	4,051,128	3,953,874
 Guoman Hotel Shanghai	China	5,992,000	6,656,040

Through the energy saving initiatives implemented in FY 2019, we reduced the energy consumptions at Guoco Tower and Guoman Hotel Shanghai by 2% and 10% respectively. The total energy consumption of our corporate office in Singapore in FY 2019 was 168,757 kWh. We have expanded the scope of reporting to include 20 Collyer Quay this year and target to achieve the Green Mark Certification for this property in FY 2020.

At our development projects in Singapore and China, the contractors undertaking our projects in FY 2019 were certified to ISO14001, which is an environmental management system that enables contractors to control the impact of their activities on the environment. The contractors in Singapore were also certified Green and Gracious Builders by the BCA for implementing best practices in environmental protection, which includes the commitment to use natural resources, especially energy and water, efficiently; and gracious social practices to mitigate possible inconveniences to the public caused by construction works.

The Guoco Changfeng City development project in Shanghai, China consumed approximately 2,228 GJ⁴ of energy. The main sources of energy consumption were diesel and natural gas, while renewable sources of energy accounted for approximately 6% of total energy consumption.

¹ Energy data from tenants is excluded for mixed-use developments and office properties.

² Previously known as Tanjong Pagar Centre.

³ Data has been restated to exclude both energy consumptions from tenants and Sofitel Singapore City Centre, which is now reported separately.

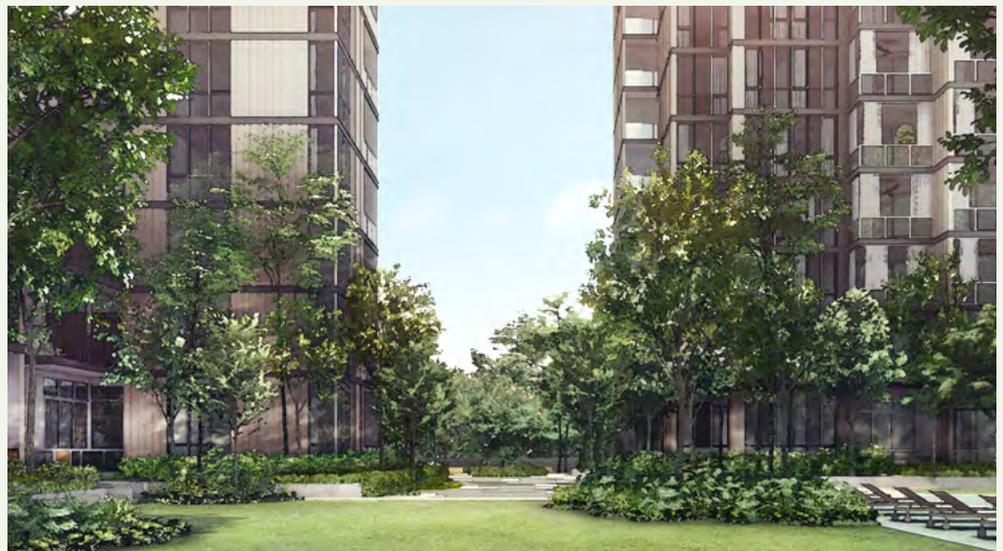
⁴ Source of conversion factors: 2016 United Nations Energy Statistics Yearbook.

**Environmental
Compliance**

We are pleased to report that neither GuocoLand nor Sofitel Singapore City Centre faced any fines or penalties for non-compliance with environmental regulations in FY 2019.

**Performance
Summary**

Material Topic	Boundary	FY 2019 Performance	Status	FY 2020 Target
 Energy Consumption	Guoco Tower	To formulate an energy reduction plan.	Target met. Achieved 2% reduction of electricity energy consumption.	To achieve 1% reduction of electricity energy consumption.
	Guoman Hotel Shanghai	To formulate an energy reduction plan.	Target met. Achieved 10% reduction of electricity energy consumption.	To achieve 1% reduction of electricity energy consumption.
	20 Collyer Quay			To achieve Green Mark certification in FY 2020.
 Environmental Compliance	All assets in Singapore and China	Zero cases for environmental non-compliance.	Target met.	To maintain zero incidents of environmental non-compliance.



Martin Modern BCA Green Mark (Gold^{PLUS}) Award

OUR PEOPLE



GuocoLand Singapore staff teambuilding

GuocoLand's permanent workforce comprises an almost equal proportion of males and females, with women making up about 57% of the total number of employees in Singapore and China. In Singapore, the ratio of male to female employees is 36:64; in China, the ratio is 52:48. GuocoLand's female staff are represented at the manager and senior manager positions, with about 52% of the managerial staff being female.



