

SUSTAINABILITY REPORT 2021



Sustainability Report

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Glossary

For ease of reading, the glossary below provides definitions of abbreviations that are frequently used throughout this report.

Abbreviations used in Sustainability Report

ESG	: Environmental, Social and Governance
GHG	: Greenhouse Gas
GRESB	: Global Real Estate Sustainability Benchmark
GRI	: Global Reporting Initiative
MAS	: Monetary Authority of Singapore
NABERS	: National Australian Built Environment Rating System
NGOs	: Non-governmental Organisations
SDG	: Sustainable Development Goal
SSC	: Sustainability Steering Committee
TAFEP	: Tripartite Alliance for Fair and Progressive Employment Practices
TCFD	: Task Force on Climate-Related Financial Disclosures
UN	: United Nations



BOARD STATEMENT

This past year heralded major shifts to our business and industry as the ongoing pandemic necessitated that we adapt to new ways of living. Our primary focus at FHT continued to be to ensure the safety and well-being of our employees, guests and stakeholders. Yet, as the hospitality industry begins to slowly rebound and evolve to be more resilient than before, we are confident that there will be a strong demand for responsible travel and tourism in years to come. This shared belief drove us to strategically leverage our resources this year and zero in on addressing the environmental and social impact on FHT's portfolio.

In FY2021, we put in place several initiatives to reduce waste production, as well as energy and water usage, in our properties. We continued to harness digitalisation and innovation, both to reduce negative environmental impact on our operations as well as to enhance our guests' experiences and meet evolving needs. Furthermore, we recognise that sustainability impact extends beyond our operations and can have repercussions on our supply chain. We have begun



to engage with our key suppliers on our Responsible Sourcing Policy and will work in partnership with them for the next few years to address environmental and social risks in their own operations. In implementing these key initiatives, we continued to be guided by Frasers Property's sustainability framework and goals, including our common goal of achieving net zero carbon emissions across our value chain by 2050. We made measurable progress against these goals by executing the action plans that we had developed in previous years, and by leveraging our strong sustainability core.

Our sustainability strategy is executed by the Sustainability Task Force comprising the management team of the REIT Manager. Supported by the Sustainability Task Force, our Board of Directors determines, monitors and manages the environmental, social and governance (**ESG**) issues material to FHT, provides strategic directions on sustainability, as well as oversees the standards, management processes and strategies needed to achieve sustainability targets for the business.

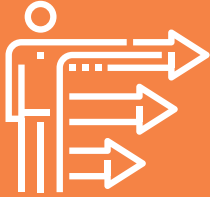
We invite you to read about our latest progress and achievements in FHT's 7th Sustainability Report. Thank you for supporting us along this journey, and we look forward to working with you to deliver good progress on the sustainability front.

Board of Directors

Frasers Hospitality Asset Management Pte. Ltd.
REIT Manager of Frasers Hospitality Real Estate
Investment Trust

Frasers Hospitality Trust Management Pte. Ltd.
Trustee-Manager of Frasers Hospitality Business Trust

THE YEAR AT A GLANCE



ACTING PROGRESSIVELY

- Complied with all relevant laws, rules and regulations
- Reported zero confirmed incidents of bribery and corruption
- Implemented FHT Responsible Sourcing Policy
- Embarked on a gap analysis exercise to assess our alignment with the Monetary Authority of Singapore (**MAS**) Guidelines on Environmental Risk Management



CONSUMING RESPONSIBLY

- Fraser Suites Glasgow, Fraser Suites Edinburgh, Fraser Suites Queens Gate London and Park International London have been powered by 100% renewable electricity since 1 January 2021
- Attained an average National Australian Built Environment Rating System (**NABERS**) Energy rating of 3.5 Stars (Average to Good) for all Australian properties for the first time
- Attained an average NABERS Water rating of 4 Stars (Good) for all Australian properties for the first time
- All Frasers Hospitality-managed properties within FHT's portfolio eliminated single-use plastics across focus themes of food & beverage, laundry and bathroom amenities



FOCUSING ON PEOPLE

- Deployed patented, chemical-free cleaning system in most Frasers Hospitality-managed properties
- Provided regular health and safety training to FHT properties' staff to raise awareness
- Reported zero work-related fatalities across our properties and at the REIT Manager level
- Achieved a positive guest review score of 83 out of 100 and a performance score of 86 out of 100 across all FHT properties managed by Frasers Hospitality
- All FHT employees were invited to participate in an inaugural Group-wide Culture Survey
- All FHT employees received sustainability training
- Each employee underwent an average of 49 hours of training

LEVERAGING OUR SUSTAINABILITY CORE

This year, the Sixth Assessment Report of the United Nations Intergovernmental Panel on Climate Change sounded a clarion call on climate change, cautioning that global temperatures will increase to a disastrous extent unless the world significantly reduces its greenhouse gas emissions within the next decade. The ongoing pandemic has also surfaced existing inequalities amongst and within societies around the globe. Against this backdrop, there has never been a stronger demand for businesses to integrate ESG factors into their policies and operations. As a global hotel and serviced residence trust, we recognise that we play a vital role in delivering positive sustainability outcomes to our stakeholders.

We will continue to do so by leveraging the foundation and sustainability core we have built over the past years. As part of Frasers Property, FHT's sustainability strategy is closely aligned with the Group's Sustainability Framework. The three pillars of our Sustainability Framework — Acting Progressively,

Consuming Responsibly and Focusing on People — continue to guide our approach and key priorities through to 2030. Branching off from the key pillars are 13 ESG-related focus areas which are adapted to suit our hospitality business and operations.

FHT's framework also encompasses specific goals and targets, including the five long-term goals which had been established by the Group in 2020:

- To be a net zero carbon corporation by 2050
- To be climate-resilient and establish adaptation and mitigation plans by 2024
- To green-certify 80% of our owned and asset-managed properties by 2024
- To fund majority of our sustainable asset portfolios with green or sustainable financing by 2024
- To train all our employees on sustainability by 2021

To support these goals, we have identified key goals and targets to drive our sustainability agenda across our portfolio. We have started developing action plans to achieve our goals and measure our performance against tangible targets.

PILLARS



**ACTING
PROGRESSIVELY**



**CONSUMING
RESPONSIBLY**



**FOCUSING ON
PEOPLE**

FOCUS AREAS

Innovation

Fostering an innovation culture that creates value and strengthens our competitive edge

Resilient Properties

Strengthening the resilience and climate adaptive capacity

Risk-based Management

Comprehensive assessment to address environmental, health and safety risks

Responsible Investment

Incorporating social, environment and governance criteria in the evaluation process

Materials & Supply Chain

Achieving the sustainable management and efficient use of materials along the supply chain

Biodiversity

Enhancing the environment and ecosystem through our developments

Energy & Carbon

Increasing substantially energy efficiency and renewable energy used

Waste

Reducing substantially waste generation through prevention, reduction, recycling and reuse

Water

Increasing substantially water efficiency and the recycling and safe reuse of water discharged

Community Connectedness

Considering social value principles for communities

Health & Well-being

Ensuring healthy and balanced work and community environments

Diversity, Equity & Inclusion

Empowering and promoting the social inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status

Skills & Leadership

Developing skills and leadership programmes that support productive activities, creativity and innovation to deliver high-value products and services

MANAGING SUSTAINABILITY

Integrating sustainability into every part of our business and value chain requires an alignment of priorities at the highest levels of corporate strategy. To this end, sustainability remains a key priority in strategic planning at Board and management levels. Our Board of Directors continues to carry out its responsibilities in determining, monitoring and managing the ESG factors material to the Group, providing strategic directions and overseeing the standards, management processes and strategies needed to achieve our sustainability targets.

We work closely with our Sponsor on our sustainability strategies and are guided by the Group's sustainability agenda which is driven by the Sustainability Steering Committee (**SSC**). The SSC comprises top management from the Group and is responsible for reviewing and assessing the Group's sustainability goals and performance, and is supported by the Group Sustainability team, and the Project Management Office which are tasked to coordinate and implement sustainability strategies at the Group level. This year, given its focus on its Net Zero Carbon and Climate Risk & Resilience plans, our Sponsor also established a dedicated Advisory Group made up of senior management representatives from various corporate functions and representatives from business units across the Group, to support the SSC.

