

Our People – Our Greatest Asset

STAMFORD LAND CORPORATION LTD
Sustainability Report 2018

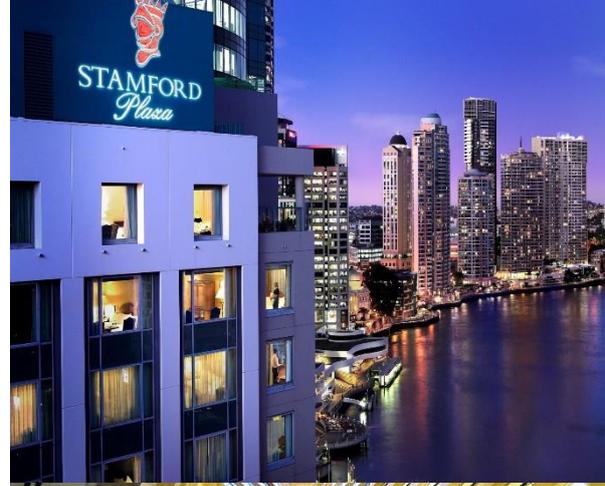


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Board Statement

Dear Stakeholders,

The Board is pleased to present our inaugural sustainability report. This report outlines our strategic commitment to grow and fulfil our responsibility to the communities we operate in and the environment.

At Stamford Land Corporation (“**SLC**”), we recognise the importance of creating a sustainable business model and, in line with the evolving business landscape, have considered the environmental, social and governance (“**ESG**”) aspects in how we conduct business to thrive in the long run. This will enable us to deliver our services to the highest standards in responsible and sustainable ways.

In accordance with the Singapore Exchange Securities Trading Limited’s (“**SGX-ST**”) introduction of sustainability reporting for all Singapore-listed companies, our report covers how sustainability issues have been considered in the formulation of the Group’s strategy with reference to the Global Reporting Initiative (GRI) Standards (2016).

Based on a materiality assessment conducted in 2018, the management has identified ten ESG factors that are material to the Group’s operations and they are namely: Energy Consumption and Associated Green House Gas Emissions, Waste Management, Water Management, Occupation Health and Safety, Economic Performance, Anti-Corruption, Employee Wellbeing and Engagement, Employee Training and Career Development, Local Community Investment and Development, and Data Security and Customer Privacy.

These factors have been endorsed by the Board, who, supported by the Sustainability Steering Committee comprising of the Group’s management, oversee and manage sustainability-related risks and opportunities in these areas as well as our performance and targets moving forward.

In FY2018, in recognition of our high service standards, our hotels were awarded numerous hotel and tourism awards. This reflects positively on our employees, who are given opportunities for personal growth and development in accordance with the Group’s objectives.

We believe that the Group’s performance lies beyond simply financial performance. While we strive to increase productivity and maximise shareholder return, we also seek to create greater long-term value for all stakeholders.

Introduction

About this Report

SLC presents its inaugural sustainability report, prepared in accordance to the internationally recognised Global Reporting Initiatives (“GRI”) Standards – “Core” option and in line with SGX-ST Mainboard Listing Rule 711(B).

This report encompasses SLC’s portfolio of seven hotels across Australia and New Zealand, namely, Sydney, Adelaide, Melbourne, Brisbane and Auckland. The report covers our business operations, including food and beverage operations within our hotels, from 1 April 2017 to 31 March 2018 (“FY2018”). The full list of hotels within this report’s reporting scope are set out as follows:

Portfolio by Country and States	Name of Hotels
Australia	
Sydney, New South Wales	Sir Stamford Circular Quay (“SSCQ”)
	Stamford Plaza Sydney Airport (“SPSA”)
Adelaide, South Australia	Stamford Grand Adelaide (“SGA”)
	Stamford Plaza Adelaide (“SPA”)
Melbourne, Victoria	Stamford Plaza Melbourne (“SPM”)
Brisbane, Queensland	Stamford Plaza Brisbane (“SPB”)
New Zealand	
Auckland	Stamford Plaza Auckland (“SPAK”)

We have not sought external assurance for this inaugural report. Our reporting is done in good faith and to the best of our knowledge. We welcome any feedback for this report and for any of our sustainability related matters, please contact:

Investor Relations Committee

Tel: 6236 6888

investor.relations@stamfordland.com

About Stamford Land Corporation Ltd

Listed on the Mainboard of the Singapore Exchange (“**SGX**”), Stamford Land Corporation Ltd is the largest independent owner-operator of luxury hotels in Australia and New Zealand. With a portfolio of prime hotels and investment properties in Australia and New Zealand’s key cities, SLC is well-known for its development of first-rate residential and commercial properties.

With its targeted approach in luxury brand positioning, SLC has achieved great success in its hotel and property development businesses in Australia and New Zealand. Our brand is celebrated for its exceptional locations, luxurious accommodation and stellar service quality. SLC has also been ranked among Singapore’s top 100 brands by Brand Finance, an independent, leading international brand valuation consultancy.



