



# Social Management Approach



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This document details how Stockland responds to, manages and evaluates the following matters:

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## ESG Management Approaches

Stockland publishes three management approaches covering the environmental, social and governance matters listed below.

Environmental Management Approach	Social Management Approach	Governance Management Approach
Climate change	People and culture	Governance and risk management
Water management and quality	Health, safety and wellbeing	Stakeholder engagement
Biodiversity	Customer engagement	
Resources and materials	Community investment and development	
Asset ratings and certification	Supply chain engagement	
	Human rights	

## Stockland ESG reporting suite

Our ESG Management Approaches document should be read in conjunction with the FY23 Integrated Annual Report and ESG Data Pack. Together, these documents comprise our annual ESG reporting suite, which is third-party assured and adheres to the International Integrated Reporting Framework principles of materiality, stakeholder responsiveness, and reliability and completeness, the GRI Standards (Core)<sup>1</sup>, and the Real Estate SASB Standards<sup>2</sup>.

**ESG Management Approaches** - how we respond to, manage and evaluate our material ESG matters.

**Integrated Annual Report** - information about Stockland, our strategy, our integrated financial and non-financial performance, risk management, corporate governance, remuneration and our financial statements.

**ESG Data Pack** - comprehensive ESG data sets supporting our Integrated Annual Report, progress against year end targets, GRI and SASB references.

<sup>1</sup> The GRI Standards are global standards for sustainability reporting published by the Global Reporting Initiative (<https://www.globalreporting.org/standards/>).

<sup>2</sup> The Real Estate SASB (Sustainability Accounting Standards Board) Standards are industry-specific standards to assist companies in disclosing financially material, useful sustainability information to investors ([SASB Standards](#)).

# 1. People and culture

## 1.1. Overview

This section sets out our proactive approach to 1) employee engagement, 2) developing our people and 3) diversity and inclusion.

1. The ability to engage and retain our people is critical to our overall culture and business performance. People who are engaged are more likely to be productive and passionate about creating a better customer experience and more inspired to innovate and deliver superior performance. Highly engaged people are also likely to be better at identifying and escalating risk when these issues arise and can manage them more effectively for the benefit of our stakeholders.
2. At Stockland, we recognise the role that lifelong learning plays in providing our people with career resilience as our new strategy continues to be implemented. These strategies help to build on organisation development aligned to our purpose - "We believe there is a better way to live". Growing peoples' capabilities enables them to enhance performance, drive continuous improvement and deliver on our strategy and purpose, building vibrant careers. We are particularly focused on continuing to build our leadership capability as the role of a leader becomes more important in a complex world. We are also prioritising growing enterprise capabilities that are critical for all people such as data, digital and ESG across the entire workforce.
3. Stockland is committed to continuously improving the diversity of our workforce, embracing an inclusive environment where diversity is a key driver of shared success for everyone. We are cultivating an environment where everyone can bring their authentic selves to work, supported by a culture of everyday respect. An inclusive culture is key to creating an environment that harnesses diversity and leads to a true sense of belonging and community for all of our people.

## 1.2. Management approach

### 1.2.1. Employee engagement

We have a systemic approach to enhancing employee engagement, including a dynamic Learning and Development agenda, reward and recognition programs, health and wellbeing initiatives (refer to [Health, safety and wellbeing](#)), giving and volunteering activities (refer to [Social Impact](#)), an inclusive workplace supported by flexible work arrangements. We recognise that engagement is underpinned by strong leadership.

#### **Our Voice**

Stockland measures the sentiment of our people through a series of Our Voice pulse surveys<sup>1</sup>; a nimble approach which helps us to regularly incorporate our peoples' insights into group, divisional and team level people plans. The categories measured vary for each pulse survey across the course of a year. Measures include an overall employee engagement score and other valuable metrics such as leadership, employee enablement, wellbeing, learning and development, corporate responsibility and sustainability, ways of working, diversity and inclusion, and customer focus. These surveys help us understand our organisational climate, where we can improve and how we can continue to create a market leading innovative organisation.

Our Voice survey results are communicated to our people via business-wide communication channels and cascaded through team debriefs by leaders. Team debriefs are led by a manager and may be supported by a member of the People and Culture (P&C) team. At each level of the organisation, teams identify key themes emerging from survey results and determine specific initiatives to address these focus areas. In addition to our pulse surveys, Stockland utilises a variety of datasets and events such as our eXchangelive! employee roadshow to collect feedback and build a rounded picture of employee experience and culture.

#### **Internal communications**

A fundamental pillar of our employee engagement is a structured program of internal communication. Our internal communications strategy clearly outlines why and how we engage with our people, and sets out five elements that define how we seek to relate to our workforce.