FHT also has a dedicated Sustainability Task Force comprising the CEO and the department heads of Asset Management, Finance, Investment and Investor Relations. The Asset Management team and the General Managers of the hotels and serviced residences are responsible for tracking each property's sustainability performance against identified indicators.

STAKEHOLDER MANAGEMENT

Delivering value for our stakeholders starts with putting their diverse needs at the centre of our offerings. We are cognisant of the key stakeholder groups who are impacted by our business and activities, and we proactively engaged them during the year through multiple platforms, with the aim of building the trust essential to implementing our sustainability strategy. Their valuable feedback has helped us understand the sustainability issues that matter to them and in turn, this has guided us in our sustainability strategy and efforts.

INDUSTRY ALIGNMENT

Together with the Group, we support the following global sustainability movements:

- A signatory to United Nations Global Compact
- GRESB
- Task Force on Climate-Related Financial Disclosures (**TCFD**)
- Tripartite Alliance for Fair and Progressive Employment Practices (**TAFEP**)
- United Nations Women Empowerment Principles (**UNWEP**)

Key Stakeholders

Customers and Guests

Investment Community and Stapled Securityholders

Hotel and Serviced Residence Operators

Employees

Suppliers and Business Partners

Local Community

Media














Regulators and Non-governmental Organisations

Key Topics of Concern	Mode of Engagement	Frequency of Engagement
<ul style="list-style-type: none"> • Customer satisfaction • Quality of facilities and services • Health and safety 	<ul style="list-style-type: none"> • Bilateral communications • Guest satisfaction surveys • Events 	<ul style="list-style-type: none"> • Throughout the year • Throughout the year • Throughout the year
<ul style="list-style-type: none"> • Financial and operational performance • Business strategy and outlook • Acquisitions and divestments • Capital and risk management • Corporate governance 	<ul style="list-style-type: none"> • Results briefings and earnings calls • Annual General Meeting • Local investor conferences and roadshows • Bilateral communications via emails, calls, company visits and site visits • Corporate website 	<ul style="list-style-type: none"> • Quarterly • Annually • Throughout the year • As and when requested • Throughout the year
<ul style="list-style-type: none"> • Asset management and enhancement initiatives • Business opportunities • Property maintenance programmes • ESG practices 	<ul style="list-style-type: none"> • Regular site meetings • Discussions via calls and emails • ESG performance data collection and review 	<ul style="list-style-type: none"> • Throughout the year • Throughout the year • Monthly
<ul style="list-style-type: none"> • Employee development and retention • Employee satisfaction • Occupational health and safety • Impact on the environment • Employee well-being • Organisation updates 	<ul style="list-style-type: none"> • Performance appraisals • Training, including courses and orientation programme for new staff • Employee culture survey • Frasers Property Health and Safety Month and Environment Month • Team bonding activities, sports, volunteering and other social events • Internal communications via emails, the intranet, newsletters and townhall meetings 	<ul style="list-style-type: none"> • Annually – All employees received reviews • Throughout the year – In FY2021, 49 training hours per employee was achieved on average • An inaugural Group-wide Culture survey was conducted to help build a purpose-driven culture and better workplace. • Annually • Throughout the year • Throughout the year
<ul style="list-style-type: none"> • Appropriate cost and budgeting • Adherence to terms and conditions of purchasing policies 	<ul style="list-style-type: none"> • Quotations, proposals and tenders • Regular meetings • Discussions via calls and emails 	<ul style="list-style-type: none"> • As and when requested • As and when requested • As and when requested
<ul style="list-style-type: none"> • Social and community projects • Business impact on the environment and society 	<ul style="list-style-type: none"> • Community engagement activities 	<ul style="list-style-type: none"> • Throughout the year
<ul style="list-style-type: none"> • Financial and operational performance • FHT's latest developments, including acquisitions, equity fund raising, and divestments 	<ul style="list-style-type: none"> • Media releases 	<ul style="list-style-type: none"> • Throughout the year
<ul style="list-style-type: none"> • Regulatory compliance • Regulatory and industry updates and trends • Corporate governance 	<ul style="list-style-type: none"> • Briefings, discussions and consultations • Participation in relevant industry associations • Participation in relevant industry surveys which seek to gather feedback from market participants 	<ul style="list-style-type: none"> • Throughout the year • Member of the REIT Association of Singapore (REITAS) • Throughout the year

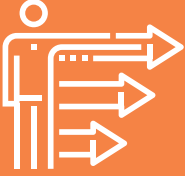
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MATERIALITY ASSESSMENT

We prioritise our material topics with consideration of the business landscape and stakeholder concerns, and in FY2021, they continue to remain relevant and aligned to our sustainability agenda. The table below shows how our material topics correspond to the three pillars of our Sustainability Framework and the relevant United Nations Sustainable Development Goals (SDGs). The table also shows the significance of each material topic and where we have caused or contributed to the impact through our business relationships.

Group Sustainability Framework Pillars	Corresponding UNSDGs	FHT's Material Factors
ACTING PROGRESSIVELY 	  	Economic Performance <hr/> Anti-corruption
CONSUMING RESPONSIBLY 	   	Energy and GHG Emissions Management <hr/> Water Management <hr/> Waste Management
FOCUSING ON PEOPLE 	  	Customer Experience <hr/> Talent Recruitment and Retention <hr/> Employee Well-being and Empowerment

Materiality Rationale	Material Factor Boundaries		
	FHT/ REIT Manager	Suppliers/ Contractors	Properties
Our strategic objective is to manage and expand our portfolio, within our risk capacity and appetite, to deliver long-term growth in distribution and net asset value to our Stapled Securityholders.	✓		
The foundation of our reputation lies in ethical and fair dealings. We maintain high standards of governance and accountability to earn the trust and confidence of our stakeholders.	✓	✓	✓
Considering that energy consumption is one of the largest environmental impact that our operations generate, we continue to actively monitor and manage energy consumption at our properties.			✓
Water is a limited natural resource. It is essential for us to manage our consumption to reduce unnecessary usage.			✓
As the operations of our properties generate various types of waste, proper waste management is key in preventing adverse impact on the local environment and public health.			✓
Customer experience is a vital aspect in determining the success of our business. It is our utmost priority to meet and even exceed the expectations of our customers and guests.			✓
It is important that the REIT Manager has the capacity to manage and expand FHT's portfolio to create value for our stakeholders. We seek to attract, develop and retain the right people who are the cornerstone of our success.	✓		
Employees are at the heart of hospitality operations. It is vital to ensure our hotel and serviced residence operators value staff well-being by providing a conducive and safe working environment. In turn, a motivated workforce can better deliver positive, memorable experiences to our customers and guests.	✓		✓



ACTING PROGRESSIVELY

OUR PRIORITIES

We are committed to upholding high standards of integrity and integrating effective corporate governance practices into the way we make decisions and manage risks.

OUR APPROACH

- Robust policies drive our sustainability approach to enhance business resilience and deliver our business and sustainability objectives.
- We strive to adopt responsible practices across our businesses, and to measure and benchmark our performance – for instance, by participating in recognised green building certifications schemes.

