

Building a Vibrant Sustainable Future

STAMFORD LAND CORPORATION LTD
Sustainability Report 2019



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Board Statement

Dear Stakeholders,

The Board is pleased to present Stamford Land Corporation's ("**SLC**") sustainability report for 2019. SLC is committed to sustainability and we strategically incorporate key elements of environmental and social corporate governance to fulfil our responsibility to the environment, the communities we engage with, and our future generations.

With recent global calls in 2018 for stronger change in the manner countries and global corporations operate, Singapore has pledged to reduce its carbon emissions intensity by 36% (from 2005 levels) by 2030, and to stabilise emissions with the aim of peaking around 2030. This sends a strong signal for local corporations to track carbon emissions and to improve energy efficiency. On the back of this, SLC continues to be mindful of the manner in which its business operates, and the associated climate risks in its main regions of operations.

SLC adopts a multi-layered approach to ensure sustainability. In 2019, SLC has deliberated the environmental, social and governance ("**ESG**") aspects to ensure our hotel operations continue to maintain their high standards of service while remaining sustainable.

Our 2019 sustainability report is issued in accordance with the Singapore Exchange Securities Trading Limited's ("**SGX-ST**") rules for sustainability reporting for all Singapore-listed companies. The report covers how the Group incorporates elements of sustainability in the core of its operational strategies, with reference to the Global Reporting Initiative (GRI) Standards (2016).

Based on a materiality assessment conducted in 2019, the management has recognized and retained the ten material ESG factors from 2018 as being pertinent to our operations. They are namely: Data Security and Customer Privacy, Employee Wellbeing and Engagement, Employee Training and Career Development, Waste Management, Water Management, Occupation Health and Safety, Energy Consumption and Associated Green House Gas Emissions, Economic Performance, Anti-Corruption and Local Community Investment and Development.

With the Board's endorsement, the Sustainability Steering Committee (comprising of the Group's management that reports directly to the Board), reviews and resolves sustainability-related risks and opportunities, as well as monitors our sustainability performance targets. Following on our progress last year, SLC will continue to focus on talent management and development, to groom our employees into innovative, responsible stakeholders.

SLC recently completed its acquisition of 8 Finsbury Circus, in London, United Kingdom. The property holds a BREEAM excellent rating, being in the top 10% of UK's new non-domestic buildings for its sustainability performance. Moving forward, the Group will focus on business opportunities from which we can reap positive sustainability results, so that our future stakeholders may continue to enjoy the fruits of our labour.

Introduction

About this Report

SLC presents its FY2019 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 2018 to 31 March 2019 (“FY2019”). 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 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 has a reputation 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

2.1% 

Increase in profit from
FY2018 to FY 2019

175.5M 

FY2019 Revenue

\$399m 

Total Asset Value as at
March 2019 (SGD)

Sustainability Highlights

3.3%



Decline in electricity
consumption in FY2019,
attributed to energy efficient
technologies and appliances
used

4.6%



Reduction in fuel
consumption in
FY2019, partially
contributed by solar
energy installation

Awards



Trip Advisor Certificate of Excellence 2019

All hotels in Australia and New Zealand

SKYTRAX World Airport Awards 2019

Best Airport Hotel, Australia/Pacific – Winner

Stamford Plaza Sydney Airport (6th consecutive year)

TAA (NSW) Awards for Excellence 2019

Deluxe Hotel of the Year – Finalist

The Highlander Bar, Bar of the Year (Deluxe Hotels) - Finalist

Sir Stamford at Circular Quay

TAA (NSW) Awards for Excellence 2019

La Boca Bar and Grill, Restaurant of the Year

(Mid-Range – Superior Hotels) – Finalist

Stamford Plaza Sydney Airport

Spice Magazine Awards 2019

Hotel with the Best Business Hotel – Winner

Stamford Plaza Brisbane

TAA (VIC) Awards for Excellence 2019

Accommodation Hotel of the Year – Finalist

Stamford Plaza Melbourne

AHA (Australian Hotel Association)

The Promenade, Restaurant (Accommodation Division) – Finalist

Stamford Grand Adelaide

AHA (Australian Hotels Association)

La Boca Bar and Grill, Restaurant (Accommodation Division) – Finalist

Stamford Plaza Adelaide

Our Sustainability Approach

Sustainability Governance Structure

Driving SLC’s sustainability initiative is our Sustainability Committee, comprised of the Singapore and overseas top management personnel. This permanent committee oversees the various work teams from all aspects of SLC’s operations to ensure the Group’s progress and development in the 10 ESG factors by SLC’s management. The Committee is responsible for formulating SLC’s sustainability approach and framework, and also to implement approved initiatives and monitoring of SLC’s sustainability performance.