SLC's Values



Company Highlights

Hotel Owning and Management Segment Financial Highlights

23%



Increase in profit from FY2017 to FY 2018

2.7%



Growth in revenue from FY2017 to FY2018

\$330m



Total Asset Value as at March 2018 (SGD)

Sustainability Highlights

13.6%



Decline in electricity consumption in FY2018, attributed to energy efficient technologies and appliances used

9.2%



Reduction in fuel consumption in FY2018, partially contributed by solar energy installation

Awards



Trip Advisor Certificate of Excellence 2018

All hotels in Australia and New Zealand

SKYTRAX World Airport Awards 2018

Best Airport Hotel, Australia/Pacific – Winner

Stamford Plaza Sydney Airport

TAA (NSW) Awards for Excellence 2018

Metropolitan Superior Hotel of the Year – Finalist

The Bar, Bar of the Year (Deluxe Hotel) – Finalist

Sir Stamford at Circular Quay

Spice Magazine Hot 100 Hotels, Resorts and Venues Awards 2018

Hotel with the Best Bar – Winner

Sir Stamford at Circular Quay

TAA (VIC) Awards for Excellence 2018

Deluxe Accommodation Hotel of the Year – Finalist

Hotel Restaurant of the Year – Finalist

Stamford Plaza Melbourne

Spice Magazine Hot 100 Hotels, Resorts and Venues Awards 2018

Best Business Hotel – Winner

Best Convention Hotel – Winner

Stamford Plaza Adelaide

Spice Magazine Hot 100 Hotels, Resorts and Venues Awards 2018

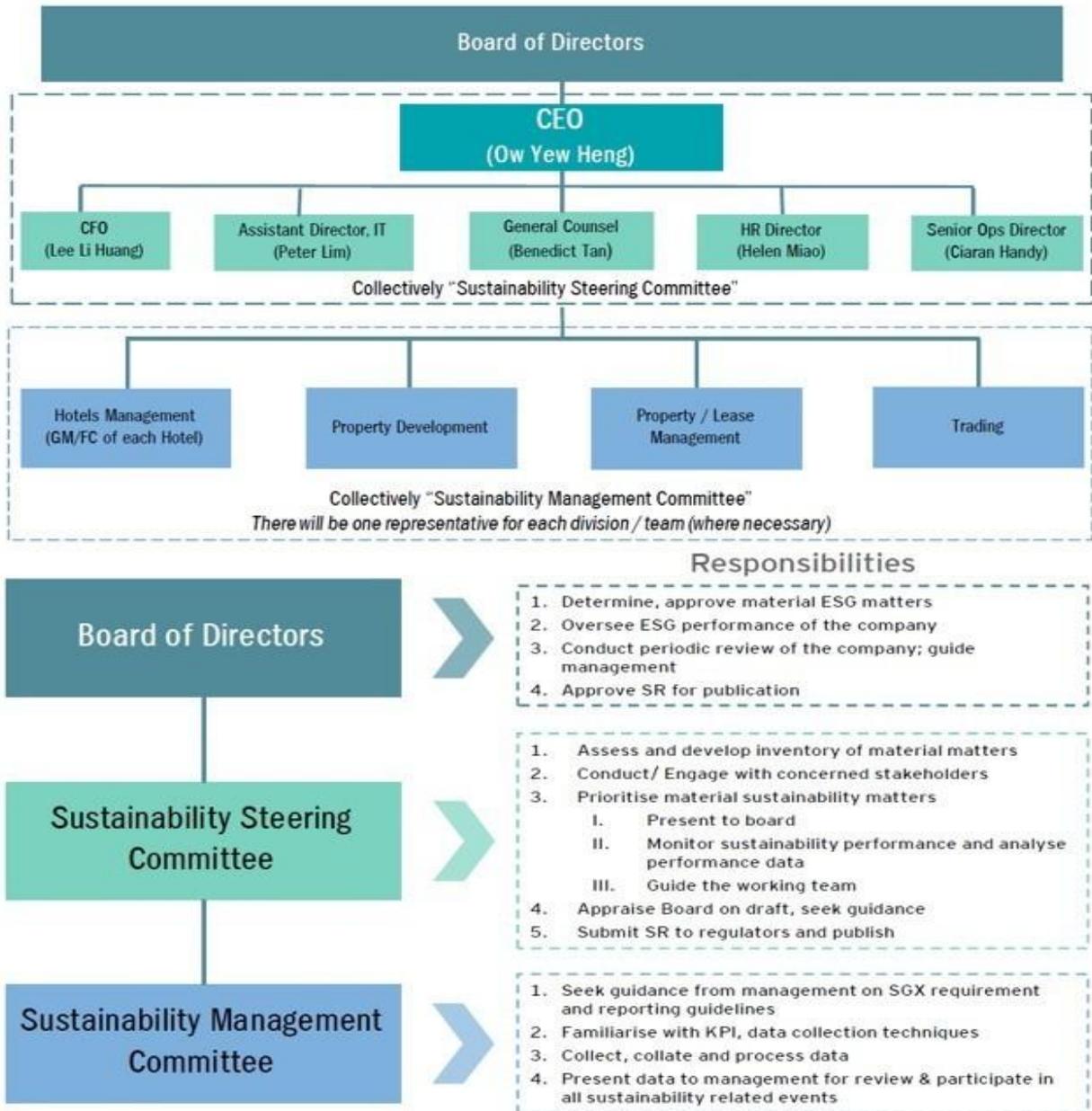
Best MICE Hotel in New Zealand – Winner

Stamford Plaza Auckland

Our Sustainability Approach

Sustainability Governance Structure

To facilitate and drive our sustainability efforts, SLC is proud to present our sustainability committee, which will be accountable to the Board of Directors for the sustainability strategy and performance of our business. This permanent committee will focus on the integration of social and environmental aspects of our business, and champion CSR efforts within the Group. In our inaugural year of reporting, we have set objective-based targets as we assess and progress on the Company's sustainability efforts in the coming years.