OUR GOALS AND PROGRESS

Focus area	Our goals	Our progress in FY2021	Status
Risk-Based Management	<ul style="list-style-type: none"> • To establish holistic overarching internal policies to govern and guide the management of these focus areas. 	<ul style="list-style-type: none"> • Began implementation of FHT's Responsible Sourcing Policy in tandem with Frasers Property's rollout of Group Responsible Sourcing Policy. 	On track ¹
Responsible Investment	<ul style="list-style-type: none"> • To kickstart the process for green building certifications in 2021 and achieve green certifications for at least 80% of the portfolio by 2024. 	<ul style="list-style-type: none"> • All Australian properties have been assessed under NABERS Energy and Water certification scheme for the first time, with average Energy rating of 3.5 Stars (Average to Good) and Water rating of 4 Stars (Good). 	In progress ¹
Resilient Properties	<ul style="list-style-type: none"> • To carry out climate risk assessment and implement asset-level adaptation and mitigation plans in alignment with the Task Force on Climate-Related Financial Disclosures (TCFD) framework by 2024. 	<ul style="list-style-type: none"> • Embarked on a gap analysis exercise to assess our alignment with the MAS Guidelines on Environmental Risk Management. 	In progress ¹

¹ On track: Target is either achieved or is on track to be achieved on time
 In progress: Target is delayed but progress is still being made and could still be achieved on time
 Not on track: Target is delayed to the point that it is unlikely that it will be achieved on time

RISK-BASED MANAGEMENT

Good corporate governance strengthens the trust and confidence of our stakeholders in FHT. We adopt a risk-based management approach in our business and regularly review our policies and compliance levels, driven by our zero tolerance towards corruption and fraud.

Our approach is aligned with our Sponsor, Frasers Property, and we subscribe to the following corporate policies:

- Anti-Bribery Policy
- Board Diversity Policy
- Code of Business Conduct
- Competition Act Compliance Manual
- Complaints/Feedback Handling Policy
- Continuing Education of Capital Markets Services Representatives
- Continuing Education Policy
- Corporate Social Responsibility Policy
- Diversity and Inclusion Policy
- Documents Management and Retention Policy
- Investment Manual and Guidelines - Acquisitions and Disposals
- Investor Relations Policy
- Personal Data Breach Incident Management Policy
- Personal Data Protection Policy
- Policy on Dealings in Units of FHT and Reporting Procedures
- Policy on Outsourcing
- Prevention of Money Laundering and Countering the Financing of Terrorism
- Procurement Policy
- Responsible Sourcing Policy
- Whistle-blowing Policy

This year, we launched and began implementation of FHT's Responsible Sourcing Policy. We did so in tandem with Frasers Property's initiative to roll out a Responsible Sourcing Policy. FHT's Responsible Sourcing Policy sets out the expectations that we have of our contractors and suppliers regarding environmental management, human rights and labour management, health, safety and well-being, as well as business ethics and integrity. We undertook an exercise to map out existing suppliers across various departments, prioritise key suppliers based on their spend amounts and ESG risks, and plan to eventually use the Policy as a springboard for deeper engagement with them on their sustainability practices.

To independently examine and evaluate the REIT Manager's activities, the Group Internal Audit team at Frasers Property focuses on the REIT Manager's adequacy of internal controls, risk management and corporate governance practices². Its audit findings and recommendations are presented to the Board for appropriate follow-up actions by the management. The Head of Group Internal Audit reports directly to the Chairman of the Audit, Risk and Compliance Committee of the REIT Manager.

In FY2021, we complied with all relevant laws, rules and regulations and there were zero confirmed incidents of bribery and corruption. We received one case via our whistleblowing channels concerning one of the properties in our portfolio. Upon a thorough investigation, it was proven to be unsubstantiated. We also recorded zero incidents of non-compliance with health and safety regulations during the year across our properties and at the REIT Manager level. We endeavour to maintain our performance in the coming year.

RESPONSIBLE INVESTMENT

The hotel industry accounts for about 1% of global greenhouse gas emissions³. With an operational footprint spanning diverse geographies, FHT is cognisant that we have both the opportunities and a responsibility to address the broader environmental and social impact along our value chain. In line with our Sponsor's goal of attaining net zero carbon emissions by 2050, we have consciously deepened the integration of ESG considerations into our business decisions and investments. Collectively, we aim to green-certify 80% of our owned and managed assets, as well as to fund majority of our sustainable asset portfolios with green or sustainable financing, by 2024.

In FY2021, all FHT's properties in Australia underwent assessments under NABERS which measures the environmental performance of Australian buildings and tenancies. Our properties attained an average NABERS Water rating of 4 Stars (Good) and an average Energy rating of 3.5 Stars (between Average and Good). This was the first time our whole Australian portfolio was assessed under NABERS.

We are also aiming to certify our Australian properties under Green Star, an internationally recognised sustainability rating and certification system administered by the Green Building Council of Australia, by the end of FY2022. In addition, InterContinental Singapore was re-certified Green Mark Gold^{PLUS} in 2021 under the Singapore Building & Construction Authority's Green Mark Certification Scheme.

² Please refer to pages 105-147 for our report on Corporate Governance.

³ 2018 UN World Tourism Organisation report: <https://unfccc.int/news/un-works-with-global-hotel-industry-to-reduce-emissions>

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Green Tourism, an environmental consultancy based in Scotland, administers the eponymous awards certification programme to recognise the commitment of UK tourism players who are working actively to integrate sustainability into their operations. The certification scheme measures the steps businesses are taking to care for local communities, promote a sense of place, conserve local areas and adopt environmentally friendly practices. Five of our properties have attained awards under the Green Tourism scheme for the measures we are taking to create a greener stay:

-
- Fraser Suites Edinburgh – Silver
 - Fraser Suites Canary Wharf London – Bronze
 - Fraser Suites Glasgow – Bronze
 - Fraser Suites Queens Gate London – Bronze
 - Park International London – Bronze
-

During the year, FHT took part in the GRESB Real Estate Assessment for the third time and obtained a score of 62, compared to 61 in 2020. We have performed a gap analysis of our results and will strive to implement positive changes in our operations and investment decisions.

RESILIENT PROPERTIES

The events of the past year have reminded us that climate change poses tangible and substantial risks for communities and livelihoods around the globe. Businesses, governments, and non-profit organisations have also been paying more attention to the recommendations by the TCFD to encourage the identification, reporting and management of climate-related risks and opportunities. As a global REIT, we know that we have to act quickly and leverage climate risk data to identify, understand and manage our portfolio's exposure to climate hazards, screen our investments in tandem with changing climate trends, and leverage climate-related opportunities for the long-term sustainability of our business.

Our approach towards Resilient Properties is aligned with our Sponsor. In FY2021, we have embarked on a gap analysis exercise to assess our alignment with the MAS Guidelines on Environmental Risk Management which were issued in December 2020. The Guidelines are intended to drive a transition to an environmentally sustainable economy by enhancing the integration of environmental risk considerations in financing and investment decisions as well as promote new opportunities for green financing. We have commenced preparatory work by carrying out a climate risk assessment and are on track to complete this by mid-2022. To build a resilient portfolio, we have also embarked on a drive to certify our properties with relevant green building rating systems to improve our efficiency of resource consumption.



CONSUMING RESPONSIBLY

OUR PRIORITIES

We recognise that we have an active part to play in reducing the environmental footprint of our operations and value chain. Driven by our Group-wide goal of achieving net zero carbon emissions by 2050, we strive for responsible consumption and efficient operations in all our hotels and serviced residences. We are cognisant of the shift in expectations amongst our customers and guests who increasingly prioritise responsible tourism. For FHT's properties to remain destinations of choice, it is imperative that we align our practices with customers' expectations.

OUR APPROACH

- Institute policies that drive positive environmental and social outcomes.
- Promote sustainable practices and encourage our employees, customers and property operators to reduce their environmental footprint together with us.