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<sup>1</sup> Stockland measures the sentiment of our people through a series of Our Voice pulse surveys, which are independently administered by survey provider Willis Towers Watson. Measures include an overall employee engagement score and other valuable metrics such as leadership, employee enablement, wellbeing, learning and development, ways of working, diversity and inclusion, and customer focus.



Ideal future state	How we aim to achieve it
<b>Our people understand and feel connected to the business strategy</b>	Use communications to provide an overview of the strategy and an update on how we are tracking. Provide links between employee activities and outcomes. Demonstrate how cross-business collaboration helps achieve business objectives.
<b>The Stockland Leadership Team members are seen as capable and inspiring leaders who openly and regularly communicate</b>	Build support for the Stockland Leadership Team by demonstrating their passion, commitment and knowledge. Build trust through open and honest two-way communication.
<b>General Managers and Senior Managers are effective two-way communicators</b>	Improve leadership and senior manager team communications so that they can communicate change effectively and help our people feel supported and well informed about their business.
<b>Our people are advocates for our brand and values</b>	Increase understanding of the Stockland brand and our values so that our people can advocate for our company.
<b>Employees feel good about coming to work and have the information and support they need to do their jobs well</b>	Provide access to the information our people need, when they need it and via the proper channels.

The main channels used to communicate with our people are digital media (including intranet, blogs, emails, newsletters, award e-cards, polls/surveys, Yammer), face-to-face activities and events such as employee roadshows, employee town hall meetings (online and face-to-face), open-invite lunches, team meetings, leaders' forums and networking events.

### Communication of major operational changes

We lead change through the lens of our values and focus on being open and honest with our people. Where possible, we also encourage our people to provide their own input into how changes will be implemented.

Consultation requirements regarding notice periods for major operational changes are set by Modern Awards that apply to some of our people. With regard to collective bargaining and Enterprise Agreements, a minimum notice time frame is not specified, however they do state that notice of change must be given as early as practicable. We apply a standard approach to consultation, regardless of whether our people are covered by a Modern Award or an Enterprise Agreement.

In the case of major operational changes, we will have discussions with impacted people (and their representatives, if any) regarding the introduction of the changes, the likely effect on our people, and measures to avoid or reduce the adverse effects of such changes on our people. We will also give prompt consideration to matters raised by our people and/or their representatives in relation to the changes. We will commence discussions as early as practicable after a definite decision has been made start to implement change, guided by best practice change management methods.

## 1.2.2. Developing our people

### Learning and career development

Our focus on learning and development helps our people grow within their current roles and develop capabilities to build vibrant future careers. It also helps our people leaders build high performing and inclusive teams. We call this Learning and Development Strategy "Future Ready Careers".

Our orientation program, onboarding, and compliance training help new employees understand our business strategy, values, purpose and ways of working.

Once onboarded, Stockland's Capability Masterplan sets out the broad range of capabilities that enhance the effectiveness of each of our people and the collective organisation. Our learning and development programs and resources focus on building these capabilities, specifically the self-leadership and leadership capabilities (known as our Future Ready capabilities) and business and technical capabilities for specific job families. Programs and resources for our people can include:

- **On-the-job opportunities:** In addition to learning through the daily work people do, they have opportunities to participate in cross-business projects and initiatives including Employee Advocacy Groups (EAGs), which support our broader diversity and inclusion strategy and Process Action Groups (PAGs), which help drive system and process efficiency.
- **In-house or externally delivered programs:** Our people have access to public, in-house or online courses through our partnership with learning providers and the Property Council Learning Academy. We offer workshops and training such as Real Conversations, Performance Planning and Business Writing.
- **LeaderZone:** This is an online leadership resource containing practical tools and guides to help our people lead themselves, others and teams. LeaderZone tools cover a range of topics including leading change, leading inclusively and supporting health and wellbeing in a team.

- **Development conversations:** We encourage our people to have multiple and regular conversations with their leader about their development goals. All employees are encouraged to undertake a self-assessment Future Ready questionnaire and use this as an input into their development conversations.
- **Further education:** Our Further Education Assistance Policy outlines the three levels of support we offer for people undertaking further study, depending on the relevance to their current or future role.
- **Coaching:** Targeted coaching is provided to individuals at senior levels and can be supported by a range of diagnostic tools, including a leadership 360 assessment.

### Development Plans

Our people value growth and development and we encourage regular development conversations to help them achieve their career goals. Leaders are committed to spending time throughout the year with their people to develop their career pathways and support both formal and informal learning opportunities. In a rapidly changing environment a strong focus on personal career journeys, with targeted support, gives our people a sense of agency and contributes to high levels of engagement. A personal development focus is a key part of our employee value proposition.