Policies

SLC's policies and processes were developed with the assistance of independent consultants, with extensive feedback from our employees and in consultation with our management team. SLC has an extensive range of policies which provide direction and instruction to our employees on a wide range of topics, including specific day-to-day operational matters such as incidents involving local enforcement agencies, to guest check-in and check-out procedures and late departures. We are constantly reviewing and improving on our policies, especially where they relate to material matters.

Examples of SLC Group-level Policies

Governance	Scope	Description
Conflict of Interest Policy	All Stamford Hotels	SLC has in place a robust process for the identification, evaluation, review, approval and reporting of interested person transactions. Such transactions also undergo further review by the Audit and Risk Management Committee in ensuring that they were carried out on normal commercial terms and were not prejudicial to the interests of the Company or its non-controlling shareholders.
Whistle-blowing Policy	All Stamford Hotels	SLC has adopted a Whistle-Blowing Policy to provide an independent channel for employees and external parties to raise matters regarding potential improprieties in financial reporting or other matters. All feedback received is kept in confidence and investigated accordingly by a panel comprising one or more of the Chief Executive Officer, the Chief Financial Officer, the General Counsel and the Human Resource Director, who reports to the ARMC. More terms and details of this policy can be found on SLC's website.
Social		
Recruitment Policy	All Stamford Hotels	SLC upholds a high standard in its recruitment process. The recruitment policy ensures a fair selection on a meritocratic basis in recruiting high calibre staff whom we believe share our core values and support the fulfilment of SLC's vision and goals.
Occupational, Health and Safety Policy	All Stamford Hotels	SLC is dedicated to providing a safe and healthy working environment for all its employees, workers and guests. SLC undertakes a preventative approach towards risk management and ensures compliance with all relevant codes, legislation and regulations in the respective states where our businesses operate. Each hotel has designated health and safety representatives who are responsible for the maintenance of a conducive and safe working environment.
Emergency Preparedness & Response Policy	All Stamford Hotels	SLC believes that the establishment of good practices for the identification, staff preparedness and response mechanisms to emergencies are key in ensuring a safe working environment. This policy lays out defined processes and procedures that all hotel staff must be familiar with to facilitate the proper handling any emergency.

Risk Management Policy	All Stamford Hotels	SLC adopts a preventative approach in managing the hotels' risk parameters. The Company has developed a risk assessment methodology that contains a process for the identification, assessment and controlling of any foreseeable hazards which our hotel staff may encounter in their day-to-day operations.
Incident investigation and reports policy	All Stamford Hotels	Our employees are to strictly adhere to this policy in ensuring that all occurrences of security related incidents are thoroughly investigated and reported. Our staff are required to prepare a thorough incident report, which is reviewed and assessed by management in deciding the appropriate resolution to each incident.
Responsible Supply Chain Policy	All Stamford Hotels	SLC recognises the importance of sustainable value generation within its supply chain and procurement process. SLC takes into consideration the following factors - economic value of products and services, business ethics and reputation as a few of the criterion when assessing and selecting new potential suppliers.

Environmental

Housekeeping Environmental Policy	All Stamford Hotels	SLC is committed in ensuring all resources are used in a responsible manner. This includes encouraging externally engaged housekeeping staff to engage in environmentally-friendly practices when performing their duties. These practices include proper segregation and disposal of waste, use of bio-degradable chemicals and prompt reporting of faulty equipment that may cause excess waste, water or electricity consumption.
Energy Management Policy	All Stamford Hotels	SLC dedicates itself to reducing its consumption and wastage of resources. SLC has developed a sound structure which focuses on the elimination of waste, improving energy consumption efficiency as well as the replacement of cost-inefficient energy equipment with more economical and environmentally-friendly alternatives. It seeks to achieve this with the cooperation of all staff in controlling and monitoring the usage of energy within and across our hotels.

Stakeholder Engagement

At SLC, we recognise the importance of open communication. By actively engaging our stakeholders, we can identify new opportunities, issues, and risks, all of which leads toward greater value creation for our business and stakeholders. Open engagement allows us to focus our efforts on addressing the key concerns of our stakeholders while maintaining transparency and accountability.

