





## STAKEHOLDER ENGAGEMENT




### Tenants and Lessees

#### OBJECTIVES

Engagement is part of the strategy in driving tenants and lessees' satisfaction and thus retention. This goes towards supporting rental yields, notably in the medium and long-term horizons. Understanding tenants and lessees' requirements also ensures that all assets continue to be relevant in tandem with market shifts and preferences.

Stakeholder Expectations	Engagement Platforms	Outcomes / Values Created
<ul style="list-style-type: none"> <li>Regular maintenance schedules</li> <li>Sustainability-related initiatives</li> <li>High-quality facilities</li> <li>Provide responsive customer service</li> <li>Address maintenance concerns promptly</li> </ul>	<ul style="list-style-type: none"> <li> Tenant satisfaction survey</li> <li> One-on-one engagement sessions</li> <li> Newsletters and regular updates</li> <li> Community engagement activities</li> </ul>	<ul style="list-style-type: none"> <li>Regular property maintenance and management</li> <li>Collaborative efforts with tenants on sustainable practices</li> <li>Incorporated green lease clauses in tenancy agreements</li> <li>Upgrading properties to achieve green building certifications</li> <li>Creating a healthier and more sustainable environment for tenants and their customers</li> </ul>

Key Metrics	Material Issues
<p><b>Average occupancy rate</b> FY2024: <b>Retail 98% Hotel 65% Office 83%</b> (FY2023: Retail 97% Hotel 64% Office 84%)</p> <p><b>No. of tenancies</b> FY2024: <b>1,657 tenancies</b> (FY2023: 1,344 tenancies)</p>	<ul style="list-style-type: none"> <li>Tenant satisfaction</li> <li>Business performance</li> <li>Risk management &amp; regulatory compliance</li> </ul> <p> For further information on material matters, kindly refer to SR 2024.</p>