Policies 

SLC is in the constant cycle of reviewing and improving its operational policies and processes that were developed with the assistance of independent consultants. We regularly earmark pertinent policies in accordance with the ESG factors for revision and seek our employees and management’s views in improving these policies. These policies are made readily available to our employees on the Group’s intranet.

Key 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. SLC’s employee code of conduct also reinforces ethical business practices to guide our employees on what is considered acceptable and unacceptable behaviour at work and prevent conflicts of interests.
Whistle-blowing Policy	All Stamford Hotels	This policy encourages the reporting of suspected reportable conduct and offences on an anonymous basis. This is part of our comprehensive system for grievance handling, harassment and is considered a pillar of the checks and balances we have put in place to support our operations.
Social		
Recruitment Policy	All Stamford Hotels	SLC promotes an equal opportunity recruitment policy. It allows for a fair selection process 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. This policy adheres to strict guidelines on non-discrimination, fairness and disregards gender, ethnicity, religion or age.
Occupational, Health and Safety Policy	All Stamford Hotels	Occupational health and safety is of the highest priority to SLC, and we are concerned for all of our stakeholders, including employees, tenants, suppliers, contractors and all of our guests who use our properties and hotels. Our OHS policy aims to reduce occupation injury rates to achieve zero harm to our employees and to exceed all OHS legal requirements in the various countries we operate in.
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. Working in tandem with our comprehensive risk management policies, this policy lays out defined processes and procedures that all hotel staff are familiar with through regular refresher courses to facilitate the proper handling any emergency.

Risk Management Policy	All Stamford Hotels	While our OHS policy is part of our risk management approach, SLC adopts a separate independent policy for managing the hotels' other risk parameters. This includes a risk assessment methodology that contains a process for the identification, assessment and controlling of any foreseeable daily operational hazards.
Incident investigation and reports policy	All Stamford Hotels	Our employees are to strictly adhere to this policy in ensuring that all occurrences of security and accident 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. Amongst other things, SLC considers the following factors - economic value of products and services, business ethics and reputation in 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 and sustainable manner. We actively encourage our 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 natural resources. Working in collaboration with local city councils, SLC has embarked on a group wide project to improve energy consumption efficiency as well as the replacement of cost-inefficient energy equipment with more economical and environmentally-friendly alternatives.

Stakeholder Engagement

At SLC, we actively engaging our stakeholders through numerous avenues, such as town hall sessions held at hotel level, and communication meetings with senior management to ensure that all of our stakeholders understand and are on board with our core values and goals. Through this, we are able to explore new opportunities, issues, and risks, all of which lends toward greater value creation for our business and stakeholders.

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, including its recent purchase of 8 Finsbury in London SLC ensures its public updates on SGXNet are transparent and timely and address all relevant shareholders matters We implemented a process for receiving 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 respective 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 Learning opportunities 	<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 Participating in regulatory audits and surveys 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 and initiatives in collaboration with regulators and council members We maintain open communication channels with regulatory representatives through regular participation in dialogue sessions and meetings
Clients and guests	<ul style="list-style-type: none"> Company initiated feedback sessions and surveys Dialogue sessions and meetings 	<ul style="list-style-type: none"> Feedbacks are offered to patrons after provision of services As and 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 FY2019 materiality assessment was conducted in consultation with our key stakeholders, taking reference from the GRI Standards. We have evaluated and identified 10 key issues that are of utmost importance to our business operations and stakeholders. Given that our core business operations did not change from FY2018, we have adopted the same 10 material matters that were identified last year.

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

* Key issues are not ranked in priority

Creating Stakeholder Value

Economic Performance

Achieving a high standard of Economic Performance is one of SLC's main priorities. We understand the importance of achieving high economic performance sustainably, so as not to create significant economic problems for future generations. As a group, we aim to achieve each hotel's respective annual revenue targets and profit set as well as to explore potential investment opportunities to expand our properties portfolio.

We set out below our individual hotel's economic performance targets, achievements and some of the new group policies implemented in 2019 that support our financial goals and targets.



TARGETS

New centralised framework for managing and supervising rental arrears

Most of our properties derive rental income from tenants. This new framework that was implemented enables SLC to have corporate oversight over the management and administration of rental arrears, streamlines the administrative process of collecting arrears by having a ready-to-use set of templates to be issued to the tenants on upon pre-determined dates where tenants fall behind on arrears.