52%

of the managerial staff are female

EMPLOYEES BY EMPLOYMENT CONTRACT

	PERMANENT FULL TIME					TEMPORARY
	Senior Manager	Manager	Executive	Non-Executive	Total	
Singapore Office	16	58	59	24	157	2
China Office	1	46	54	31	132	0
Sofitel Singapore City Centre	0	26	63	95	184	9

EMPLOYEES BY EMPLOYMENT CONTRACT & EMPLOYMENT TYPE, BY GENDER



GuocoLand recognises that competitive compensation packages and a positive work environment is necessary to attract, motivate and retain talent.

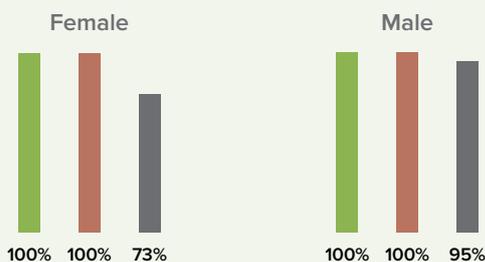
Competitive Remuneration

We reward employees for their contributions and performance, which is determined based on the individual’s achievements against a comprehensive set of financial and non-financial targets to deliver business results. Employees at senior management level are also eligible to participate in the performance-based long-term share scheme allowing them to be rewarded with an equity stake in the success of the company. Performance appraisals are conducted annually and areas such as the staff’s performance, areas for improvement, developmental needs and career plans are discussed between the employees and their respective supervisors.

PERCENTAGE OF PERMANENT FULL-TIME EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEWS BY EMPLOYEE CATEGORY

	Singapore Office	China Office	Sofitel Singapore City Centre
Senior Manager	100%	100%	N.A.
Manager	100%	100%	92%
Executive	100%	100%	87%
Non-Executive	100%	100%	82%
Total	100%	100%	85%

PERCENTAGE OF PERMANENT FULL-TIME EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEWS BY GENDER



All of GuocoLand’s permanent staff in Singapore and China underwent the annual performance appraisal in FY 2019. At Sofitel Singapore City Centre, 15% of the total number of employees did not undergo the annual performance appraisal as they were in employment for less than six months. These employees underwent a confirmation appraisal after three months of service with Sofitel Singapore City Centre instead.

■ Singapore Office ■ China Office ■ Sofitel Singapore City Centre

Employee Engagement Survey

In August 2018, GuocoLand conducted Employee Engagement Surveys in Singapore and China targeted at understanding employee morale and satisfaction, as well as to measure its progress on strategic goals that include creating opportunities for recognition, training and development, and career advancement. 79% of employees in Singapore and 100% of employees in China participated in the survey. Open-ended questions allowed staff to share on areas for improvement, and for the Human Resource Department (“HRD”) to analyse staff sentiments beyond numeric scores. Following the completion of the survey, the HRD worked with senior management to address the key issues within the respective business units and rolled out several initiatives in response to the feedback received such as improving the on-boarding process to help new employees integrate faster into the organisation; showing appreciation to long-service employees; providing more learning and development opportunities; renovation of the Shanghai head office to create a more conducive office environment for employees; improving cohesiveness and camaraderie among employees through various teambuilding and social activities; and providing healthy snacks and beverages in the office pantry.

Participation in Employee Engagement Surveys



79%
of employees in Singapore



100%
of employees in China



GuocoLand Singapore employee teambuilding activity

Benefits

GuocoLand provides a range of benefits to our employees, including but not limited to Group Term Life insurance, Group Personal Accident insurance, Group Hospital & Surgical insurance, medical benefits, dental benefits, allowances, leave entitlements, staff engagement initiatives and various employee discounts at our properties and hotels. Benefits such as annual leave, sick leave, paternity leave, maternity leave, and childcare leave will be provided to temporary and part-time employees if they have at least three months of continuous service and meet the eligibility conditions.

GuocoLand provides benefits and adopts welfare practices in line with the Singapore Government's pro-family legislation. Mothers and fathers whose children are Singapore Citizens at birth get to enjoy maternity leave of 16 weeks and paternity leave of two weeks respectively, as advocated by the Government. We also provide eligible employees with childcare leave and extended childcare leave. Male employees are also entitled to shared parental leave whereby they can choose to share one week of the 16 weeks of maternity leave, subject to the agreement of their spouse, if their spouse qualifies for Government-Paid Maternity Leave.