Key Stakeholders	Mode of Engagement	Frequency of Engagement	Key Topics of Interest	Our Approach
Shareholders	<ul style="list-style-type: none"> Corporate announcements Annual General Meetings Investor Relations Initiatives 	<ul style="list-style-type: none"> When required throughout the year Annual General Meetings are held on a yearly basis 	<ul style="list-style-type: none"> Improve performance and higher profitability Clear lines of communication and feedback between Company and shareholders 	<ul style="list-style-type: none"> SLC prudently assesses investment opportunities as they arise and ensure timeliness and transparency in our updates on the Group's performance, including key developments which are made publicly available on SGXNet We adopt a process for tracking shareholder feedback to ensure all feedback received is properly addressed
Employees	<ul style="list-style-type: none"> Orientation programme for new employees Employee training and skills development programmes Yearly performance appraisals Recreational activities organised by HR departments 	<ul style="list-style-type: none"> When required throughout the year Recreational activities are held on a yearly basis 	<ul style="list-style-type: none"> Job security Clear career progression paths Safe working environment 	<ul style="list-style-type: none"> All employees undergo training to equip them with proper working knowledge of workplace safety and, where relevant, food hygiene SLC conducts yearly performance appraisals to adequately reward and recognise the contributions of our employees Proper recruitment framework to attract and retain talents
Government and Regulators	<ul style="list-style-type: none"> Dialogue sessions and meetings with governmental representatives Surveys in collaboration with regulators Participating in regulatory audits Membership in industry associations 	<ul style="list-style-type: none"> When required throughout the year 	<ul style="list-style-type: none"> Compliance with applicable laws and regulations Prompt payment of corporate taxes and levies 	<ul style="list-style-type: none"> Our hotels actively participate in surveys in collaboration with regulators who conduct regular audits We maintain an amicable communication channel between governmental representatives and our hotels through participation in dialogue sessions and meetings
Clients and guests	<ul style="list-style-type: none"> Surveys Dialogue sessions and meetings 	<ul style="list-style-type: none"> When required throughout the year 	<ul style="list-style-type: none"> High standards of services and products Competitive pricing 	<ul style="list-style-type: none"> SLC seeks to address all feedback garnered through various channels from guests and clients in a timely manner
Business Partners	<ul style="list-style-type: none"> Operational meetings and dialogue sessions Procurement systems and standard procurement practices 	<ul style="list-style-type: none"> When required throughout the year 	<ul style="list-style-type: none"> Continuity of business Prompt and regular payment for procurement of supplies and services 	<ul style="list-style-type: none"> SLC aims to maintain a mutually respectful relationship through regular communication with our service providers and suppliers We also have in place an established procurement system and proper procurement tracking practices to ensure timely payments and ordering of goods and services

Materiality Assessment

SLC's inaugural materiality assessment, which was done in consultation with our key stakeholders, with reference to the GRI Standards and facilitated by an independent consultant, identified 10 key issues that are of importance to our business operations and stakeholders. The 10 material matters that form the focus of this report were identified by our stakeholders through an anonymous polling exercise involving key personnel from various departments. These factors were subsequently approved by the Board. They are:

No.	Key Issues*	Corresponding GRI Framework Disclosures
1.	Economic Performance	GRI 201: Economic Performance
2.	Energy Consumption	GRI 302: Energy
3.	Water Management	GRI 303: Water
4.	Waste Management	GRI 306: Effluents and Waste
5.	Training and Career Development	GRI 404: Training and Education
6.	Employee Wellbeing and Engagement	GRI 401: Employment
7.	Occupational Health and Safety	GRI 403: Occupational Health and Safety
8.	Community Investment and Development	Non GRI
9.	Data Security and Customer Privacy	GRI 418: Customer Privacy
10.	Anti-Corruption	GRI 205: Anti-Corruption

* Key issues are not ranked in priority

Creating Stakeholder Value

Economic Performance

SLC views our Economic Performance as one of our fundamental material matters. It is important that we provide long-term sustainable economic growth for the business and our stakeholders. As a group, we aim to achieve each hotel's respective annual target revenue and profit set as well as to invest in appropriate capital expenditure to drive organic growth for our hospitality business segment.

Examples of our individual hotel's targets and group policies that enhance our financial performance are set out below.



TARGETS

The **Financial Controllers Checklist Policy** was implemented to serve as a check and balance to ensure that the respective financial controllers regularly check all reports, journals, transactions, balance sheet accounts and reports. This enhances the accuracy and reliability of the end reporting that is then reviewed by management. Our financial controllers make use of this check list to highlight areas of concern to be addressed from financial and legal perspectives to ensure full transparency with the owners and stakeholders.

The **Contracts for the supply and goods with Stamford Hotels and Resorts Policy** was introduced to provide a clear and direct approval process for the negotiation and approval of all contracted goods and services. This ensures that our ongoing services maintain competitive pricing to maximise our group's purchasing power. It also serves as a platform for the Company to work towards reducing costs and properly evaluate our performance from the initial stage of contractual negotiations.

Our management team takes a practical approach towards financial management. We identify and mitigate risks, undergo internal and external audit for our financial accounts, and continually review our performance against internal benchmarks.

Due to a focus on improving operating efficiencies, SLC's hotel owning and management segment achieved total revenue of S\$183.6 million in FY2018, a positive increase from S\$178.8 million in FY2017. Basic earnings per share for SLC increased correspondingly to S\$0.065 in FY2018 from S\$0.040 in FY2017. Further details of SLC's financial performance can be found under Financial Highlights (pages 18 to 19) and Financial Statements (pages 51 to 120) sections of the FY2018 Annual Report.

Environmental Sustainability

Energy Consumption and Water Management

SLC is dedicated to reducing our environmental footprint as part of our efforts to address our stakeholders' increasing focus on environmentally sustainable businesses. This demonstrates our commitment to minimise our impact on the environment while maintaining, and even increasing, our operational efficiencies, and do our part to preserve our planet for future generations to come.