Revision of contract review and approval process

Upon consultation with key operational stakeholders such as our hotel financial controllers, SLC has refined its contracts review and approval process by streamlining the various approval matrices and number of approvals needed for different types of contractual agreements to ensure that operational efficiency is improved while maintaining the proper checks and balances required.

Our management team prides itself on maintaining good economic performance for our hotels. SLC's management takes a hands-on and practical approach in the identification and mitigation of all commercial risks which may potentially affect the business. The hotels are also regularly audited by internal and external parties to ensure that operational efficiency is maintained throughout the year.

SLC's hotel owning and management segment achieved a total revenue of S\$175.5 million in FY2019. Basic earnings per share for SLC was S\$0.056 in FY2019. Further details of SLC's financial performance can be found under Financial Highlights (pages 17 to 18) and Financial Statements (pages 56 to 131) sections of the FY2019 Annual Report.

Governance

Anti-Corruption

The Group has zero tolerance for corrupt practices. 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.

The Group has a Whistle-Blower Policy to encourage the good faith reporting in good faith of suspected reportable conduct, violations of the company values and ethics or applicable laws (including the Singapore Prevention of Corruption Act and other applicable anti-bribery laws) by establishing clearly defined processes through which such reports may be made with the confidence that employees and other persons making such reports to the employees' supervisors, ARMC or Legal Officer will be treated fairly and, to the extent possible, protected from reprisal.



Environmental Sustainability

Energy Consumption and Water Management

SLC incorporates environmental sustainability in the major aspects of its business operations, beginning from the inception of projects for capital expenditure, to the procurement and construction stages to operation and redevelopment. Our focus on environmental sustainability is not only part of our efforts to conserve natural resources, but results in operational efficiencies and long-term sustainability of the Group.

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 for food and beverage discounts should they choose to waive the daily cleaning of their hotel rooms
- Placement of reminders in hotel rooms to encourage guests of environmentally sustainable efforts

Achieving higher energy savings through technological upgrades

- Major works for the upgrade and installation of state of the art building management systems to achieve higher energy savings,
- Retrofitting of motion sensor Light-Emitting Diode (LED) lights in hotel rooms

Use of green cleaning practices

- Hotels encourage guests to separate their waste into biodegradable and recyclable forms of waste through use of separate bins
- 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 in 2019, SSCQ has been recognised as one of Trip Advisor's "Green Leaders" – Gold Status hotels, with its sister hotel SPAK obtaining Trip Advisor's "Green Partner" - Bronze Status.

In FY2019, through our environmental initiatives and policies tailored specially for our hotels, we have reduced our overall fuel consumption by 4.66% from 45.4 Tj in FY2018 to 43.28 Tj in FY2019 and electricity consumption by 3.3% from 20,397 Mwh in FY2018 to 19,724 Mwh in FY2019. 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 270,668 m³ in FY2018 to 270,390 m³ in FY2019. 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 increasing costs of waste management disposal, SLC has embarked on the development of a more efficient waste management system from the ground up, beginning with a comprehensive review of our waste disposal service providers, in addition to the implementation of a proper waste disposal policy.

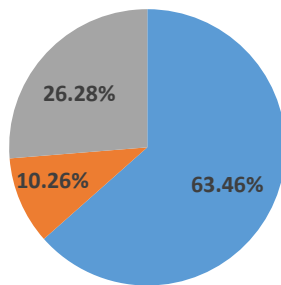
Our hotels are required to segregate general waste from recyclables and ensure all housekeeping duties are performed in an environmentally friendly manner, including recycling and waste disposal. The use of chemicals, electrical heating and cooling systems are discouraged. We also engage environmentally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

Non-hazardous and food waste consists of the majority of the hotels' waste. They consist of mainly general waste, plastic waste, wood and cardboard waste. Hazardous waste typically comprises trade waste, cooking oil and grease, most of which are disposed by licensed third party service providers.

FY2018

HAZARDOUS WASTE (KG)

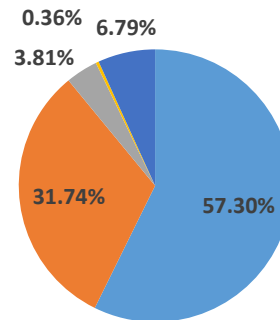
■ Recycling ■ Reusage ■ Others



108,379 kg

NON-HAZARDOUS (KG)