OUR GOALS AND PROGRESS

Focus area	Our goals	Our progress in FY2021	Status
Energy & Carbon	<ul style="list-style-type: none"> • To develop a net zero carbon roadmap and establish carbon targets in line with a science-based approach in order to achieve net zero carbon emissions by 2050. • To reduce the energy intensity of the portfolio by 3% per annum for the portfolio by 2024 against a 2018 baseline. 	<ul style="list-style-type: none"> • 25.0% YoY increase in energy intensity per room night in FY2021 due to lower portfolio occupancy rates. • Fraser Suites Glasgow, Fraser Suites Edinburgh, Fraser Suites Queens Gate London and Park International London have been supplied with 100% renewable electricity since 1 January 2021. 	In progress ¹
Water	<ul style="list-style-type: none"> • To reduce the water intensity reduction of the portfolio by 1.5% per annum by 2024 against a 2018 baseline. 	<ul style="list-style-type: none"> • 10.0% YoY increase in water intensity per room night due to lower portfolio occupancy rates. 	In progress ¹
Waste	<ul style="list-style-type: none"> • To establish a waste recycling target and expand waste data coverage from current 10 properties to 14 by December 2021. 	<ul style="list-style-type: none"> • Waste data coverage remained at 10 properties. We will strive to expand the data coverage. • 12.0% YoY increase in waste intensity per room night in FY2021 due to lower portfolio occupancy rates. 	Not on track ¹

¹ On track: Target is either achieved or is on track to be achieved on time
 In progress: Target is delayed but progress is still being made and could still be achieved on time
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ENERGY AND CARBON

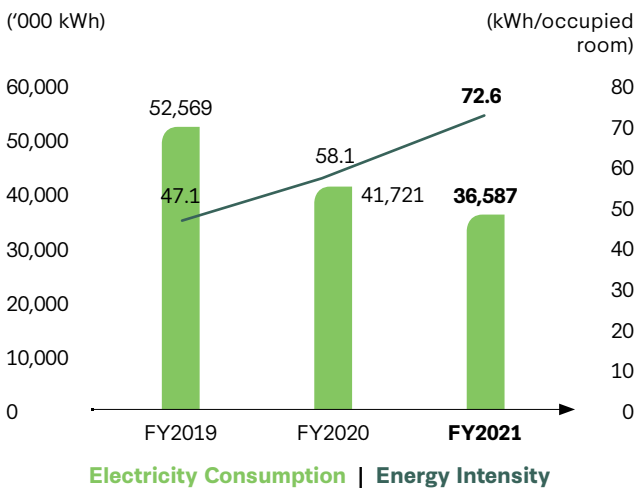
At FHT, we seek to reduce energy consumption across our properties and constantly encourage our property operators to improve their energy management. We also strive to influence and enable our employees, guests and suppliers to prioritise environmentally friendly lifestyles and decisions.

In FY2021, FHT’s properties consumed a total of 36,587,403 kWh of electricity, a reduction of 12.3% from a year ago. While we continue to work closely with our hotel and serviced residence operators to undertake proactive measures to minimise energy usage across our properties, the magnitude of the decline was constrained as the properties must maintain their key amenities, particularly in the public areas.

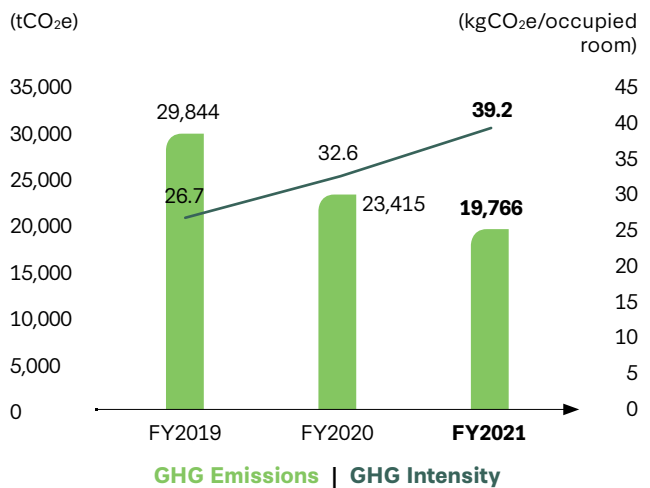
Consequently, our electricity intensity per occupied room – which is measured by dividing total energy usage over total occupied room nights – increased by 25.0% YoY to 72.6 kWh due to lower portfolio occupancy rates in FY2021 compared to FY2020. The full impact of the COVID-19 pandemic was felt for 12 months in FY2021, while FY2020’s portfolio occupancy was helped by the first two quarters’ of pre-COVID performance.

The total carbon emissions from our energy consumption amounted to 19,766 tonnes of CO₂ equivalent (tCO₂e). This represents a reduction of 15.6% compared to FY2020. However, our carbon emission intensity was 39.2 kgCO₂e per occupied room, up 20.4% YoY due to the decrease in occupancy rate.

Electricity Consumption and Energy Intensity



Scope 2 GHG Emissions and Intensity



GHG emissions are calculated using the market-based method.

KEY INITIATIVES IN FY2021

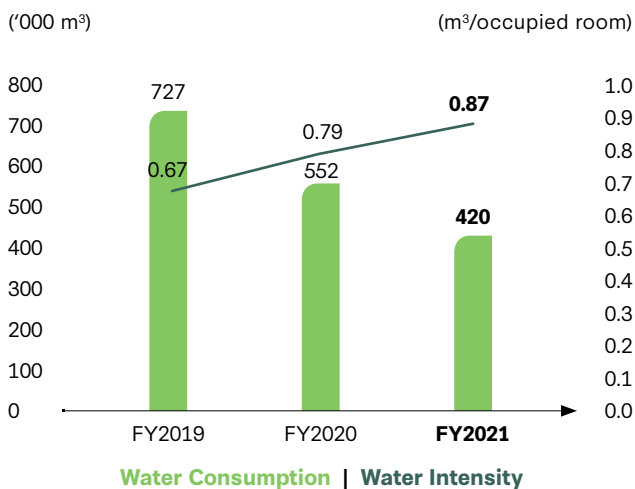
- In the UK, all FHT’s properties have obtained an Energy Performance Certificate except for Fraser Suites Glasgow which is on track to obtaining one in FY2022. We will continue to improve energy efficiencies in our operations to create an eco-friendlier guest experience.
- All our properties in Australia achieved an average of 3.5 Stars NABERS energy rating, which is between ‘Average’ and ‘Good’.
- Fraser Suites Glasgow, Fraser Suites Edinburgh, Fraser Suites Queens Gate London and Park International London have been supplied with 100% renewable electricity since 1 January 2021. This translates to 1,080,563 kWh and hence 229.4 tCO₂e in avoided emissions.
- InterContinental Singapore partners local farmers in Singapore such as Ah Hua’s Kelong and Kühlbarra to showcase sustainable, fresh, and locally sourced seafood on its menu, reducing its carbon footprint from transportation by selecting local alternatives to importation.
- ANA Crowne Plaza Kobe continued to be evaluated as an excellent business operator under Japan’s SABC evaluation system which is an evaluation system by the country’s ministry that divides business operators into four stages according to the degree of their energy conservation efforts.

WATER

Water is key to our operations as it impacts our ability to provide our guests with a comfortable experience. Our goal is to achieve a reduction in water use intensity of 1.5% per year by 2024, against a 2018 baseline to reduce strain on public utility systems. We continue to take steps to manage water usage in our properties by upgrading to water-efficient devices and equipment whenever applicable. During the year, all our properties in Australia have attained an average NABERS Water rating of 4 Stars (Good).

In FY2021, our properties consumed a total of 419.5 megalitres of water, all of which came from municipal water supply, a reduction of 24.0% from a year ago. Our water intensity per occupied room was 0.87 m³, a 10.0% increase from FY2020 due to lower occupancy rates arising from the COVID-19 pandemic.

Water Consumption and Intensity



WASTE

We are aware that the hospitality industry generates significant amounts of waste and we consciously explore and adopt waste reduction initiatives to reduce our carbon footprint. As a responsible corporate citizen, we work closely with our property operators to improve our waste management systems.

A total of 1,756 tonnes of non-hazardous waste was generated in 10 of our properties during the year, a decrease of 20.4% compared to FY2020. Waste intensity increased by 12.0% to 3.8 kg per occupied room due to a decrease in occupancy rates. A total of 267 tonnes of waste were sent for recycling in FY2021, representing a recycling rate of 15.2%, up from 13.2% reported in FY2020.

