

CORPORATE GOVERNANCE OVERVIEW STATEMENT

COMMUNICATION WITH STAKEHOLDERS

ENGAGING AND MANAGING OUR STAKEHOLDERS

STAKEHOLDERS	THE WAY WE ENGAGE	STAKEHOLDERS' KEY CONCERNS	HOW WE ADDRESS THE CONCERNS
Investment Community (Unitholders, Analysts, Fund Managers)	<ul style="list-style-type: none"> ▶ Statutory announcement ▶ Annual General Meeting ▶ Unitholders meeting ▶ Integrated Annual Report ▶ Investors and analysts briefing ▶ Group and one-on-one meeting ▶ Conferences and non-deal roadshow ▶ Retail investors webinar ▶ Corporate website ▶ Dedicated Investor Relations team email and contact ▶ Social media 	<ul style="list-style-type: none"> ▶ Financial and operational performance and DPU ▶ Business resilience and continuity ▶ Strategic direction and business growth ▶ Impact of COVID-19 ▶ Prudent risk management 	<ul style="list-style-type: none"> ▶ Guidance on segmental performance and earnings outlook ▶ Update on progress of strategic direction and business strategies ▶ Updates on COVID-19 and policy changes impact on ongoing operation and business developments ▶ Briefing on material corporate development ▶ Dedicated personnel to attend to investor relations enquiries ▶ Retail investors workshop to improve investor's knowledge
		<ul style="list-style-type: none"> ▶ Sustainability practices, ESG impact and ongoing effort to achieve sustainability goals and targets. ▶ Related material issues: <ul style="list-style-type: none"> - Physical Impacts of Climate Change - Pollution (Waste/ Effluents) - Resource Management (Energy) - Resource Management (Water) - Indirect Economic Impact - Health and Safety - Customer Welfare - Risk and Crisis Management - Corporate Governance - Business Ethics 	<ul style="list-style-type: none"> ▶ Refer to Goal 1: Transforming our Portfolios to Low-Carbon Assets from pages 142 to 153. ▶ Refer to Goal 3: Investing in Community Inclusivity from pages 157 to 176. ▶ Refer to Goal 4: Respecting Ethical Principles from pages 177 to 181.
Financiers	<ul style="list-style-type: none"> ▶ Statutory announcement ▶ Quarterly and annual compliance letters ▶ Management meeting ▶ Email and phone call 	<ul style="list-style-type: none"> ▶ Financial performance, balance sheet and cashflow resiliency ▶ Insurance coverage ▶ Impact of COVID-19 ▶ Compliance to financial covenants 	<ul style="list-style-type: none"> ▶ Update on cashflow requirements ▶ Update on impact of COVID-19 on financial performance and business operation ▶ Ensure timely submission of financial, insurance and valuation information
		<ul style="list-style-type: none"> ▶ Sustainability practices and business operation's ESG impact ▶ Related material issues: <ul style="list-style-type: none"> - Physical Impacts of Climate Change - Resource Management (Energy) - Diversity and Inclusion - Labour Standard and Practices - Human Capital Development - Health and Safety - Corporate Governance - Business Ethics 	<ul style="list-style-type: none"> ▶ Refer to Goal 1: Transforming our Portfolios to Low-Carbon Assets from pages 142 to 153. ▶ Refer to Goal 3: Investing in Community Inclusivity from pages 157 to 176. ▶ Refer to Goal 4: Respecting Ethical Principles from pages 177 to 181.

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COMMUNICATION WITH STAKEHOLDERS