All employees are entitled to parental leave. In FY 2019, eight female staff in Singapore went on maternity leave and all returned to work in FY 2019. In China, five female staff went on maternity leave and four have returned to work⁵. Paternity leave is also provided to male employees in Singapore and China, with four male employees taking paternity leave in FY 2019.



GuocoLand China staff Chinese New Year celebrations

⁵ Excludes 1 employee whose maternity leave crossed over FY 2019 and hence, has not returned to work.

Turnover

In FY 2019, the employee turnover was 19.4%. In Singapore, the turnover was 14.6%, while that of China's was 25.0%. More than 38% of employees in Singapore and China have been with the company for five years or longer. As part of efforts to improve employee retention, employees who have resigned are interviewed prior to leaving the company.

NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER

	SINGAPORE OFFICE				CHINA OFFICE				SOFITEL SINGAPORE CITY CENTRE			
	New Employees		Employee Turnover		New Employees		Employee Turnover		New Employees		Employee Turnover	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Less than 30 years old	3	14	1	4	6	21	6	18	29	51	28	52
30 to 50 years old	15	68	15	65	22	79	24	73	26	46	18	33
Older than 50 years	4	18	7	31	0	0	3	9	2	3	8	15
Total	22		23		28		33		57		54	

NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER BY GENDER

	SINGAPORE OFFICE				CHINA OFFICE				SOFITEL SINGAPORE CITY CENTRE			
	New Employees		Employee Turnover		New Employees		Employee Turnover		New Employees		Employee Turnover	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
 Male	12	55	10	43	14	50	15	45	32	56	36	67
 Female	10	45	13	57	14	50	18	55	25	44	18	33
Total	22		23		28		33		57		54	

Re-employment

In accordance with the Retirement and Re-employment Act in Singapore, almost all employees who have reached the mandatory retirement age of 62 years, but are eligible for re-employment, have continued to work beyond the retirement age.

Training and development

At GuocoLand, our employees are one of our key assets. Their dedication and hard work ensure our continuous growth and provision of outstanding products and services. Hence, their competencies, professional development and welfare are of utmost importance to the company.

GuocoLand is committed to the professional and personal development of our employees. With the support of the company, employees are encouraged to initiate their interest in relevant training courses, seminars, workshops and other skills programmes to keep abreast of the knowledge and skills required in their respective work areas.

Over the year, employees attended training and development programmes covering areas related to the property or hospitality industry such as facilities management, property law, property valuation, LEED green certification of buildings, as well as areas relating to leadership and personal development such as information technology, marketing, and first aid; and organisational management such as the Kaizen 5S programme.

AVERAGE HOURS OF TRAINING BY EMPLOYEE CATEGORY

	Singapore Office	China Office	Sofitel Singapore City Centre
Senior Manager	7.8	34.0	N.A.
Manager	9.4	60.2	39.4
Executive	7.7	53.5	26.3
Non-Executive	2.9	24.7	21.1

AVERAGE HOURS OF TRAINING BY GENDER



Performance Summary

	FY 2019 Performance	Status	FY 2020 Target
 Human Capital Development and Relations	Conduct training needs analysis for key talents and high-potential employees.	Target met.	To continually develop key talents and high-potential employees in accordance with their training needs identified during performance review.
	Create Individual Development Plan for selected key personnel by FY 2019.	Target met.	To deliver the Individual Development Plan for selected key personnel, in collaboration with the relevant Heads of Department/Supervisor.
	Refresh the new hire orientation programme.	Target met.	To update the new hire orientation programme in coordination with and alignment to Hong Leong Group Human Resource.

LOCAL COMMUNITIES



clockwise from top left: SGX Bull Charge Run, Action for Singapore Dogs, China staff volunteering at elderly day care, welfare activities for workers in China

As a member of the Hong Leong Group, GuocoLand is committed to creating a positive impact for our stakeholders and contributing to our communities. Over the past year, we have supported the local communities in Singapore and China through events, partnering with local organisations to assist in community programmes and donations to charities and institutions of a public character (“IPC”). Through these engagement activities with our various stakeholders, including the local community, this helps to build strong relationships of trust and goodwill for GuocoLand.

Caring for our community

Our employees in China are encouraged to volunteer their time through staff volunteering opportunities. As part of an ongoing year-long programme with an elderly day care centre in Changfeng, Shanghai, monthly arts and craft activities are organised by our employee volunteers to bring cheer and provide community contact for these seniors.