KEY INITIATIVES IN FY2021

- All Frasers Hospitality-managed properties within FHT’s portfolio have embarked on phasing out single-use plastics, with all of them attaining full implementation across focus themes of food & beverage, laundry, and bathroom amenities. Plastic straws have been switched to paper and bamboo alternatives.
- All Frasers Hospitality-managed properties in the UK no longer provide paper copies of magazines, newspapers or the Fraser Cachet publication – our guests now enjoy these in an electronic format.
- Recycling points are offered across Frasers Hospitality-managed properties in the UK. Plastic lids have been swapped for recyclable plastic sip lids or biodegradable ones.
- InterContinental Singapore has reduced the amount of waste it generated by 48% against a 2019 baseline. Its waste reduction initiatives this year include the signing of a memorandum of understanding with Biopro, a Singaporean company that upcycles food waste using an innovative, natural method involving black soldier flies, as well as eliminating single-use plastic straws.
- Fraser Suites Singapore partnered with Soap Cycling, the largest non-profit soap recycling organisation in Asia, to recycle used bar soaps left behind by our guests for the migrant worker community in Singapore.



FOCUSING ON PEOPLE

OUR PRIORITIES

We believe that people are our most valuable assets and that a resilient culture is fundamental to our growth and success. We are committed to creating positive and meaningful experiences with our employees, guests and the wider community, and we strive to harness innovation and best-in-class service to delight our customers and exceed their evolving expectations.

OUR APPROACH

- Establish policies that focus on building our human capital and contributing positively to the communities.
- Foster a culture of diversity and inclusion to connect with our stakeholders.

OUR GOALS AND PROGRESS

Focus area	Our goals	Our progress in FY2021	Status
Diversity, Equity & Inclusion	<ul style="list-style-type: none"> • To embed diversity, equity and inclusion in our culture through employee engagement. • To provide training and education that raises employee awareness of diversity and inclusion and associated benefits. • To enhance processes and policies to encourage greater flexibility and diversity. 	<ul style="list-style-type: none"> • Achieved 73% female representation in workforce • Continued alignment with Frasers Property's Diversity and Inclusion Policy. 	In progress ¹
Skills & Leadership	<ul style="list-style-type: none"> • To achieve an average of 40 training hours per employee each year. • To train all employees on sustainability by 2021. 	<ul style="list-style-type: none"> • Achieved average of 49 training hours per employee. • All FHT employees underwent sustainability-related training. 	On track ¹
Health & Well-being	<ul style="list-style-type: none"> • To create a safe working environment and achieve zero injuries. • To improve the well-being of our employees, customers and communities by 2030. 	<ul style="list-style-type: none"> • Reported zero incidents of non-compliance with regulations concerning the health and safety of our customers and employees. 	On track ¹
Community Connectedness	<ul style="list-style-type: none"> • To seek meaningful long-term relationships that respect local cultures and create lasting benefits. • To identify measurements to quantify positive contributions. 	<ul style="list-style-type: none"> • Achieved a positive guest review score of 83 out of 100 and a performance score of 86 out of 100 across all Frasers Hospitality-managed properties within FHT's portfolio • Continued alignment with Frasers Property's Corporate Social Responsibility Policy and Community Investment Framework. 	In progress ¹

¹ On track: Target is either achieved or is on track to be achieved on time
 In progress: Target is delayed but progress is still being made and could still be achieved on time
 Not on track: Target is delayed to the point that it is unlikely that it will be achieved on time

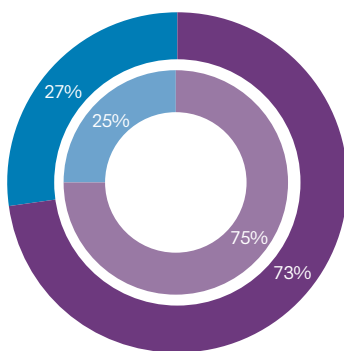
DIVERSITY, EQUITY AND INCLUSION

We embrace workforce diversity and equal employment opportunities based on meritocracy, and we believe that a diverse talent pool promotes growth, innovation and inclusivity that lead to enhanced business performance. As part of the Group, we subscribe to the Tripartite Alliance for Fair & Progressive Employer Practices in Singapore, demonstrating our commitment towards adopting fair and progressive human resource practices. We also adopt the Group's Code of Business Conduct as well as its Diversity and Inclusion Policy.

As of 30 September 2021, we have a total of 15 full-time, permanent employees, most of whom are based in Singapore, with two employees in Australia and one in the UK. Our average employee is aged between 30 and 49 years old. In FY2021, our hiring rate was 20.0%, an increase from 15.0% in FY2020. Our turnover rate was 40.0% in FY2021, as there was a pickup in available hiring opportunities within the job market, compared to 5.0% in FY2020 when the COVID-19 pandemic had presented the market with uncertainties, leading to minimal movements of labour within the general workforce.

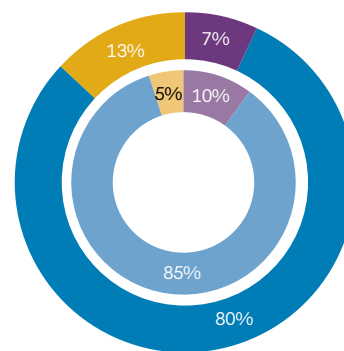
Employee Profile (Breakdown by Gender, Age Group, Location and Employment Type)

By Gender



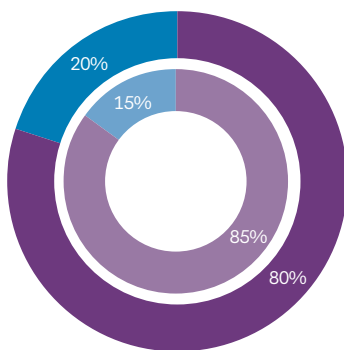
No. of employees	FY2020	FY2021
Female	15	11
Male	5	4

By Age Group



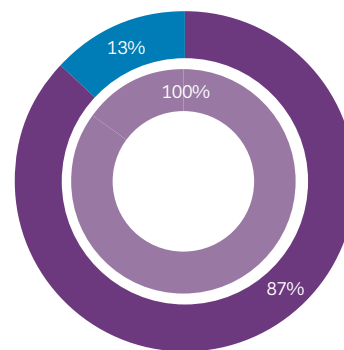
No. of employees	FY2020	FY2021
<30 years old	2	1
30-49 years old	17	12
50 years old and above	1	2

By Location



No. of employees	FY2020	FY2021
Singapore	17	12
Overseas	3	3

By Employment Type

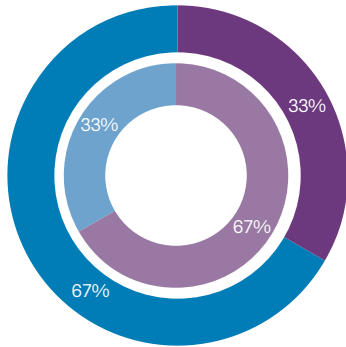


No. of employees	FY2020	FY2021
Executive	20	13
Non-Executive	0	2

Sustainability Report

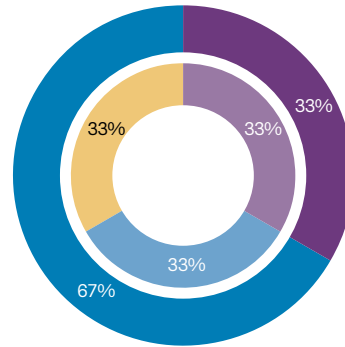
New Hire (Breakdown by Gender and Age Group)

New Hire by Gender



No. of employees	FY2020	FY2021
Female	2	1
Male	1	2

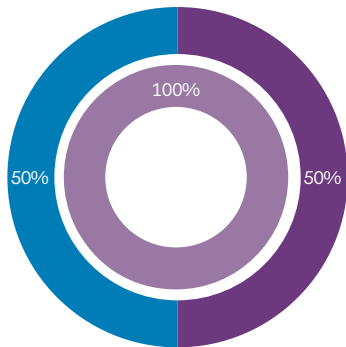
New Hire by Age Group



No. of employees	FY2020	FY2021
<30 years old	1	1
30-49 years old	1	2
50 years old and above	1	0