### Leadership Development

Senior leaders receive structured development support and training to help them excel in their roles. We seek to align "stretch assignments" – focused on solving the company's most complex problems with the individual needs of each leader.

## Performance @ Stockland

Every year, all of our people are required to set clear and measurable objectives which describe how they will contribute to the strategic priorities of their business unit and the broader group. These are collected and tracked via our Performance Management System.

Employee performance is an ongoing focus, reflected in the nature and rigour of our performance review process, which is outlined below:

- **Objective setting:** Leaders and employees agree to objectives and measures of success for the year, or at the commencement of a new role.
- **Ongoing feedback:** Leaders and employees have regular meetings throughout the year to discuss ongoing performance and progress against employee's objectives.
- **Annual review:** A formal review process is conducted at the end of each financial year and is a summary of the regular discussions that have taken place throughout the year. A performance rating is assigned to reflect the employee's overall performance against their objectives and the Stockland values.

Our performance management framework facilitates fair evaluation of employee performance and equitable remuneration decisions. We measure performance against balanced scorecard objectives that our people set in conjunction with their managers each year. This process is made easier and more efficient through the use of our SuccessFactors system.

We conduct calibration sessions with managers for consistency of performance assessments and to reduce any potential bias. Outcomes for these procedures are reviewed for any gender bias and reported to the Stockland Leadership Team and the Board to increase transparency.





## Talent and succession

Every 12-18 months, we conduct talent reviews to assess our employee population to identify people with the highest potential to develop into more senior leadership roles. For our most senior leader populations (Executive General Managers and General Managers) this includes considering those who could be future members of the Stockland Leadership Team.

The talent review process allows us to target our investment to key populations, tailoring their development and providing visibility and support to further their career at Stockland. The talent and succession review aims to enable balanced representation across all genders in key and emerging talent pools, and that women and men are considered in succession planning for each key role. A talent and succession report, including associated analysis and insights, is shared with the Stockland Leadership Team and Board People and Culture Committee for their review annually.

We review identified talent and successors against broader gender participation to highlight and assess any variances. In addition, we look to identify talent and successors in job families with lower female participation, such as Development or Project Management to support our broader diversity and inclusion goals.

Senior leadership and key promotions are based on merit by looking at the expected leadership attributes required and following rigorous processes. Outcomes for these processes are also reviewed for gender bias and reported to the Stockland Leadership Team and the Board for increased transparency.

## Graduate program

Every year we recruit a cohort of graduates in a variety of disciplines from Australian universities. Our graduate program aims to build a pipeline of future talent through structured high quality early-career rotation experiences. The graduate program runs for two years and all graduates undertake a comprehensive training development program to supplement their on-the-job experience. As part of the program, graduates participate in focused development days, take part in skills-based volunteer initiatives and are allocated a senior leader from the business as their sponsor. Graduates also gain exposure to senior leaders via both one-on-one and group events.

Supporting the graduate program are a number of feeder programs, including:

- the Stepping Into program, which offers internships to undergraduate students with a disability
- the Career Trackers program, which offers internships to undergraduate students from an Aboriginal and Torres Strait Islander cultural background
- the UTS Bachelor of Accounting Sponsorship, which provides internships to accounting students completing their undergraduate degree (students complete two six-month internships with sponsor organisations)
- internships provided to UTS Law students

## Supporting careers beyond Stockland

We maintain a strong focus on continued employability and seek to minimise the impact on those affected by organisational change, restructures and retrenchments. Our people are supported in the search for alternative employment within our business, in the first instance, or via outplacement services, for those whose roles have become redundant. Our outplacement providers are available to our people and provide services such as career goal setting, job search strategy development, access to office support and comprehensive research facilities, group workshop and seminar programs, small business advisory services and expert advice on money matters. Our Employee Assistance Program is also available to help people transitioning out of Stockland in these circumstances.

### 1.2.3. Diversity and Inclusion

Our Diversity and Inclusion Policy outlines how we enable our people to achieve their maximum potential, irrespective of differences such as age, gender identity, gender expression, sexual orientation or intersex status, physical ability and attributes, non-visible disabilities, ethnicity, family status or beliefs.