At Guoco Tower in Singapore, GuocoLand has extended venue support for events and activities that are aligned with our focus on building a meaningful connection with the community. Examples include venue support for the Health Promotion Board’s Workplace Health Promotion series and sponsored space for the display and sale of craftwork pieces made by artists from the Thye Hua Kwan Home for Disabled Adults. Other charities and IPCs that have held their community outreach events and activities at Guoco Tower include the Action for Singapore Dogs, Children Cancer Foundation, and SOSD Singapore.

In FY 2019, we have donated to charities such as St. Luke’s ElderCare which provides integrated healthcare services for the elderly who have suffered physical disabilities, and contributed to fundraising events such as the SGX Bull Charge, which raises funds for AWWA Ltd, Autism Association (Singapore), Community Chest, Fei Yue Community Services, HCSA Community Services and Shared Services for Charities. The abovementioned six charities support the needs of underprivileged children and families, persons with disabilities, and the elderly.



A Hullabaloo Christmas Event at Guoco Tower Urban Park

As a real estate developer, we recognise that workers employed by our main contractors play an important role in the development of our properties. Besides working closely with our main contractors to ensure a safe and healthy working environment, we encourage them to address the accommodation, benefits and welfare needs of construction workers adequately by complying with local government and other legal requirements.

Our main contractor in Singapore has achieved the BCA's Green and Gracious Builder certification which requires contractors to implement best practices in environmental and social practices, including enhancements to the living conditions of site personnel through the provision of welfare facilities which can help improve hygiene.

In China, our employees have organised welfare activities to show care and concern for the construction workers in Shanghai and Chongqing who work outdoors and are exposed to the elements. Held once every quarter, these activities range from providing suitable refreshments in the heat of summer to distributing personal protective equipment in the winter. For more information on the monitoring of main contractors' workplace safety and health performance, please refer to the Occupational Health and Safety section of this sustainability report.

Engaging our community through placemaking

Beyond just creating quality, well-designed physical spaces, GuocoLand is committed to engaging the various communities at Guoco Tower through proactive management of its public spaces. GuocoLand's placemaking efforts at Guoco Tower's urban park is focused on the three core themes of fitness, music and play, and is centred on creating opportunities for people to connect and foster stronger relationships among the community throughout the week.

In addition to weekly group fitness programmes, live music performances and outdoor movie screenings, we have collaborated with The Artground, a registered arts charity, to create interactive visual art installations that are also communal play spaces at Guoco Tower. Previous and current installations include a giant pool pit filled with foam cubes for the Hullabaloo Christmas Event and Crate It Up, a striking, colourful structure made entirely of giant crates that allows people to just sit and have lunch, enjoy a moment's respite in the middle of the hectic work day or for families to bond through play.

In recognition of Guoco Tower's continual efforts in achieving best land use practice through placemaking – including responsible use of land, and going above and beyond for the community, our development clinched the prestigious 2019 Urban Land Institute (ULI) Global and Asia Pacific Awards for Excellence. Guoco Tower was the only project from Singapore amongst the 11 winners.

Guoco Tower was also presented with other notable awards this year, such as the Award of Excellence Winner for Urban Habitat: Single-Site Scale by The Council on Tall Buildings and Urban Habitat (CTBUH); and Best Design Land Transport Integration by Land Transport Authority. Both awards recognise Guoco Tower's efforts in creating a positive impact on its surrounding environment. These include creating seamless connections between the development, neighbourhood and various transport nodes; as well as enhancing the lifestyle and convenience for tenants, residents and visitors.

Guoco Tower



2019 Urban Land Institute Global and Asia Pacific Awards for Excellence



Award of Excellence Winner for Urban Habitat



Best Design Land Transport Integration by LTA



TGIF Music Station at Guoco Tower – live performances by homegrown artistes at lunchtime

OCCUPATIONAL HEALTH & SAFETY



Guoco Changfeng City - application for high safety standards model project certification in progress

Health and safety is of prime importance to GuocoLand. We are committed to creating a safe environment for the people working in properties that we manage or on our development projects in compliance with regulations such as the Workplace Safety and Health Act in Singapore and all the respective relevant laws and regulations in China. For our employees, we are committed to providing a safe workplace and one that also encourages our employees to take care of their own health and well-being. Implementing a workplace safety and health management system helps to minimise safety, health and reputational risks to GuocoLand.