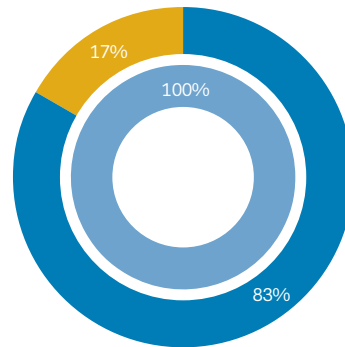
Employee Turnover (Breakdown by Gender and Age Group)

Turnover by Gender



No. of employees	FY2020	FY2021
Female	1	3
Male	0	3

Turnover by Age Group



No. of employees	FY2020	FY2021
<30 years old	0	0
30-49 years old	1	5
50 years old and above	0	1

As part of Frasers Property, we have values – Collaborative, Progressive, Respectful and Real – for all FHT employees to uphold. This year, as a key step towards shaping a purpose-driven culture and better workplace, our employees were invited to participate in an inaugural Group-wide Culture Survey. From the feedback gathered from Frasers Hospitality employees, we gained an understanding that the prevailing culture

style in the workplace is mainly caring, followed by a strong focus on work achievements and operational efficiency. The characteristics that employees like most about Frasers Hospitality are teamwork, culture/environment as well as support and care. We will continue to work with the Group on this journey to transform our workplace culture in a positive and impactful manner.

HEALTH AND WELL-BEING

We are committed to providing a secure and conducive work environment for employees at the REIT Manager and at our properties, as well as providing a safe and healthy space for our hospitality guests.

We align with our Sponsor's human resource policies in relation to the human resource practices for our employees. This includes a comprehensive range of welfare benefits, such as maternity and parental leave, family care leave, as well as life, medical and accident insurance. We also offer our full-time and contract employees a flexi-benefit scheme which allows them to customise their level of benefits such as additional personal insurance coverage, outpatient treatment, dental care and health screening. Our employees also have access to an Employee Assistance Programme to seek help for personal or work-related issues.

We are also cognisant of the impact of the COVID-19 pandemic on our employees' expectations about their working environment. In 2020, we sought the feedback of our employees on their sentiments regarding the COVID-19 pandemic via a Group-wide employee pulse survey. Their feedback formed the basis of our shift to a flexible work arrangement policy as we strive to pivot towards a hybrid work environment.

In August 2021, staff at the REIT Manager and Frasers Hospitality-managed properties participated in various virtual activities held during the annual Frasers Property's Health and Safety Month. Themed 'Connecting Lives', this year's activities focused on fostering a culture of mental well-being and connectivity. A Group-wide virtual competition was held to encourage employees to stay active, and a series of virtual talks were organised to raise awareness and empower our employees to take action in areas such as positive thinking, eating right and identifying mental health issues.

We also work alongside our hotel and serviced residence operators to safeguard the health and well-being of all property staff. Each of our properties has in place robust health and safety policies and practices, with a designated health and safety committee responsible for conducting regular risk reviews and assessments to monitor and improve the health and safety performance of the property. Regular training sessions are provided to the property staff to remind them of existing safety procedures, keep them abreast of new ones, and spot work-related hazards. Each property also shares its policies and procedures with its vendors to encourage health and safety practices along the supply chain.

In FY2021, our properties conducted safety training covering areas such as:

- Risk management
- Fire and disaster drills
- Safety and security
- Emergency management
- Evacuation
- COVID-19 awareness
- Hygiene standards
- WSQ (Singapore Workforce Skills Qualifications)
- First aid
- Counter-terrorism

In FY2021, we reported zero work-related fatalities across our properties and at the REIT Manager level. We strive to maintain this performance in the coming year.

At every property, a business continuity plan (**BCP**) is in place to minimise the impact from potentially disruptive events such as pandemics, fire or power failures. During the year, test drills were scheduled to determine the adequacy and effectiveness of the BCP under different scenarios. The results of the drills were reported quarterly, with areas for improvement identified for implementation.

To ensure guest safety, we work closely with our appointed hotel operators to improve health and well-being standards at FHT's properties. For instance, Accor has launched its ALLSAFE global cleanliness and prevention standards which have been developed with and vetted by Bureau Veritas, a testing, inspections and certification firm. InterContinental Hotels & Resorts has also expanded its commitment to cleanliness with the launch of IHG Clean Promise which includes an updated IHG Way of Clean programme involving COVID-19 protocols and best hygiene practices.

The COVID-19 pandemic has provided us with an opportunity to improve our services and offerings and strive for the highest international health and safety standards for our properties. The properties managed by Frasers Hospitality ensure that safety protocols, including temperature-taking, mask-wearing, hand-sanitising and social distancing measures are rigorously followed, under the #FraserCares initiative. In addition, Frasers Hospitality has partnered SGS, an inspection, verification, testing, and certification company, to assess its cleaning and disinfection verification programmes across all Frasers Hospitality-managed properties globally and enhance its health and safety standards.

Sustainability Report

Our Frasers Hospitality-managed properties in the UK also use a patented, chemical-free, child-friendly cleaning system to ensure the health and safety of their guests and staff. By employing only tap water, electricity and oxygen, this innovative technology helps to reduce chemical waste and uses less water than conventional cleaning methods. It also helps them to better manage their carbon footprint by eliminating the need to purchase, transport, distribute, store and restock inventories of multiple cleaning and sanitising products.

SKILLS AND LEADERSHIP

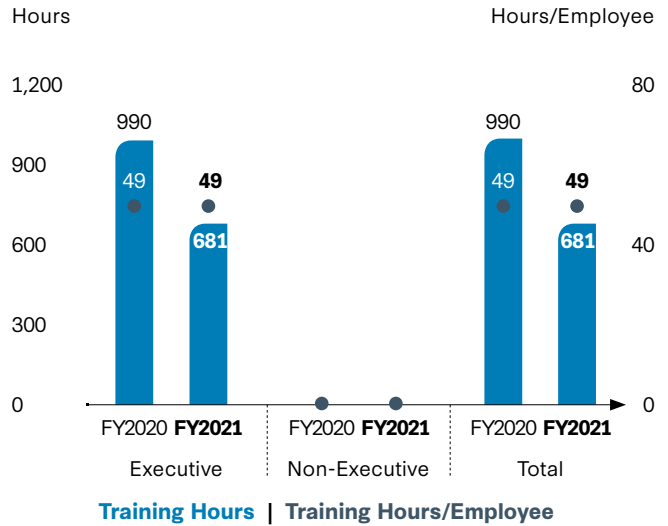
The rapid shifts in our industry over the past year have reminded us that employee empowerment and development must continue to remain a top focus at FHT. We encourage our employees to adopt a lifelong learning approach and identify their development gaps and needs through the annual performance appraisal.

As part of Frasers Property, our staff is supported by the Group’s Learning Academy, which provides a comprehensive range of learning and development programmes including tailored training sessions. In FY2021, the Learning Academy hosted a six-day Group-wide Learning Festival around the theme “Rising Above Uncertainty”. Virtual live sessions were presented over three tracks – Scaling Core Capabilities, Customer Centricity and Sustainability – by Frasers Property leaders and experts, including a learning session on sustainability initiatives that have been implemented at Frasers Hospitality-managed properties. Aside from learning opportunities led by the Group, our employees can also sign up for external training in specific areas or skill sets that are relevant to their work.