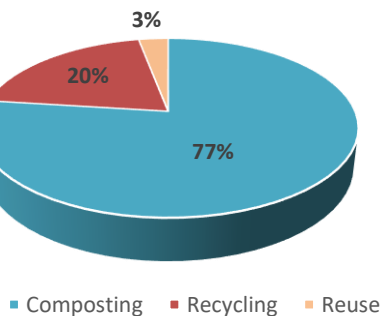
■ Landfill ■ Recycling ■ Composting



8,066,243 kg

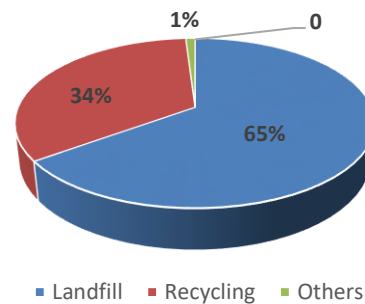
FY2019

HAZARDOUS WASTE (KG)



369,117 kg

NON-HAZARDOUS WASTE (KG)



6,963,342 kg

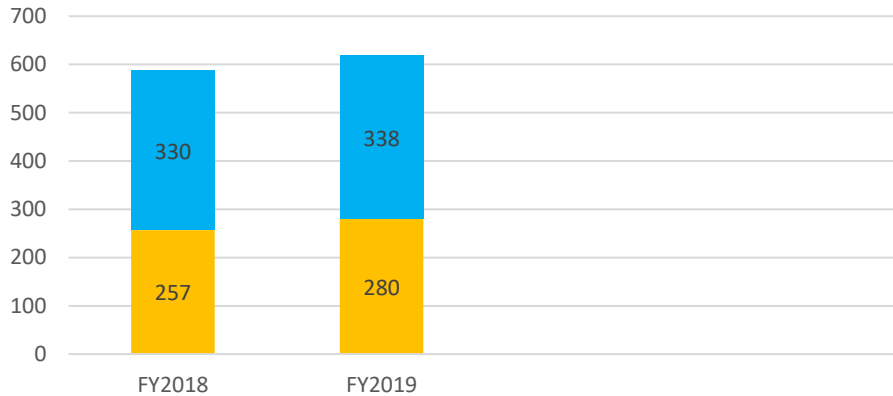
Our People

Employee Profile

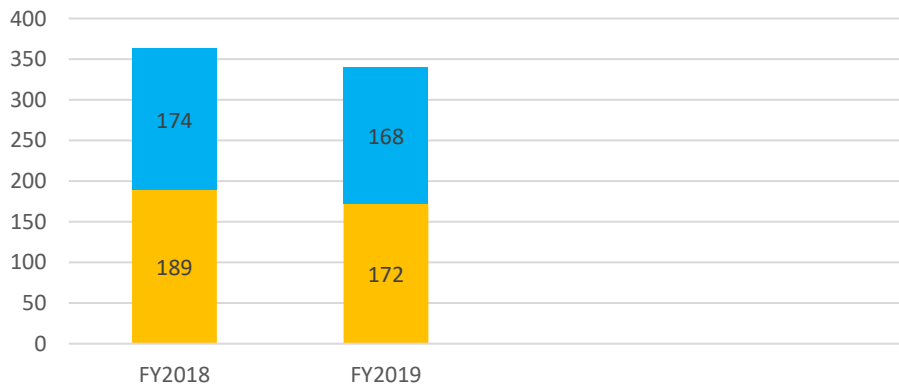


At SLC, we believe that in training and developing our employees to be a technologically savvy and engaged team. Our full-time employee headcount for the respective jurisdictions we operate in are as follows: 460 in Australia, 86 in New Zealand and 41 in Singapore for FY 2018¹. In FY2019, the number of full-time employees are 463, 116 and 39 respectively across our operations. Likewise, for part-time employees, our headcount for the respective jurisdictions are as follows: 298 in Australia and 65 in New Zealand for FY2018. For FY2019, there are 280 and 60 part-time employees respectively. This change is due to increase in efficiencies in managing employee costs by channelling work priorities to full-time employees.

Full-time Employees



Part-time Employees



Female
Male

¹ The revised figures accurately reflect SLC employee headcount as of FY2018 and correct some minor discrepancy in SLC 2018 Sustainability Report.

Employee Wellbeing and Engagement



SLC is committed to ensuring our employees' health and enjoyment to allow them to maximise their potential and productivity. Our employees' comprehensive work benefits package (which includes parental leave, vaccination drives, health screenings, medical insurance coverage and employee discounts across our hotels) are in the process of being reviewed so that we can provide additional benefits to our employees.

We are also looking into improving our employee solidarity and cohesiveness across the hotels by hosting hotel executive retreats, where we gather our hotel executives from across our properties together to share ideas and bond together. 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.