Examples of SLC's environmental initiatives include:

Grow a Greener Future: Hotel Credits Program

- Guests are awarded credits to be used at select hotel restaurants should they choose to waive the daily cleaning of their hotel rooms

Achieving higher energy savings through upgrading building systems

- Replacement of aging boilers and chillers, retrofitting of motion sensor Light-Emitting Diode (LED) lights in public areas, upgrading of building maintenance system and installation of Variable Speed Drive (VSD) to align energy consumption to actual demand

Use of renewable energy and green cleaning practices

- SPSA uses solar energy that it generates to heat up its swimming pools and other facilities
- Our hotels employ eco-friendly steam cleaning practices to clean our hotel bathrooms instead of chemical detergents and cleaners

Monthly reporting and analysis of energy consumption and regular maintenance checks

- Hotels maintain records of energy consumption data and perform data analysis to identify outliers and rectify issues
- This practice, currently adopted by SPB and SPSA, allows us to understand our consumption trends and establish a benchmark for comparison with other hotels of similar size and operations within our Group
- We maintain our equipment up to date and in good operating conditions at all times to achieve highest possible energy efficiencies

We are proud that SSCQ has been recognised as one of Trip Advisor's "Green Leaders" – Gold Status hotels. In SSCQ, all of our guest rooms are equipped with electrical appliances that have achieved the 10 Star Energy Rating Label, the highest energy efficiency rating for appliances awarded under the E3 Program, regulated by the Australian government.

In FY2018, through our environmental initiatives and policies tailored specially for our hotels, we have reduced our overall fuel consumption by 9.2% from 50.0 Tj in FY2017 to 45.4 Tj in FY2018 and electricity consumption by 13.6% from 23,324 Mwh in FY2017 to 20,397 Mwh in FY2018. Our fuel sources comprise of natural gas, ethane, gas coke, gas oil and wood waste (renewable). Similarly, SLC, as a group, reduced its combined water consumption from 272,970 m³ in FY2017 to 270,668m³ in FY2018. SLC draws its water mainly from municipal water supplies, with a small portion from rainwater used for landscape irrigation by SPSA.

Waste Management

The hospitality industry tends to generate large amounts of waste. As part of our efforts to address our environmental responsibility and the increasingly expensive costs of waste disposal, SLC has embarked on the development of an effective waste management system, starting with our proper waste disposal policy on top of our commitment to minimise waste generation across all hotels.

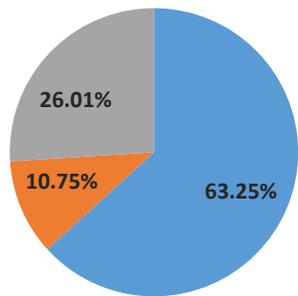
Our hotels are required to segregate general waste and to ensure all housekeeping duties are performed in an environmentally friendly manner, including recycling and waste disposal. The use of chemicals, electrical heating and cooling systems are discouraged. We also engage environmentally responsible service providers in managing the disposal of our waste.

Non-hazardous waste consists of mainly general waste, plastic waste, wood and cardboard waste, as well as food waste. Hazardous waste typically comprises trade waste, cooking oil and grease, most of which are disposed by licensed third party service providers. Approximately 63% of our hazardous waste and 32% of our non-hazardous waste were recycled in both FY2017 and FY2018.

FY2017

HAZARDOUS WASTE (KG)

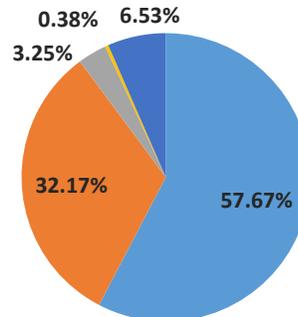
■ Recycling ■ Reusage ■ Others



92,287 kg

NON-HAZARDOUS (KG)

■ Landfill ■ Recycling ■ Composting ■ Incineration ■ Others

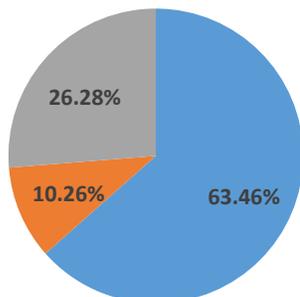


8,452,356 kg

FY2018

HAZARDOUS WASTE (KG)

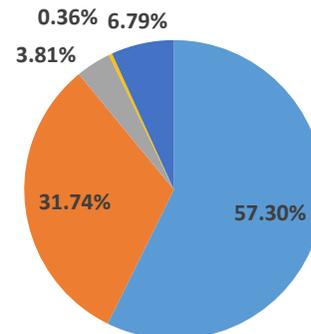
■ Recycling ■ Reusage ■ Others



108,379 kg

NON-HAZARDOUS (KG)