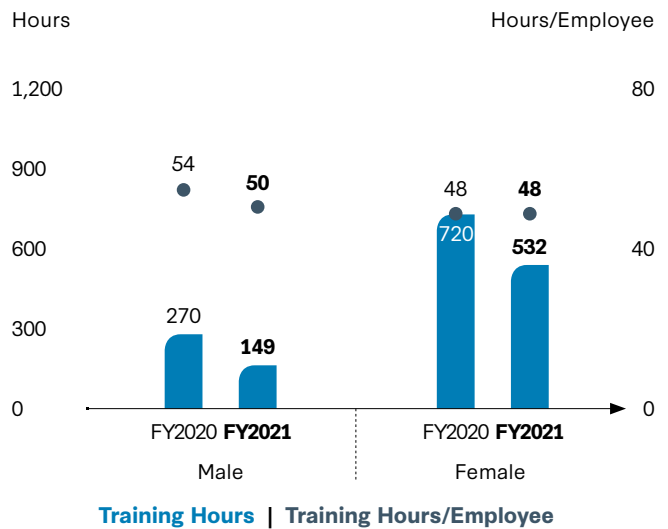
Despite continued challenges and disruptions caused by the COVID-19 pandemic, our employees continued to attend training and development courses, seminars and webinars during the year to acquire relevant knowledge and skills. In FY2021, they underwent a total of 681 hours of training, compared to 975 hours in FY2020. This translates to an average of 49 training hours per employee (Male: 50; Female: 48) – on par with FY2020. All FHT employees have also participated in sustainability-related training via an e-learning training module in 2021.

Starting from FY2022, the Group intends to set a revised goal for each employee to complete an average of 30 hours of training per year, with an increased focus on creating more meaningful learning experiences that are targeted at, and tailored to, individual learning pathways.

Training Hours by Employment Category



Training Hours by Gender



COMMUNITY CONNECTEDNESS

We strive to connect meaningfully with our employees, customers, suppliers, the community and a diverse range of stakeholders, and believe that customer centricity is essential to making our hotels and serviced residences choice destinations.

Enhancing the Customer Experience

In the hospitality industry, good customer experience is critical to our business. It is important to understand the needs of our customers and guests and strive to exceed their expectations through excellent service and safe practices. Our properties take a three-pronged approach to continually improve their service quality and enhance guest experience by:

MONITORING CUSTOMER FEEDBACK AND SATISFACTION

- Guest satisfaction and feedback are collated through various channels such as in-room surveys, post-stay surveys and reviews on major travel service platforms.
- Target response rates have been set for online reviews and direct guest communications.
- Established procedures are in place to ensure that guest complaints are treated with utmost care and service delivered is consistently positive.

PROVIDING TRAINING TARGETED AT CUSTOMER SERVICE EXCELLENCE

- At Frasers Hospitality-managed properties, all staff must attend the Front-Office Excellence Training, and the Epitome of Training and Grooming.
- At InterContinental Singapore, e-learning is conducted for new and existing staff on the hotel chain's approach to hospitality.
- New hires at Novotel Melbourne on Collins, Sofitel Sydney Wentworth and Novotel Sydney Darling Square undergo Heartist training before starting employment.

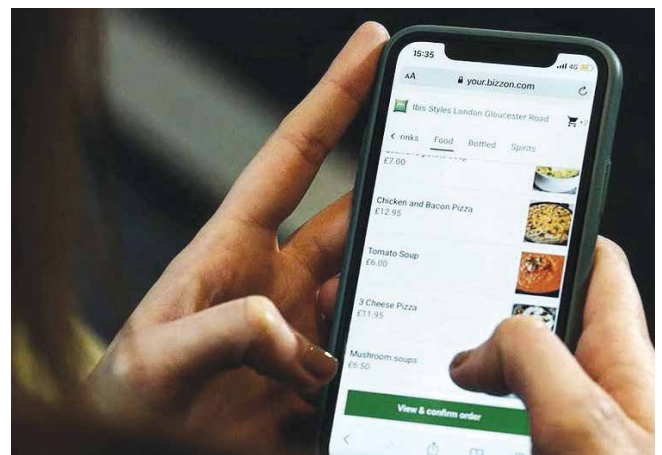
ENGAGING EXTERNAL PARTIES TO EVALUATE SERVICE QUALITY

- Independent mystery guest stays are deployed to assess service quality at our properties.
- Independent audits on brand standards and quality evaluation are commissioned annually by the hotel and serviced residence operators.

Across our properties managed by Frasers Hospitality, we collected a total of 4,306 guest reviews and ratings in FY2021. Despite the COVID-19 situation impacting the number of guests staying at our properties, we achieved a positive review score of 83 out of 100 and a performance score of 86 out of 100.

We leverage innovation across our properties to elevate our customers' experience and create value for them. This year, we introduced various digital platforms for our guests with the aim of providing seamless one-stop solutions that anticipate our customers' needs and exceed their expectations. Five of our properties in the UK have already implemented *Lola*, a digital concierge chatbot developed by Frasers Hospitality, with Fraser Suites Sydney in Australia expected to go live by end-2021. *Lola* offers property information and tools for exploring places of interests while serving as a hotel services platform. Integrated with our workflow management system, it ensures a more streamlined and automated customer experience compared to traditional guest relations processes.

ibis Styles London Gloucester Road has also embarked on a strategic redesign of its interiors and guest experiences as a first step in a roll-out plan by Accor that will impact at least 50% of hotels across its brand segments in Europe in the next five years. It now offers a fully digital experience with contactless solutions at each touchpoint - from mobile check-ins, and in-hotel payment and digital food & beverage services, to access to guest relations services via WhatsApp.



ibis Styles London Gloucester Road is the first Accor hotel in Northern Europe to offer a fully contactless guest experience.

Sustainability Report

Fraser Suites Singapore partnered with a smart energy management company, SensorFlow, to adopt an Internet of Things solution to monitor, analyse and optimise its energy consumption. By integrating an artificial intelligence system into multiple guestrooms, the property aims to improve its energy efficiency and provide a more comfortable guest experience. To adapt to its guests' evolving remote working needs, InterContinental Singapore has also launched The Green Room, a virtual and hybrid event studio equipped with full multimedia production facilities.

Making an Impact on the Community

Guided by Frasers Property's Community Investment Framework, we strive to make an impact on the communities we serve, particularly in the key focus areas of health, education, and the environment. This year, our Frasers Hospitality-managed properties in the UK have partnered The Burnt Chef Project (**TBCP**), a non-profit social enterprise, to reduce the stigma of mental illness in the hospitality industry. Through this collaboration, they have redesigned their menus to allow guests to donate directly to TBCP by ordering special items, added a donation option to their websites, and supported staff-led fundraising campaigns.

Fraser Hospitality also launched a global campaign, 'Remembering Kindness', that aims to celebrate kindness by recognising individuals who have made extraordinary strides to help others in need. Through an open call for nominations of individuals who have performed acts of kindness, they received entries from 16 countries and have awarded free stays at Fraser Hospitality properties around the world to more than 200 "kindness heroes".

Staff and guests at Fraser Suites Singapore participated in a week-long food drive alongside Fraser Place Robertson Walk Singapore and Fraser Residence Orchard Singapore. Together, they collected and donated over 400 kilogrammes of non-perishable food to a Singapore charity, The Food Bank, for redistribution to communities in need.

ABOUT THIS REPORT

This Sustainability Report – the 7th since FHT's listing – covers our sustainability performance for the financial reporting period from 1 October 2020 to 30 September 2021. It has been prepared in accordance with the sustainability reporting requirements of the SGX-ST Listing Manual (Rules 711A and 711B) and the GRI Standards: Core Option. We have also aligned our reporting with the GRI Reporting Principles of Stakeholder Inclusiveness, Sustainability Context, Materiality, Completeness, Balance, Comparability, Accuracy and Reliability, Timeliness and Clarity.

We have selected the internationally recognised GRI Standards: Core Option as the reporting framework since it provides guiding principles on report content and quality and suggests specific performance disclosures relevant to our material ESG topics.

REPORT SCOPE

This report describes the sustainability activities and performance of our 14 properties located across Asia, Australia and the UK⁴. Information relating to energy, water⁵, waste⁶, customer experience, employee health and well-being, talent recruitment and retention, and our contribution to the communities has been disclosed in good faith and to the best of our knowledge. In this report, employees refer to the staff of the REIT Manager and all employee data disclosed herein relates only to the REIT Manager.

FEEDBACK

We welcome any feedback or suggestion that will help us improve our sustainability reporting and performance. Please write to: ir@frasershospitality.com. Thank you.

4 Maritim Hotel Dresden has been excluded from the report scope due to limitations imposed by the master lease agreement.