The guiding principles that support delivering our Diversity and Inclusion Strategy:

1. Recognise psychological safety as key to unlocking our best: We foster spaces in which people feel safe to speak up, can bring their true authentic selves to work and straight talk is encouraged and rewarded
2. Mirror and represent the communities we serve: Create a workplace which represents and embraces the diverse communities we serve
3. Identify and develop diverse and inclusive leaders: Attract, retain, develop and promote capable people leaders who embrace diversity, create an inclusive culture and are aware of their leadership shadow
4. Create a culture of everyday respect in which we call out inappropriate behaviour or exclusionary practices. These conversations will likely be tough and uncomfortable but essential in creating an inclusive culture
5. Recognise and celebrate the uniqueness of all our people. We believe no one should experience barriers to achieving their goals

We have defined six key areas of focus within Diversity and Inclusion:

<b>Wellbeing</b>	<b>Accessibility</b>	<b>LGBTQ+</b>	<b>Gender Equity</b>	<b>Flexibility</b>	<b>Cultural Diversity</b>
Support employee wellbeing in a physically, mentally and psychologically safe environment.	Create an inclusive and accessible workplace enabling all employees to thrive irrespective of needs whether physical, mental, or related to neurodiversity.	To provide an inclusive workplace for current and future LGBTQ+ employees.	Foster equitable recruitment, development, retention and remuneration of persons from a variety of gender identities at Stockland.	Facilitate flexibility and help embed our hybrid work model to accommodate work/life needs, while maintaining business objectives.	Harness and celebrate cultural diversity and create an inclusive workplace for all employees regardless of cultural background.

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Across the focus areas we seek to drive improvement through:

1. **Advocacy and awareness:** educate our people to enact positive change, starting with communication and conversations
2. **Build capability:** give our leaders and people the knowledge, skills and behaviours to role model everyday respect and create an inclusive culture.
3. **Improve policies and practices:** ensure our minimum standards are ahead of the cultural expectations of Corporate Australia
4. **Measure and sustain change:** measure diversity and inclusion at Stockland to drive conscious change

## Success Measurement

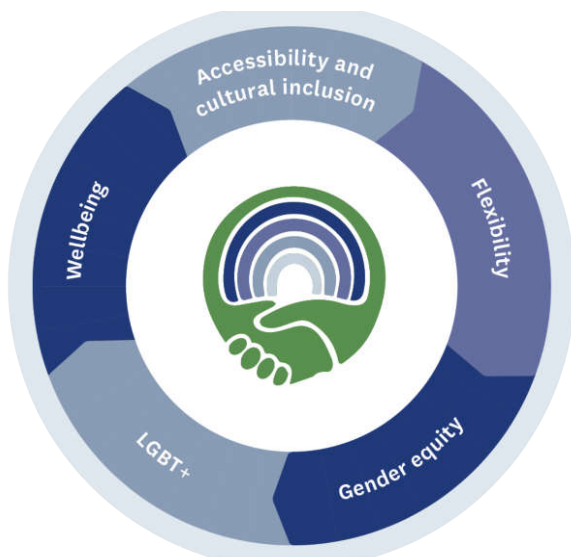
We track and measure diversity and inclusion progress through various people metrics which enable leaders and their teams to adjust and refocus their plans on a regular basis. Diversity and Inclusion metrics appear in the corporate scorecard on an annual basis, and thus impact the assessment of overall performance of the company. Key Diversity and Inclusion targets are approved by the Stockland Leadership Team and Stockland Board. Our progress against many of these metrics are reported transparently both externally and internally.

## Employee Advocacy Groups (EAGs) and Stockland's Diversity and Inclusion Committee

The D&I focus areas above are supported by four Employee Advocacy Groups (EAGs) to build capability and ownership of diversity and inclusion throughout our business.

Each EAG is sponsored by a Stockland Leadership Team member and led by a passionate and influential lead. A diverse group of people make up each of the EAG groups and helps focus our efforts on issues important to our people.

The Diversity and Inclusion Steering Committee is chaired by our Managing Director and CEO and is composed of the Stockland Leadership Team, EAG leads, other relevant Leadership Team members and applicable People and Culture managers.



### Wellbeing

Our focus on employee wellbeing encompasses mental, physical and personal wellbeing, with key aspects including:

- providing and promoting our free Employee Wellbeing Assistance Program, as well as our confidential counselling service, which can be used by all of our people and their immediate family members
- physical health programs to encourage exercise and healthy eating in our offices, as well as paid medical assessments for senior management personnel
- providing access to facilities that support wellbeing through workplace design e.g. end-of-trip facilities as well as building design features including plants, natural light, ergonomics and quiet spaces
- offering programs that encourage social connection with local communities through workplace giving, paid volunteering leave
- training programs to help support personal and organisational wellbeing, psychological safety and resilience
- 30 trained Mental Health Peer Supporters across the country. The Peer Support is a voluntary and non-clinical role designed to work collaboratively with co-workers to support a positive mental health environment at work. This includes recognising signs of distress, listening to concerns and referring colleagues who could benefit from additional support. This initiative complements our existing wellbeing support programs and offerings.