■ Landfill ■ Recycling ■ Composting

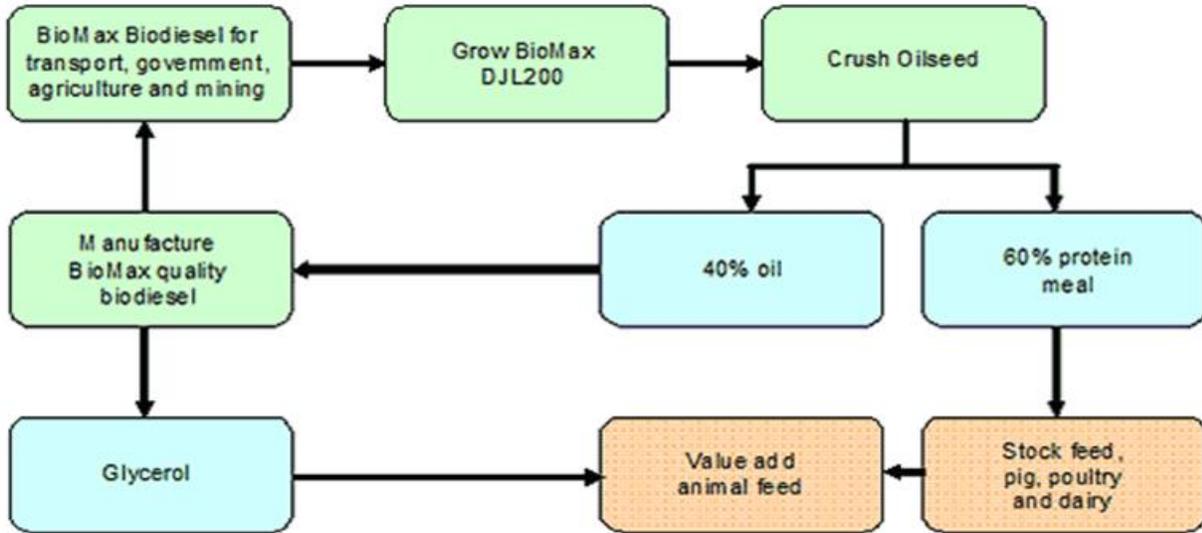


8,066,243 kg

Case Study: SLC’s Waste Recycling Initiative

As part of our efforts to eliminate excess waste, our hotels endeavour to promote best practices in the management of waste disposal. Spearheaded by the respective hotel Purchasing and Stewarding Teams, we collect cardboard and paper provided by our suppliers or service providers, or such materials used in events hosted at our hotels, and send them to recycling facilities or re-use them, where possible.

Our teams are also responsible for collecting all used edible oils from the kitchens for recycling into biodiesel through the extraction process set out below.

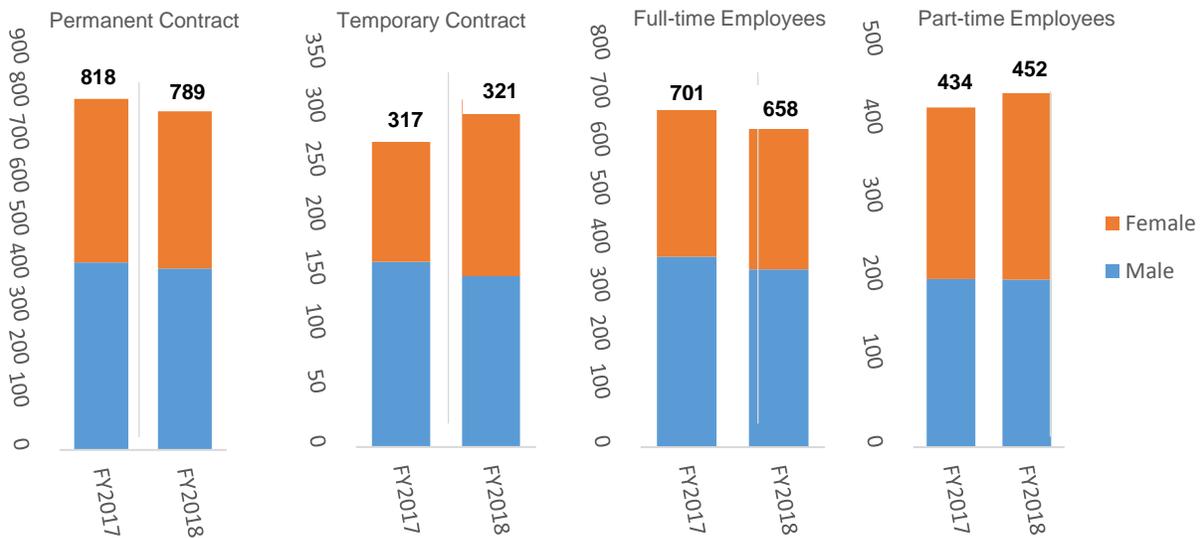


Source: <https://www.energy.vic.gov.au/renewable-energy/bioenergy/converting-oils-into-biodiesel>

Our People

Employee Profile

At SLC, we believe that human capital is key for long-term success in the hospitality industry and we embrace employees from all walks of life. Our permanent employee headcount for the respective jurisdictions we operate in are as follows: 611 in Australia, 169 in New Zealand and 38 in Singapore for FY2017. In FY2018, the number of permanent contract employees are 581, 169 and 39 respectively across our operations. Likewise, for temporary employee, our headcount for the respective jurisdictions are as follows: 316 in Australia and 1 in Singapore for FY2017, 313 in Australia and 8 in New Zealand in FY2018.



Training and Career Development

Given the service-driven nature of the hospitality industry, we understand that our business is only as successful as each of our employees. As such, we place a heavy emphasis on the continual development of reliable and skilled employees. This focus is reflected in our company mission and values.

We have developed human resource policies that promote planned and comprehensive training for all employees so that they can meet and exceed performance standards. SLC also encourages its employees to take ownership of their skills development and learning. We set aside a fund for our employees to attend courses and seminars to improve their personal and work skills. Our employees also undergo regular performance feedback and guidance during the course of their employment to allow their supervisors to highlight areas for improvement and to commend employees where they have excelled.

During the year, approximately 90% of the workforce attended training sessions and our permanent employees received at least 60 service training hours per employee, including on-site and vocational training.