Development Projects

GuocoLand works closely with our main contractors and consultants involved in project development to ensure a safe and healthy working environment. The main contractors for our development projects have established workplace safety and health management systems that are in alignment with the Workplace Safety and Health Act in Singapore and the relevant laws and regulations in China.

Our project teams are guided by internal standard operating procedures to implement a workplace safety and health management system from the start of the tender stage through to the project's completion. We work closely with our business partners during the design and construction phases to identify risks and assess the potential impacts on health and safety.

We also ensure that we comply with the Workplace Safety and Health (Design for Safety) Regulations in Singapore to mitigate safety risks in our design and construction process. In Singapore, GuocoLand requires main contractors engaged to be bizSAFE Level 3 certified and it is a statutory requirement in Singapore for the main contractors' workplace safety and health management systems to be audited by external independent consultants.

In China, GuocoLand has voluntarily complied with the Shanghai Municipality Site Environment, Health and Safety Standards, which sets out the criteria and guidelines to promote occupational safety, environment protection and gracious practices during construction. GuocoLand has submitted the application for our Guoco Changfeng City project to be certified as one of the model projects exemplifying high safety standards in Shanghai and the inspection process is currently ongoing.

At the project sites, main contractors are obligated to carry out their workplace safety and health duties, including providing the relevant occupational safety and health trainings to their workers; set up on-site committees and convene regular meetings to provide oversight of workplace safety and health procedures; and providing insurance coverage for workers in the event of injuries or fatalities.

Main contractors are required to monitor and report non-compliances or incidents which have occurred, to our project development teams. Our project development teams and internal auditors also make regular spot checks to assess the contractors' compliance with workplace safety and health measures, ensure that there are no breaches of safety and that non-compliances are duly followed up with corrective action.

Guoco Tower & Sofitel Singapore City Centre

Workplace safety and health management plans are in place at Guoco Tower and Sofitel Singapore City Centre. Identifying occupational safety and health ("OSH") hazards, assessing their risks, and measures to eliminate or mitigate these hazards are key components of these plans. These OSH hazards are reviewed periodically or when appropriate. Significant OSH hazards and risks are communicated to employees, guests, tenants, vendors, suppliers and other relevant stakeholders in order to raise awareness of and mitigate safety risks.

Employee Well-Being and Welfare

GuocoLand encourages employees to adopt an active and healthy lifestyle. Complimentary workouts are conducted regularly by Virgin Active and the Health Promotion Board at Guoco Tower's outdoor urban park for all employees and tenants. Employees also participated in the Corporate Challenge category of the National Steps Challenge™ organised by the Health Promotion Board. In addition, employees were encouraged to take part in the SGX Bull Charge Charity Run in November 2018 and the REDAS Bowling Competition in March 2019. In Shanghai, GuocoLand China was the title sponsor of the 2018 Shanghai International Elite 10K Race, and employees could choose to participate in the 10km main race or join their families in the 2km family run category. Other wellness activities held throughout the year include annual health screenings, lunch-time talks on various topics such as mindfulness, fire safety and gastrointestinal health.

GuocoLand actively engages our employees through social and recreational interaction and employee bonding activities. In celebration of the Chinese New Year in February 2019, company dinners and activities were separately held in Singapore, Shanghai and Chongqing to allow employees to bond and interact in a social setting. Teambuilding sessions were also organised off-site with the aim of encouraging better working relationships and better communication between colleagues of various departments in Singapore and China.

Performance Summary

In FY 2019, there were no work-related fatalities involving GuocoLand's or Sofitel Singapore City Centre's employees. There was 1 workplace injury in China. We will continue to monitor our performance and reinforce our safety standards for improvement. Despite best efforts to ensure safety at development sites, there were three non-fatal workplace injuries involving our contractor's staff in Singapore. Investigations were undertaken and we ensured that the contractor completed all necessary follow-up actions regarding safety. We will continue to work closely with our contracting partners to ensure a safe working environment for all workers.

Material Topic	FY 2019 Performance	Status	FY 2020 Target
 <p>Occupational Health and Safety</p>	Develop and roll out safety culture campaigns to advocate and educate our employees on best safety practices.	Target met.	To maintain zero work-related incidents involving employees resulting in fatality.

BUSINESS ETHICS & ANTI-CORRUPTION



GuocoLand is committed to its core value of conducting business with honour. We instil a strict moral code of conduct in all our employees so that interactions with employees internally, and customers and business partners externally will always be positive experiences. This builds strong and long-lasting relationships of trust and mutual respect with our customers, business partners and other stakeholders.