### Accessibility

Our accessibility strategy advocates for improved recruitment of people with a disability and supporting accessibility in the workplace. We partner with the Australian Network on Disability to provide undergraduates with work experience through our Stepping Into Internship program. Our focus is on ensuring Stockland is a disability-confident employer.



### **LGBTQ+**

Our LGBTQ+ strategy seeks to promote inclusion for our people, customers and communities. We aim to enhance our positioning as an employer of choice for LGBTQ+ people. We have utilised our benchmark results from the Australian Workplace Equality Index to build and execute a targeted strategy. Key focus areas of this strategy include:

- providing guidance and advice on LGBTQ+ inclusion in relation to communications, policy and employee experience
- enhancing key policies to be more inclusive for LGBTQ+ people
- providing guidance on LGBTQ+ issues and inclusivity in external marketing and communications
- supporting and building an 'Ally' network of employees who actively promote their support of their LGBTQ+ colleagues
- building awareness and understanding of LGBTQ+ inclusion through training and communications with our Stockland Leadership Team, People and Culture and all other employees
- increasing our visual support of LGBTQ+ inclusion in our offices as well as our built and digital assets including the use of social media, employee and customer communications, videos, signage and merchandise

### **Gender Equity**

We have a history of strong and long-standing support for gender equity and are committed to maintaining an environment where we encourage and support career development and advancement of all gender identities in our business. Some key aspects of our commitment to gender equality include:

- raising awareness of everyday sexism through building a culture of everyday respect
- supporting our communities and our people to live and work safely from domestic and family violence
- continuing to balance gender representation in line with our commitment to 40/40/20 representation across all levels in the organisation, including senior leadership
- continuing to identify opportunities to eliminate the gender pay gap
- breaking bias around role stereotyping, and creating an environment where all employees regardless of gender have flexibility to manage carer responsibilities

### **Cultural Diversity**

Our cultural diversity strategy encourages support for cultural participation, access, and the right to express and interpret culture. A key component is our [Reconciliation Action Plan \(RAP\)](#), which outlines our commitment to deepening our understanding of our shared histories, cultures and achievements. Progress against our RAP actions is tracked and reported throughout the year, including targets for indigenous employment opportunities and procurement spend. Our commitment to progressing our RAP is deeply aligned with our purpose.

### **Flexibility**

Stockland has long valued the benefits of flexible work, and we continue to encourage our people to work flexibly in the way that works best for the team. We understand that our people work best when their work and out of work lives are complementary. We also recognise that no two lives are the same. We support flexible work arrangements so our people can train for a marathon, spend time with their children, play sport, or manage their 'life admin'. This complements more formal arrangements like part-time work and job-sharing.

We continue to evolve our approach through two main pillars as we believe hybrid work is the 'future of work'.

Our hybrid working model is an enterprise approach to flexibility and involves a mix of working in asset, offices, local workplace and at home or remote locations. This allows us to support our people to work more collaboratively, develop their skills, enhance social cohesion and support the underlying culture of people's wellbeing.

Future of Work Group: led by a group of passionate, strategic leaders and experts who are charting the path forward for Stockland to become a leader in the Future of Work, both for Stockland employees and Stockland's workplace tenants. This is a functional group who research and pilot a range of innovative solutions to shape our workplace ecosystem and culture.

The key principles that guide our flexible work are:

- Mission: the way we work has changed and hybrid work can give us a competitive edge by developing a high performance, inclusive and sustainable work environment that produces great results for our people, customers and stakeholders
- Team: we believe that 'in person' connection is best for culture and personal growth. Wherever possible we will seek to collaborate fully online or fully face to face and we will continue to evolve our hybrid environment. This means that every team needs a hybrid work plan; and
- Self: we continue to value flexibility and encourage a focus on individual wellbeing. Hybrid work is built on personal accountability and commitment to each other, our strategy and our culture.

### **Parental Transitions**

Our parental transition program supports our people before and during their parental leave to help them stay informed and connected throughout this important stage of their careers. Managers and employees maintain continued focus on career development during this time. Additionally, employees are partnered with a mentor that has previously been on parental leave to provide guidance and support where desired and Keeping in Touch Days provide our people with the opportunity to stay connected with important business updates and transitioning advice. We also offer to all of our people





WorkLife Links, an online resource and advisory service that helps our people find suitable solutions and providers to support them in balancing their work and parental commitments. WorkLife Links assists individuals with information and support regarding any type of dependent care, health and lifestyle service.