5 Water data covers all properties except Fraser Place Canary Wharf London, which does not report water consumption.

6 Waste data is available for 10 out of the 14 properties covered in this report. For details of scope, please refer to "Waste" section of the report.

GRI CONTENT INDEX

GRI Standards	Disclosure Number	Disclosure Title	Section and Page Reference / Notes under Frasers Hospitality Trust Annual Report 2021
Universal Standards			
GRI 102: General Disclosures	Organisational Profile		
	102-1	Name of the organisation	About Frasers Hospitality Trust, p.02
	102-2	Activities, brands, products, and services	About Frasers Hospitality Trust, p.02
	102-3	Location of headquarters	Corporate Information, p.07
	102-4	Location of operations	About Frasers Hospitality Trust, p.02
	102-5	Ownership and legal form	About Frasers Hospitality Trust, p.02 Trust Structure, p.06
	102-6	Markets served	Our Portfolio, p.04 Asset Profiles, p.66
	102-7	Scale of the organisation	About Frasers Hospitality Trust, p.02 Financial Highlights, p.08 Focusing on People – Skills and Leadership, p.92
	102-8	Information on employees and other workers	Focusing on People – Skills and Leadership, p.92
	102-9	Supply chain	Consuming Responsibly, p.85 Managing Sustainability – Stakeholder Engagement, p.78-79
	102-10	Significant changes to organisation and its supply chain	Key Events, p.29
	102-11	Precautionary principle or approach	FHT does not specifically refer to the precautionary approach when managing risks; however, our management approach is risk-based, and underpinned by our internal audit framework.
	102-12	External initiatives	Acting Progressively – Risk-based Management and Responsible Investment, p.83
	102-13	Membership of associations	Managing Sustainability – Stakeholder Engagement, p.78-79
Strategy			
102-14	Statement from senior decision-maker	Board Statement, p.74-75	
Ethics and Integrity			
102-16	Values, principles, standards, and norms of behaviour	About Frasers Hospitality Trust, p.02 Acting Progressively – Risk-Based Management, p.83	
Governance			
102-18	Governance structure	Trust Structure, p.06 Board of Directors, p.57-61 Management Team, p.62-63 Corporate Governance Report, p.105-147 Managing Sustainability – Sustainability Governance, p.78	
Stakeholder Engagement			
102-40	List of stakeholder groups	Managing Sustainability – Stakeholder Engagement, p.78-79	
102-41	Collective bargaining agreements	There are no collective bargaining agreements in place.	
102-42	Identifying and selecting stakeholders	Managing Sustainability – Stakeholder Management, p.78-79	
102-43	Approach to stakeholder engagement	Managing Sustainability – Stakeholder Management, p.78-79	
102-44	Key topics and concerns raised	Managing Sustainability – Stakeholder Management, p.78-79	

Sustainability Report

GRI Standards	Disclosure Number	Disclosure Title	Section and Page Reference / Notes under Frasers Hospitality Trust Annual Report 2021
GRI 102: General Disclosures	Reporting Practice		
	102-45	Entities included in the consolidated financial statements	Trust Structure, p.06 Financial Statements, p.148-293
	102-46	Defining report content and topic Boundaries	About This Report - Report Scope, p.94 Materiality Assessment, p.80-81
	102-47	List of material topics	Materiality Assessment, p.80-81
	102-48	Restatements of information	Consuming Responsibly – Energy and Carbon, p.86, Water, p.87 Estimated electricity and water data for FY2019 was updated with actual values. Figures for FY2019 and FY2020 GHG emissions were updated to take into account the latest historical figures from published sources.
	102-49	Changes in reporting	There were no significant changes in reporting period, list of material factors and topic boundaries
	102-50	Reporting period	About This Report, p.94
	102-51	Date of most recent report	December 2020
	102-52	Reporting cycle	Annual
	102-53	Contact point for questions regarding the report	About This Report - Feedback, p.94
	102-54	Claims of reporting in accordance with GRI Standards	About This Report, p.94
	102-55	GRI content index	GRI Content Index, p.95-98
	102-56	External assurance	We have not sought external assurance on this data; however, we intend to review this stance in the future.
	Management Approach		
GRI 103: Management Approach	103-1	Explanation of the material topic and its boundary	Materiality Assessment, p.80-81
Topic-specific Standards			
Economic Performance			
GRI 103: Management Approach	103-2	The management approach and its components	Our Growth Strategy, p.03
	103-3	Evaluation of the management approach	
GRI 201: Economic Performance	201-1	Direct economic value generated and distributed	Financial Review, p.14-19 Financial Statements, p.148-293
Anti-corruption			
GRI 103: Management Approach	103-2	The management approach and its components	Acting Progressively – Risk-based Management, p.83 Materiality Assessment, p.80-81
	103-3	Evaluation of the management approach	
GRI 205: Anti-corruption	205-3	Confirmed incidents of corruption and actions taken	

GRI Standards	Disclosure Number	Disclosure Title	Section and Page Reference / Notes under Frasers Hospitality Trust Annual Report 2021
Energy and GHG Emissions Management			
GRI 103: Management Approach	103-2	The management approach and its components	Consuming Responsibly – Energy and Carbon, p.86
	103-3	Evaluation of the management approach	
GRI 302: Energy	302-1	Energy consumption within the organization	Consuming Responsibly – Energy and Carbon, p.86
	302-3	Energy intensity	
GRI 305: Emissions	305-2	Energy indirect (Scope 2) GHG emissions	Consuming Responsibly – Energy and Carbon, p.86
	305-4	GHG emissions intensity	
Water Management			
GRI 103: Management Approach	103-2	The management approach and its components	Consuming Responsibly – Water, p.87
	103-3	Evaluation of the management approach	
GRI 303: Water and Effluents	303-1	Interactions with water as a shared resource	Consuming Responsibly – Water, p.87
	303-2	Management of water discharge-related impacts	
	303-5	Water consumption	
Customer Experience			
GRI 103: Management Approach	103-2	The management approach and its components	Focusing on People – Customer Experience, p.93
	103-3	Evaluation of the management approach	
Talent Recruitment and Retention			
GRI 103: Management Approach	103-2	The management approach and its components	Focusing on People –Skills & Leadership, p.92
	103-3	Evaluation of the management approach	
GRI 401: Employment	401-1	New employee hires and employee turnover	
GRI 404: Training and Education	404-1	Average hours of training per year per employee development reviews	Focusing on People –Skills & Leadership, p.92
	404-2	Programs for upgrading employee skills and transition assistance programs	
	404-3	Percentage of employees receiving regular performance and career	

Sustainability Report

GRI Standards	Disclosure Number	Disclosure Title	Section and Page Reference / Notes under Frasers Hospitality Trust Annual Report 2021
Employee Well-being and Empowerment			
GRI 103: Management Approach	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 403: Occupational Health and Safety	403-1	Occupational health and safety management system	
	403-2	Hazard identification, risk assessment, and incident investigation	
	403-3	Occupational health services	Focusing on People - Health and Well-being, p.91
	403-4	Worker participation, consultation, and communication on occupational health and safety	As a REIT, we require all our properties to report health and safety incidents on a prompt and regular basis.
	403-5	Worker training on occupational health and safety	
	403-6	Promotion of worker health	
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	
	403-9	Work-related injuries	
GRI 419: Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic areas	Focusing on People - Health and Well-being, p.91

Notes on Energy , GHG Emissions and Water Reporting Scope:

With the exceptions mentioned in the corresponding footnotes, all figures reported for electricity consumption, GHG emissions, and water consumption relate to the entire building areas for all properties.

Energy, GHG and water intensities' figures exclude both newly completed properties in FY2021 and properties divested at any point during the reporting period.

The GHG emission factors are from Energy Market Authority - Singapore Energy Statistics 2021, Australia National Greenhouse Accounts Factors 2021, UK Government GHG Reporting 2019, 2020, 2021, Climate Transparency (2019 Report) for Japan, and GreenTech Malaysia.