Corporate Governance

GuocoLand is committed to maintaining high standards of corporate governance and endeavours to continuously keep abreast of new developments and practices in corporate governance. To demonstrate its commitment to uphold high standards of corporate governance to enhance shareholder value, GuocoLand joined the Securities Investors Association Singapore and other public listed companies in making the following public statement of support:

“As an Organisation, we are committed to uphold high standards of corporate governance to enhance shareholder value. We believe good corporate governance is central to the health and stability of our financial markets and economy.”

GuocoLand was ranked among the top 50 companies out of more than 580 companies listed on the SGX that were being assessed in the Singapore Governance and Transparency Index 2018. This annual study was conducted by the Centre for Governance, Institutions and Organisations which was established by the National University of Singapore (NUS) Business School.

 For detailed disclosure on GuocoLand’s code of corporate governance which are substantially in line with the principles and guidelines of the Code of Corporate Governance 2012, please refer to the Corporate Governance section on pages 26-41 of the GuocoLand Limited Annual Report 2019.

BUSINESS ETHICS & ANTI-CORRUPTION

Enterprise Risk Management

GuocoLand's Board of Directors ("Board") recognises the importance of risk management and the need to establish a sound system of internal controls to safeguard shareholders' interests/investments and GuocoLand's assets. The Audit and Risk Committee ("ARC") has been tasked to assist the Board to oversee the governance of risks, and monitors such risks through an integrated approach of enterprise risk management, internal control and assurance systems.

GuocoLand has identified the key risks faced on an enterprise-wide level and those faced by each strategic business unit in a risk assessment exercise. These risk categories and their relevant internal controls or mitigating measures are recorded and tracked in the risk register. The relevant risk categories have direct control measures or mitigation measures to prevent fraud and corruption.

To ensure the adequacy and effectiveness of the risk management and internal control systems, the ARC reviews the risk register on a quarterly basis and reviews the key risks profile on a half-yearly basis. The internal auditors and risk manager will validate the internal controls and risk treatment plans respectively while the external auditors will highlight any material internal control weaknesses during the course of their audit. The findings of the internal auditors, risk manager and external auditors will be brought up to the ARC, which will in turn highlight any issues arising from the risk register and provide a key risks report update to the Board.

 Please refer to pages 34-35 of the GuocoLand Limited Annual Report 2019 for more information on our risk management and internal controls system.

Code of Conduct and Anti-Corruption Policy

GuocoLand has policies in place which are in line with our commitment to conduct business with honour. We expect all employees to be committed to the highest integrity and are strictly prohibited from accepting any gratifications from any business partners.

Some of these policies are the Employee Code of Conduct, Declaration of Interests and Anti-Corruption Policy. These policies are communicated to all new employees during their orientation programme and are available on the intranet and accessible by employees at all times. They provide guidance on matters such as confidentiality; conduct and work discipline; conflicts of interest; and corporate gifts, and call upon employees to observe ethical principles in the conduct of business activities, which include acting professionally and with integrity; practising fair competition; and not manipulating business relationships for personal gains or interests. Employees are notified when there are updates to the policies and guidelines.

In FY 2019, there were no corruption cases reported at GuocoLand or Sofitel Singapore City Centre as at 30 June 2019.

Whistle-Blowing Policy

A whistle-blowing policy is in place to provide a proper channel for employees and external parties to report concerns or issues about serious wrongdoings, misconduct, malpractices or improprieties in matters relating to GuocoLand. The whistle-blowing policy sets out procedures and rules for employees and external parties to raise concerns about possible improprieties, in confidence and without fear of undue reprisals. Whistle-blowers may raise potential issues through a dedicated, secured email address or by contacting the Chairman of GuocoLand's ARC directly via email.

Customer Data Protection

Our commitment to conducting business with honour extends to protection of our customers' data. When our customers entrust us with their data, it is our responsibility to ensure it is properly handled. Violating our customers' data protection is a breach of trust that would go against our values.

We abide by the Singapore Personal Data Protection Act ("PDPA"). In accordance with the PDPA, we have a designated Data Protection Officer. All of our employees strictly follow data protection procedures, including avoiding the collection of and deleting any data we do not require, and ensuring that such data is not shared with any third parties. This applies to our customers, shareholders and employees.

During the financial year, we conducted a review of our processes, involving all departments of our headquarters and Singapore business unit, to ensure compliance with PDPA. We are also pleased to report that we have not received any substantiated complaints concerning breaches of customer data privacy at GuocoLand or at Sofitel Singapore City Centre.