We also regularly hold training seminars for our hotel employees to update them on the latest developments in areas which may be of interest to them or their business. For example:

1. Training Session from HR – 27 Sep 2018
2. Training Session from IT – 22 Nov 2018
3. Training Session for Legal Contract 101 – 29 Mar 2019
4. Financial Controllers' Meeting Conference in Singapore – 19 to 21 Jun 2019

100% of our full-time employees that have served a full year participated in at least one performance or work appraisal during FY2019. In addition, the permanent employee turnover rate at our Australian hotels was approximately 27.4% in FY2019.

Occupational Health and Safety



The safety, health and wellness of our employees and contractors' workers may affect work performance and productivity. In this respect, the culture of the hotel's workplace, as well as the policies, practices and procedures are important elements that affect our employees. SLC is aware that it is our responsibility to maintain a safe and comfortable environment for our guests to feel at home away from home.

To continue on our strict zero tolerance for employee injury approach, SLC takes a preventive approach to occupational health and safety. We do regular audits and engage third party contractors / consultants to enable our operational sites to be free from hazards which may injure our employees and guests. 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. Our hotels are in the process of achieving Hazard Analysis and Critical Control Points accreditation, which is over and above the statutory requirements of the states in which our hotels operate. HACCP certification is an international standard which defines the requirements for effective control of food safety. It demonstrates to our guests our high commitment to producing or trading in safe food, by allowing us to focus on the hazards that affect food safety and hygiene within our businesses, and then systematically identify where the hazards are by setting up control limits at critical points during the food production process.

Our employees have reported no significant work-related injuries, occupational diseases or fatalities for FY2019. We have also not had any incidents of non-compliance with employee 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 and New Zealand hotels was 1.34%.

Training and Career Development



Our employees are the key to enhancing our human capital, the key resource in the hospitality industry. We must ensure that our employees' health and safety, competencies, welfare and professional development remain priorities and fundamental to our Group's performance.

We carry out company-wide initiatives to encourage our employees to think out of the box, to inculcate a culture of innovation and creativity in the Group. As part of our initiatives, we have established a company-funded programme for our employees to attend courses and seminars to improve their personal and work skills. Our management also takes a keen interest in the personal development of our employees, and they take time to give regular performance feedback and guidance to our employees, regardless of the hierarchy that is in place within the organisation. This allows our employees to be inspired by the management team and for supervisors to highlight areas for improvement and to commend employees where they have excelled.

During the year, approximately 91% of the workforce attended training sessions and our permanent employees received at least 58 service training hours per employee, including on-site and vocational training.

Our Customers

Data Security and Customer Privacy



Malicious cyber-attacks or hacking attempts can inflict serious damage and disruptions to our business and affect the reputation of and our key stakeholders' trust in our company and operations. We are also aware of the compliance requirements for both international and local data privacy protection laws, especially since our hotels receive guests' personal information from all around the world.

Over and above the clearly defined data security and customer privacy policies and procedures that we have in place which are created in accordance with prevailing laws and regulations, we are also working with external data privacy specialists to revise and improve upon our internal privacy policies and processes. This will allow our data protection officers to detect and mitigate issues before they arise to secure our critical business systems and data.

We are pleased to announce that in FY2019, we have not received any complaints or suffered any breaches of our guests' personal data. We strive to maintain this record in the upcoming year.

Local Communities

Community Investment and Development



SLC creates a positive economic and social impact in the communities and cities where we operate. We adopt a multi-faceted approach towards corporate social responsibility by focusing on areas of environmental and communal social impact. Our hotels are encouraged to support various community driven programmes such as charity drives for the arts and the less privileged, as well as other charitable causes.

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:

- SLC distributed metal straws to all SLC Singapore employees in Dec 2018



- In line with global environmental initiatives, our Hotels have stopped purchasing plastics in their beverage offerings and are transiting to use of paper straws.
- 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: donations of over \$20,000 to Comedy Night Fundraise for cancer treatment, hosting high teas and lucky draws at the various hotels, volunteering at local community shelters and homes, participating in fundraising events for children with cerebral palsy.
- 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.

GRI Content Index

GRI Standard Disclosure Reference	Description	Section of Report/ Reasons for Omission	Page Reference
GRI 102: General Disclosures			
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102-9	Supply chain	About SLC	5
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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Governance			
102-18	Governance structure	Sustainability Governance Structure	7
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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
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102-47	List of material topics	Materiality Assessment	11
102-48	Restatements of information	This is SLC's inaugural Sustainability Report	N.A.
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102-51	Date of most recent report	This is SLC's inaugural Sustainability Report	N.A.
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