STAKEHOLDER ENGAGEMENT

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STAKEHOLDERS	THE WAY WE ENGAGE	STAKEHOLDERS' KEY CONCERNS	HOW WE ADDRESS THE CONCERNS
Employees	<ul style="list-style-type: none"> ▶ Townhall by C-suite executives ▶ Engagement dialogues and survey ▶ Training and workshops ▶ Performance and career development review ▶ Festive and birthday celebration 	<ul style="list-style-type: none"> ▶ Career development and progression ▶ Health, safety and well-being ▶ Work-life balance, remuneration and employee benefits ▶ Good corporate governance ▶ Related material issues: <ul style="list-style-type: none"> - Business Ethics - Human Capital Development - Health and Safety - Anti-Corruption - Corporate Governance 	<ul style="list-style-type: none"> ▶ Refer to Goal 3: Investing in Community Inclusivity from pages 157 to 176. ▶ Refer to Goal 4: Respecting Ethical Principles from pages 177 to 181. ▶ Grievance mechanism ▶ Whistleblowing hotline
Media	<ul style="list-style-type: none"> ▶ Media conference ▶ Media interview ▶ Media release ▶ Sunway REIT website ▶ Social media 	<ul style="list-style-type: none"> ▶ Financial and business performance, business outlook, strategic direction and strategies ▶ Industry thought leader's contribution ▶ Timely and fair dissemination of information 	<ul style="list-style-type: none"> ▶ Issue media releases on financial earnings and corporate development ▶ Host media conferences
		<ul style="list-style-type: none"> ▶ Resource management and environmental conservation ▶ Business ethics ▶ Related material issues: <ul style="list-style-type: none"> - Health and Safety - Corporate Governance - Pollution (Waste/ Effluents) 	<ul style="list-style-type: none"> ▶ Refer to Goal 1: Transforming our Portfolios to Low-Carbon Assets from pages 142 to 153. ▶ Refer to Goal 3: Investing in Community Inclusivity from pages 157 to 176. ▶ Refer to Goal 4: Respecting Ethical Principles from pages 177 to 181.
Government, local authorities, regulators and industry affiliations	<ul style="list-style-type: none"> ▶ Work with Government on community enhancement projects ▶ Consultation paper ▶ Commentaries on policy implementations ▶ Maintain rapport with local authorities ▶ Engagement meeting and workshop 	<ul style="list-style-type: none"> ▶ Compliance with government policies, rules and regulations ▶ Contribution to national, industry and capital market development ▶ Adoption of industry best practices in corporate governance ▶ Related material issues: <ul style="list-style-type: none"> - Anti-Corruption - Business Ethics - Corporate Governance 	<ul style="list-style-type: none"> ▶ Adherence and compliance to all policies and regulations ▶ Spearhead M-REIT's industry improvement initiatives and policies through MRMA ▶ Collaboration with local authorities in managing our properties ▶ Refer to Goal 4: Respecting Ethical Principles from pages 177 to 181.

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Business partners (Tenants and Lessees)	<ul style="list-style-type: none"> ▶ Periodic meeting or as necessary ▶ Announcement and marketing updates ▶ Business opportunity networking ▶ Business partner survey and feedback ▶ Tenant evaluation 	<ul style="list-style-type: none"> ▶ Physical impacts of climate change ▶ Landlord support and assistance (marketing, financial, repair, facility improvements etc.) ▶ Stringent safety and security ▶ Prompt customer/facility management service ▶ Optimum building uptime and quality of facilities ▶ Related material issues: <ul style="list-style-type: none"> - Health and Safety - Business Ethics - Anti-Corruption - Risk and Crisis Management - Corporate Governance 	<ul style="list-style-type: none"> ▶ Refer to Goal 1: Transforming our Portfolios to Low-Carbon Assets from pages 142 to 153. ▶ Refer to Goal 3: Investing in Community Inclusivity from pages 157 to 176. ▶ Refer to Goal 4: Respecting Ethical Principles from pages 177 to 181.
Suppliers and Contractors	<ul style="list-style-type: none"> ▶ Request for proposal ▶ Meeting and workshop ▶ Tender interview ▶ Suppliers briefing and training programme ▶ Supplier evaluation and audit 	<ul style="list-style-type: none"> ▶ Transparent procurement processes and fair competition in compliance with procurement policies and ethical practices ▶ Occupational health and safety ▶ Related material issues: <ul style="list-style-type: none"> - Anti-Corruption - Business Ethics - Health and Safety - Corporate Governance - Risk and Crisis Management 	<ul style="list-style-type: none"> ▶ Refer to Goal 1: Transforming our Portfolios to Low-Carbon Assets from pages 142 to 153. ▶ Refer to Goal 2: Advocating a Responsible Value Chain from pages 154 to 156 ▶ Refer to Goal 4: Respecting Ethical Principles from pages 177 to 181.
Community	<ul style="list-style-type: none"> ▶ Surveys, customers' feedback, customer service channels ▶ Loyalty programme ▶ Social media ▶ Community development programme ▶ CSR programme to promote sustainability awareness 	<ul style="list-style-type: none"> ▶ Stewardship in environmental and social responsibility, and good governance ▶ Related material issues: <ul style="list-style-type: none"> - Anti-Corruption - Health and Safety - Risk and Crisis Management - Business Ethics - Customer Welfare - Human Capital Development 	<ul style="list-style-type: none"> ▶ Refer to Goal 1: Transforming our Portfolios to Low-Carbon Assets from pages 142 to 153. ▶ Refer to Goal 3: Investing in Community Inclusivity from pages 157 to 176. ▶ Refer to Goal 4: Respecting Ethical Principles from pages 177 to 181.