Performance Summary

Material Topic	FY 2019 Performance	Status	FY 2020 Target
 Business Ethics and Anti-Corruption	Provide training to all our employees and new hires to further enhance our policies and practices relating to anti-corruption in FY 2019.	Target met.	To continually disseminate reminders to employees and raise the awareness of new hires on anti-corruption practices.
	Maintain zero breaches of customer data privacy.	Target met.	To maintain zero breaches of customer data privacy.

PRODUCT QUALITY, HEALTH & SAFETY



Sims Urban Oasis received the BCA Construction Excellence Award in May 2019

In addition to designing developments centred on the needs of residents and tenants, ensuring their consistent quality, health and safety are also key to building and maintaining strong relationships with our stakeholders based on trust.

Product Quality

GuocoLand has been honoured with numerous awards and accolades both locally and internationally, in recognition of commitment to quality, innovative developments.

In Singapore, the Construction Quality Assessment System (CONQUAS) by the BCA assesses the quality of workmanship in structural works, architectural works, and mechanical and electrical works, by sampling a representative number of units in a housing development. We are pleased to report that as a testament to our stringent process of quality management at our show flats and the actual development, GuocoLand has been ranked among the top 10 developers in Singapore for quality workmanship as at June 2019.



GuocoLand is also committed to consistent and transparent disclosures of information to prospective homebuyers and ensures that our marketing advertisements are honest and truthful.



Artist impression of Meyer Mansion clubhouse

Customer Health and Safety

At the design stage of our development projects, we work closely with the relevant authorities to receive the planning and building approvals. During the construction stage, the BCA conducts checks on the superstructure of our buildings to ensure they are structurally sound. Prior to the handover of our properties to homebuyers and tenants, volatile organic compounds are also purged to mitigate the potential short-and long-term adverse health effects. Our cleaning and maintenance vendors are also required to submit a list of chemicals used before carrying out any procedures to safeguard against potential health risks to our employees, tenants and customers.

Guoco Changfeng City, our mixed-use integrated project in Shanghai, is designed to meet the WELL (Gold and Silver) certification standards issued by the International WELL Building Institute. It is the first commercial project in Shanghai to receive the WELL (Gold) certification, which is developed with human health and well-being in mind. WELL is a leading tool for advancing health and well-being in buildings globally. WELL provides developers a flexible framework for improving health and human experience through design. WELL was developed by integrating scientific and medical research and literature on environmental health, behavioral factors, health outcomes and demographic risk factors that affect health with leading practices in building design and management.



At Guoco Tower, GuocoLand is committed to providing and maintaining a safe environment for all stakeholders, including our employees, tenants, and visitors. Effective facilities management and maintenance are essential to meet the expectations of our tenants and customers. In compliance with building regulations, inspection and maintenance of lifts and fire alarm systems are carried out regularly. Fire and evacuation drills are carried out twice a year to ensure that employees and tenants are familiar with the emergency response plan. Our facilities managers conduct regular inspections to ensure that there are no potential safety or health hazards. Tenants are also encouraged to reduce, recycle and dispose of waste properly to maintain a safe and clean environment.

Performance Summary

There were no incidents of non-compliance with regulations concerning the health and safety impacts of our products and services in FY 2019.

Material Topic	FY 2019 Performance	Status	FY 2020 Target
 Product Quality, Health and Safety	Maintain zero incidents of non-compliance with building safety matters for our new constructions in FY 2019.	Target met.	To maintain zero incidents of non-compliance with building safety matters for our new and ongoing constructions in FY 2020.
	Continue to incorporate and further enhance health and safety considerations at our properties.	Target met.	To achieve and maintain compliance with laws and regulations; continually improve health and safety considerations at our managed properties.

GRI CONTENT INDEX

The GRI Content Index references GuocoLand Limited Sustainability Report 2019 and the Annual Report 2019 (“AR”).