Employee Wellbeing and Engagement

In addition to having a skilled work force, SLC believes that our employees must be healthy and happily engaged at work for them to maximise their potential and productivity. Our employees enjoy a comprehensive work benefits package which includes parental leave, vaccination drives, health screenings, medical insurance coverage and employee discounts across our hotels.

Our hotels also publish internal bi-monthly employee newsletters that report on hotel-led initiatives and activities for our employees and guests. Such activities include staff trips, team-bonding activities or charity drives. We encourage our staff to actively participate in such activities. Other than our annual performance appraisal, employees complete regular engagement surveys to ensure that any concerns are raised to and addressed by the appropriate channels.

100% of our full-time employees that have served a full year participated in at least one performance or work appraisal during FY2018. In addition, the permanent employee turnover rate at our Australian hotels was approximately 28% in FY2018.

Occupational Health and Safety

SLC recognises that our ability to achieve our objectives depends on the wellbeing of our employees. We acknowledge that the key elements of workplace wellness include the physical and cultural environments as well as the policies, practices and procedures that guide our work. At the same time, it is our responsibility to maintain a safe and comfortable environment for our guests to feel at home away from home.

At the forefront of safety protection is emergency preparedness. Taking a preventive approach, we strive to anticipate and mitigate any possible emergencies at our operational sites. To that end, SLC has partnered with an accredited emergency training provider to train all employees on state, federal and hotel emergency procedures, so as to equip our employees with the ability to react to different emergency situations effectively. Regular fire evacuations and emergency audits are also enforced across our hotels to promote familiarity of the steps to take, in the event of such emergencies.

In addition, we have engaged a consultancy company to enhance our food safety practices. These practices are regularly reviewed, employees often undergo food safety training and all hotels actively participate in internal audits. We also conduct after action reviews to ensure that the appropriate steps are taken to improve upon our safety practices.

At SLC, our policies and procedures governing occupational health and safety fully comply with all relevant codes, legislation and regulations. Further, we strive to maintain our clean record of zero occupational-related injuries, diseases and fatalities as well as a reduction in employees' absentee rate in the next twelve months.

Our employees have reported no significant work-related injuries, occupational diseases or fatalities for FY2018. We have also not had any incidents of non-compliance with health and safety regulations or any major safety incidents across our portfolio. In tracking our employees' wellness and health, our absentee rate at our Australian hotels¹ has also shown a positive reduction from 1.57% in FY2017 to 1.32% in FY2018. Correspondingly, this decline in absenteeism was also generally experienced in both our male (FY2017: 1.37%, FY2018: 1.32%) and female (FY2017: 1.81%, FY2018: 1.33%) employees.

¹ With the exception of Stamford Plaza Adelaide, where such data was unavailable as at the time of reporting.

Local Communities

Community Investment and Development

Community investment and development allows SLC to establish a presence and contribute back to the respective communities where our properties operate. It is a great way to enhance our business reputation, boost visibility and brand awareness as well as build customer loyalty. It enables the Company to be recognised as an employer and business of choice.

Our commitment to community development features in all respects of our decision-making processes; from our choice of products, range of services, to our associates, partners and vendors. We contribute to building the local economy by supporting local producers and showcasing their local produce.

Our staff at our various hotels are encouraged to participate to good causes such as:

- Our hotels in Adelaide participate in the “Soap Aid” initiative, where discarded soap is collected and re-processed into fresh soap bars for distribution to targeted communities around the world.



- Our Sydney hotels make a concentrated effort to source fresh local produce from local suppliers. Over 90% of the wine list are sourced from Australia, of which approximately 60% of them are sourced directly from New South Wales.
- All of our hotels also take part in local community charity drives and movements, including: donating portion of proceeds from ticket-purchases for the 2017 Melbourne Cup, hosting high teas and lucky draws at the hotel, volunteering at local community shelters and homes, donation drives where food items and clothing are donated to the Salvation Army.
- Guests are also encouraged to donate to hotel nominated charity causes by electing to add a nominal donation to the charity to their hotel account either online or during check-in.

Our Customers

Data Security and Customer Privacy

Our hotels receive our guests' personal information on a daily basis. As such, it is important for us to protect such vital information that has been entrusted to us. The manner we handle and respect our guests' personal data is a facet of the suite of services we provide to our guests and we take great pride in ensuring that such private information is kept secure and safe.

SLC's data security and customer privacy policies and procedures clearly define the scope of personal and general information to our employees, in accordance with prevailing laws and regulations. We provide full disclosure to our guests as to when and how we collect and handle their personal data and the purposes for which such data is collected. The company has also appointed data protection officers, both at corporate and hotel levels, to respond to and address any queries that the public or guests may have regarding the collection and management of their personal data.

We are proud to announce that in FY2018, we have not received any complaints or suffered any breaches of our guests' personal data. We aim to maintain this record in the upcoming year.

Governance

Anti-Corruption

Aside from the legal implications, corruption brings about many negative effects, the primary being the loss of trust with our stakeholders when corruption occurs. As a business, SLC has a strict zero tolerance policy when it comes to all form of corrupt activities, including and not limited to bribery and embezzlement.

We have in place policies, checks and balances, and practices to ensure that our hotels are fully compliant with the prevailing laws and regulations relating to anti-corruption. The Company also has in place a whistle-blower policy which allows stakeholders to raise concerns about possible improprieties which may adversely affect our operations via post to our whistle-blower panel or by email to our designated whistle-blower officer. As part of their orientation, our employees are given anti-corruption training and familiarisation with the practices the Company has in place to prevent corruption. In FY2018, we have no reported instances of corrupt activities across our business. Likewise, we seek to maintain our good track record of zero corruption incidents in the upcoming year.