These offerings are available to all parents who take parental leave, regardless of gender as we recognise the valuable role that we at Stockland play in supporting and developing our people during an exciting time of profound change in their lives.

### **Stockland Paid Parental Leave**

At Stockland, we understand that raising a child impacts all parents, whether they are the primary or secondary carer, biological, adoptive, surrogate or long-term foster parents, and regardless of gender.

As a family friendly workplace, eligible employees regardless of gender may take up to 20 weeks of paid parental leave (or up to 40 weeks' paid parental leave at half pay) in one continuous block, multiple blocks or in a part-time capacity, over a 24 month period. Noting this can be at the same time as their partner to ensure there is equal opportunity for all of our people.

In the circumstances that an employee's child is stillborn (from 20 weeks onwards of gestation), or if the child passes away after commencing parental leave, Stockland fully recognises the child's birth and supports those people to continue to take parental leave.

### **1.2.4. Recruitment and selection**

We seek to recruit the best people and create rich careers across Stockland. We balance new external talent with a significant focus on internal promotions and career broadening.

Stockland is committed to creating a fair and equitable recruitment experience for all internal and external applicants which is free from discrimination.

As a default, we seek to advertise all roles internally to facilitate access by all of our people and we use gender-neutral language in our advertisements.

We seek to provide a diverse range of candidates for presentation on shortlists and to have male and female interviewers as part of any recruitment process. Our senior leaders (Senior Manager and above) are reviewed by our Stockland Leadership Team to facilitate transparency around gender outcomes.

Our managers are supported by an onsite and dedicated recruitment team focused on encouraging decisions based on merit and removing unconscious bias.

### **1.2.5. Key working groups and industry participation**

We aim for inclusive representation on internal committees and working groups that are formed to work on important business initiatives by including employees of different gender identities, cultures and work patterns. We aim to improve the diversity of views as well as providing career development opportunities for our diverse mix of people.

We support the Champions of Change's Panel Pledge which means our people will only participate in panel and speaking engagements that can reasonably provide a balanced involvement of all gender identities.

### **1.2.6. Preventing discrimination and harassment**

We are committed to preventing discrimination and harassment. Upon commencing at Stockland, all of our people are required to complete an online course on Equal Employment Opportunity. Subsequently all of our people are required to complete refresher modules annually. We also run targeted people manager sessions as required to improve awareness of inclusive behaviour, unconscious bias and/or the consequences of stereotypical beliefs.

### **1.2.7. Workforce analytics**

Our people and workforce planning and analytics consider the people experience across several dimensions which helps us measure how our people feel, work, and connect. We take a holistic approach and utilise multiple sources of data including our employee engagement pulse surveys, Our Voice, Microsoft Workplace Analytics, strategic workforce planning insights, attrition and talent data, and our diversity and inclusion metrics that can be examined by key demographic groups including gender identity, cultural background and LGBTQ+. These analytics provide insights on strengths and opportunities for ongoing focus areas within our workforce.

In addition to our annual talent and succession planning process, we analyse outcomes by gender identity for all key People and Culture processes, including our annual performance reviews (ratings), promotions, and annual remuneration review (including short-term incentives), and are reported to the People and Culture Committee.

These analytics provide insights on strengths and opportunities for ongoing focus areas within our workforce, including future workforce demand, capability, and engagement biases, risk of burn-out, wellbeing and development opportunities.

### **1.2.8. Performance and reward**

Our performance management framework facilitates fair evaluation of employee performance and equitable remuneration decisions. Performance is measured against balanced scorecard objectives that our people set in

conjunction with their managers each year. Calibration sessions are conducted with managers to facilitate consistent and fair performance assessments, thereby reducing any potential bias or subjectivity. Outcomes for these processes are reviewed for any gender bias and reported to the Stockland Leadership Team and the Board for increased transparency.

Additionally, we undertake a comprehensive analysis of pay by gender ahead of the annual remuneration review to identify any material issues regarding gender pay equity. This analysis looks at like-for-like roles with a target for our gender pay equity ratio, which measures market positioning of males compared to females for applicable like-for-like roles, to be at 100 per cent, within a tolerance range of +/- three per cent.

In response to this analysis, additional funds may be allocated to address pay gaps that cannot be justified by accepted drivers of pay such as employee performance.

Our approach to performance and reward is intended to:

- achieve gender pay equity
- remove gender bias during the remuneration review process
- provide transparency of our remuneration approach
- hold managers accountable for pay equity outcomes
- maintain a transparent and rigorous performance assessment process

### **1.2.9. Domestic and family violence**

Stockland is committed to providing a safe working environment and this extends to supporting our people if they are exposed to domestic or family violence.