GRI STANDARD	DISCLOSURE	RESPONSE / PAGE REFERENCE
GRI 101: Foundation 2016 (GRI 101 does not include any disclosures)		
General Disclosures		
GRI 102: General Disclosures 2016	102-1 Name of the organisation	Corporate Profile
	102-2 Activities, brands, products and services	Corporate Profile GuocoLand does not provide any products or services that are banned in certain markets.
	102-3 Location of headquarters	Corporate Profile
	102-4 Location of operations	Corporate Profile
	102-5 Ownership and legal form	Corporate Profile
	102-6 Markets served	Corporate Profile
	102-7 Scale of the organisation	Corporate Profile, pg 10-15, AR pg 2-5
	102-8 Information on employees and other workers	pg 10-15
	102-9 Supply chain	pg 5
	102-10 Significant changes to the organisation and the supply chain	There were no significant changes in FY 2019.
	102-11 Precautionary Principle or approach	pg 7-9
	102-12 External initiatives	pg 7, 8, 13, 17, 19, 21, 23, 24, 25
	102-13 Membership of associations	pg 5
	102-14 Statement from senior decision-maker	AR pg 2-3
	102-16 Values, principles, standards and norms of behaviour	pg 1
	102-18 Governance structure	pg 3
	102-40 List of stakeholder groups	pg 4
	102-41 Collective bargaining agreements	Nil
	102-42 Identifying and selecting stakeholders	pg 4
	102-43 Approach to stakeholder engagement	pg 4
	102-44 Key topics and concerns raised	pg 4
	102-45 Entities included in the consolidated financial statements	AR pg 88-96
	102-46 Defining report content and topic boundaries	pg 2, 6
	102-47 List of material topics	pg 6
	102-48 Restatements of information	pg 8
	102-49 Changes in reporting	Not applicable
102-50 Reporting period	pg 2	
102-51 Date of most recent report	pg 2	
102-52 Reporting cycle	pg 2	
102-53 Contact point for questions regarding the report	pg 2	
102-54 Claims of reporting in accordance with the GRI Standards	pg 2	
102-55 GRI content index	pg 26-28	
102-56 External assurance	pg 2	

GRI STANDARD	DISCLOSURE	RESPONSE / PAGE REFERENCE
Topic-Specific Disclosures		
Anti-corruption		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	pg 6, 21
	103-2 The management approach and its components	pg 21-23
	103-3 Evaluation of the management approach	pg 21-23
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	pg 22-23
	205-3 Confirmed incidents of corruption and actions taken	pg 22
Energy		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	pg 6, 9
	103-2 The management approach and its components	pg 7-8
	103-3 Evaluation of the management approach	pg 7-8
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	pg 8
	302-2 Energy consumption outside of the organisation	pg 8
	302-4 Reduction of energy consumption	pg 8
Environmental Compliance		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	pg 6-7
	103-2 The management approach and its components	pg 7-8
	103-3 Evaluation of the management approach	pg 7-8
GRI 307: Environmental Compliance 2016	307-1 Non-compliance with environmental laws and regulations	pg 9
Employment		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	pg 6, 10
	103-2 The management approach and its components	pg 10-15
	103-3 Evaluation of the management approach	pg 10-15
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	pg 14
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	pg 13
	401-3 Parental leave	pg 13
Occupational Health and Safety		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	pg 6, 19
	103-2 The management approach and its components	pg 19-20
	103-3 Evaluation of the management approach	pg 19-20
GRI 403 Occupational Health and Safety 2018	403-1 Occupational health and safety management system	pg 19-20
	403-2 Hazard identification, risk assessment, and incident investigation	pg 19-20
	403-4 Worker participation, consultation, and communication on occupational health and safety	pg 20
	403-5 Worker training on occupational health and safety	pg 20
	403-6 Promotion of worker health	pg 13, 20
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	pg 20
	403-9 Work-related injuries	pg 20

GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	RESPONSE / PAGE REFERENCE
Topic-Specific Disclosures		
Training and Education		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	pg 6, 15
	103-2 The management approach and its components	pg 15
	103-3 Evaluation of the management approach	pg 15
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	pg 15
	404-3 Percentage of employees receiving regular performance and career development reviews	pg 11
Local Communities		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	pg 16-18
	103-2 The management approach and its components	pg 16-18
	103-3 Evaluation of the management approach	pg 16-18
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	pg 16-18
Customer Health and Safety		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	pg 6, 24
	103-2 The management approach and its components	pg 24-25
	103-3 Evaluation of the management approach	pg 24-25
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	pg 25
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	pg 25
Customer Privacy		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	pg 6, 23
	103-2 The management approach and its components	pg 23
	103-3 Evaluation of the management approach	pg 23
GRI 418: Customer Privacy 2016	418-1 Substantiated complains concerning breaches of customer privacy and losses of customer data	pg 23

GUOCOLAND LIMITED

(Reg. No. 197600660W)

1 Wallich Street

#31-01 Guoco Tower

Singapore 078881

Tel : (65) 6535 6455

Fax : (65) 6428 7897

Email : contact@guocoland.com

www.guocoland.com