GRI Content Index

GRI Standard Disclosure Reference	Description	Section of Report/ Reasons for Omission	Page Reference
GRI 102: General Disclosures			
Organizational profile			
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102-10	Significant changes to the organization and its supply chain	No significant changes during the year	N.A.
102-11	Precautionary Principle or approach	Policies	8-9
102-12	External initiatives	Not applicable	N.A.
102-13	Membership of associations	1. Australian Hotels Associations 2. Professional Conference Organiser Association	N.A.
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Stakeholder engagement			
102-40	List of stakeholder groups	Stakeholder Engagement	10
102-41	Collective bargaining agreements	All employees within the scope of this report are not covered by collective bargaining agreements, as they are professionals in nature.	N.A.
102-42	Identifying and selecting stakeholders	Stakeholder Engagement	10
102-43	Approach to stakeholder engagement	Stakeholder Engagement	10
102-44	Key topics and concerns raised	Stakeholder Engagement	10
Reporting practice			
102-45	Entities included in the consolidated financial statements	About this Report	4

102-46	Defining report content and topic Boundaries	About this Report	4
102-47	List of material topics	Materiality Assessment	11
102-48	Restatements of information	This is SLC's inaugural Sustainability Report	N.A.
102-49	Changes in reporting	This is SLC's inaugural Sustainability Report	N.A.
102-50	Reporting period	About this Report	4
102-51	Date of most recent report	This is SLC's inaugural Sustainability Report	N.A.
102-52	Reporting cycle	About this Report	4
102-53	Contact point for questions regarding the report	About this Report	4
102-54	Claims of reporting in accordance with the GRI Standards	About this Report	4
102-55	GRI content index	GRI Content Index	20
102-56	External assurance	About this Report	4

Category: Economic

GRI 201: Economic Performance

103-1	Explanation of the material topic and its Boundary	Economic Performance	12
103-2	The management approach and its components	Economic Performance	12
103-3	Evaluation of the management approach	Economic Performance	12
201-1	Direct economic value generated and distributed	Economic Performance	12

GRI 205: Anti-Corruption

103-1	Explanation of the material topic and its Boundary	Anti-Corruption	19
103-2	The management approach and its components	Anti-Corruption	19
103-3	Evaluation of the management approach	Anti-Corruption	19
205-3	Confirmed incidents of corruption and actions taken	Anti-Corruption	19

Category: Environmental

GRI 302: Energy

103-1	Explanation of the material topic and its Boundary	Energy Consumption and Water Management	13
103-2	The management approach and its components	Energy Consumption and Water Management	13
103-3	Evaluation of the management approach	Energy Consumption and Water Management	13
302-1	Energy consumption within the organization	Energy Consumption and Water Management	13

GRI 303: Water

103-1	Explanation of the material topic and its Boundary	Energy Consumption and Water Management	13
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103-2	The management approach and its components	Energy Consumption and Water Management	13
103-3	Evaluation of the management approach	Energy Consumption and Water Management	13
303-1	Water withdrawal by source	Energy Consumption and Water Management	13
303-3	Water recycled and reused	Energy Consumption and Water Management	13
GRI 306: Effluents and Waste			
103-1	Explanation of the material topic and its Boundary	Waste Management	14-15
103-2	The management approach and its components	Waste Management	14-15
103-3	Evaluation of the management approach	Waste Management	14-15
306-2	Waste by type and disposal method	Waste Management	14-15
Category: Social			
GRI 401: Employment			
103-1	Explanation of the material topic and its Boundary	Employee Wellbeing and Engagement	17
103-2	The management approach and its components	Employee Wellbeing and Engagement	17
103-3	Evaluation of the management approach	Employee Wellbeing and Engagement	17
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Wellbeing and Engagement	17
GRI 403: Occupational health and safety			
103-1	Explanation of the material topic and its Boundary	Occupational Health and Safety	17
103-2	The management approach and its components	Occupational Health and Safety	17
103-3	Evaluation of the management approach	Occupational Health and Safety	17
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Occupational Health and Safety <i>(Information for breakdown of region – New Zealand unavailable at time of reporting; we are looking to improve data collection methods in the coming years)</i>	17
GRI 404: Training and Engagement			
103-1	Explanation of the material topic and its Boundary	Training and Career Development	16
103-2	The management approach and its components	Training and Career Development	16
103-3	Evaluation of the management approach	Training and Career Development	16
404-1	Average hours of training per year per employee	Training and Career Development <i>(Information for breakdown of hours by gender unavailable as at time of reporting; we are looking to improve data)</i>	16

collection methods in the coming years)

Local Community Investment and Development			
103-1	Explanation of the material topic and its Boundary	Community Investment and Development	18
103-2	The management approach and its components	Community Investment and Development	18
103-3	Evaluation of the management approach	Community Investment and Development	18
GRI 418: Customer Privacy			
103-1	Explanation of the material topic and its Boundary	Data Security and Customer Privacy	19
103-2	The management approach and its components	Data Security and Customer Privacy	19
103-3	Evaluation of the management approach	Data Security and Customer Privacy	19
418-1	Substantiated complaints concerning breaches of customer privacy and data loss	Data Security and Customer Privacy	19