Our support may include one or more of the following:

- People and Culture supporting managers and/or employees with assistance where domestic or family violence is impacting those people, including development of a safety plan
- the ability to request flexible working arrangements including alternative start and finishing times and alternative locations
- access to our Employee Assistance Program
- uncapped leave for people who are experiencing domestic or family violence. This leave is critically important to those impacted so they can seek medical or legal assistance, attend court appearances or counselling, relocate or make other safety arrangements. The leave also extends to people supporting affected family members.
- if any of our people are facing financial hardship as a result of domestic and family violence (DFV), they may have the opportunity to receive financial assistance by accessing pay in advance or a cash grant

We have provided awareness training for our General Managers so they understand the prevalence and organisational impact of domestic or family violence. We have also trained First Responders nationally to support managers and/or be equipped to respond to any of our people impacted by domestic or family violence.

### **1.2.10. Sponsorships and memberships**

We are a corporate member of the Australian Network on Disability, Diversity Council of Australia, Pride in Diversity and National Association of Women in Construction. These organisations are committed to recognising and maximising the important role of diversity in business and we look to them for benchmarking, resources and education. We also seek sponsorship and partnership opportunities that contribute to thought leadership and advocacy in the property industry, and in particular are an active sponsor of the Property Council of Australia Academy.

Our Managing Director and CEO is a member of the Property Champions of Change Coalition and we continue to share and apply learnings from this group.



## 1.3. Review and evaluation

A comprehensive set of targets and priorities guides our approach to our people and culture. We report on progress against our priorities and targets in our [Annual Report](#) and [ESG Data Pack](#).

### Our Voice

We use the results from our Our Voice pulse surveys as an important source of information in evaluating the effectiveness of our engagement activities and the initiatives executed as part of our people strategy.

The Our Voice pulse surveys measure key scores for employee engagement and several other valuable evaluation metrics, such as wellbeing, sustainable engagement, diversity and inclusion and leadership. The survey questions are reviewed periodically with support from our independent provider, Willis Towers Watson, so that the information we gather is consistent and also takes current priorities around employee engagement into account.

### Talent attraction and retention

We recognise that employee engagement has a direct relationship with productivity levels, talent attraction and retention. As such, we use key retention metrics to determine the success of our employee engagement activities, including employee-initiated turnover, turnover in the first year, and key talent retention. Employee turnover is monitored and reported monthly on a rolling 12-month average. We also track turnover for any of our people with strong performance or above. We set annual targets for turnover and report on these regularly to our Stockland Leadership Team and Board.

Exit surveys also provide valuable information on key drivers of retention and reasons for leaving. These are incorporated into broader people metrics for analysis.

### Internal communications and consultation

We measure the reach and impact of our internal communications in a number of ways, such as through the Our Voice survey, page hits on the intranet, open rates of emails, engagement on Yammer, and surveys following employee events, including the employee roadshow.

### Employee development

We utilise a range of metrics as proxies for determining the return on investment in employee development, including internal hiring and promotion, turnover rates and succession coverage for key roles. These metrics are monitored and reported regularly to our Stockland Leadership Team and Board to track overall HR effectiveness, some of these metrics are available to senior leaders across the organisation through the HR Dashboard on the intranet.

The Our Voice pulse surveys have a professional development and performance review category, which allows us to see how our people perceive their skill development and performance feedback over the year. We also evaluate each of our learning programs that aim to capture learning transfer and adoption.

## 1.4. Responsibilities

The roles and responsibilities associated with our approach to employee engagement, development, diversity and inclusion are described in the table below.

Role	Responsibilities
<b>Managing Director and CEO</b>	Responsibility for employee engagement, succession, development and diversity and inclusion at a Group level.
<b>Stockland Leadership Team members</b>	Participate on the Diversity and Inclusion Steering Committee, accountability for driving initiatives and actions that deliver improved diversity and inclusion outcomes, and lead Group strategy and engagement on Employee Advocacy Group themes (for Executive Committee sponsors of Employee Advocacy Groups). Accountable for Stockland overall employee engagement, in addition to succession and development for senior leadership roles.
<b>Executive General Managers and General Managers</b>	Accountable for individual team or business unit employee engagement results. Responsible for identifying and developing talent within teams. Sponsor a culture of development and personal growth.
<b>All managers and senior managers</b>	Accountability to support initiatives and achieve diversity and inclusion performance measures such as inclusive leadership practices. Responsibility for sharing, discussing, and action planning employee engagement results. Champion and role model learning and development for their teams.
<b>People and Culture Team</b>	Partnering with the Diversity and Inclusion Committee, Business Unit Leadership Teams, Employee Advocacy Groups to set strategy and drive initiatives to enhance diversity and inclusion at Stockland. Create structures and frameworks to support facilitation of talent and succession. Set the Employee Engagement Framework and develop and implement Learning and Development Strategy.
<b>Employee Groups</b>	Multiple employees groups including: Employee Advocacy Groups (EAG)'s who help to develop and achieve key performance indicators related to respective Employee Advocacy Group themes, deliver initiatives in partnership with the Diversity and Inclusion team. A Learning Community who are responsible for providing feedback, problem solve and assist with alignment of the Learning and Development Strategy.
<b>All of our people</b>	Help inform diversity and inclusion initiatives through engagement and feedback processes, participate in and support local initiatives and adopt inclusive behaviours organisationally. Responsible for driving their own learning and careers, enabled by leaders, tools and resources.



## 2. Health, safety and wellbeing

### 2.1. Overview

This section sets out how we focus on the health, safety and wellbeing of our employees, contractors and customers.

We are committed to providing a safe environment for everyone who works with us or attends our workplace. We are also committed to providing communities and assets where our residents, visitors, tenants and shoppers feel safe at all times.

We foster a culture where health, safety and wellbeing are core principles and continuous improvement of our safety performance is part of our normal business practice. In addition to workplace health and safety, we also focus on employee health and wellbeing. Stress and anxiety can impact job performance, employee satisfaction and retention and ultimately affect the achievement of organisational goals and objectives.

### 2.2. Management approach

#### 2.2.1. Work health and safety (WHS)

Our **Work Health and Safety Policy** details commitments that support our vision to foster a culture of CARE (Community, Accountability, Respect & Excellence).

Work undertaken by Stockland employees is typically limited to low-risk professional, domestic and maintenance duties. Following the acquisition of Halcyon this profile has changed with the supervision of construction work and dedicated landscape teams. In line with this risk profile, our employee incidents typically include manual handling related injuries, ergonomic related injuries, muscle strains/sprains and slip/trip/fall incidents.

Our health and safety management system was originally designed and structured based on AS/NZS 4801 and has continued to evolve with the creation of ISO45001, which was introduced in 2018. We have developed and implemented a multilayered approach to managing WHS and operational risk in all business units across both operations and development. This multilayered approach is a network of periodic internal and external audits, workplace inspections, incident investigations, property and general liability risk audits by insurers and numerous other compliance and risk management initiatives. This approach also extends to our contractors and service providers, including tenants, home owners and members of the public.

Our workplace health and safety management framework enables us to effectively manage safety risks through systematic identification, assessment, control and reporting, which includes policy and procedures on incident management, contractor management (including the prequalification of suppliers and contractors), emergency management and work-related injuries.

We undertake a suite of targeted WHS training activities across the business. This training is delivered through a variety of face-to-face and online learning programs. We deliver training programs regularly, including WHS Obligations training to all management and frontline teams across all business units.

#### 2.2.2. Employee health and wellbeing

Stockland recognises that our people have evolving expectations in relation to health and wellbeing. Our focus is on creating an environment where our people can support and manage their health and wellbeing holistically throughout their career.

Stockland will continue to invest in this area, which addresses changing community expectations and generates an opportunity for strategic advantage in attracting and retaining talent.

We also recognise the role flexibility plays in employee health and wellbeing. Our flexibility strategy focuses on making flexibility business as usual. Our position is that all roles are considered flexible where possible. Our commitment to flexible working is designed to make it easier for employees to continue to develop a successful career while balancing other commitments outside of work.

More information on flexible working, leave, bullying/harassment prevention and other mechanisms that support employee health and safety is provided in the [People and Culture](#) chapter.

#### 2.2.3. Contractor safety and performance

##### Contractor safety and performance

As construction activities present a high level of risk, we require principal contractors on all projects to have comprehensive WHS management systems. This is verified in the tender review process and through contractor prequalification. Performance is monitored throughout the contract execution.

We engage our contractors on health and safety matters in key areas including the direct and indirect procurement process, development and implementation of project-level safety management systems, project inductions, WHS performance monitoring of project delivery and risk reviews, including independent contractor audits. Our [What Stockland Expects from its Suppliers](#) policy outlines our expectations of suppliers (including health and safety requirements) and assists them to operate in a manner consistent with our corporate, social and environmental values. We deliver site induction training for both staff and contractors.

A critical step in our contractor management process is our third-party prequalification system for all directly engaged contractors conducting physical work onsite. The system supports us to externally validate contractor WHS systems and processes prior to commencement of works onsite. This validation process includes a comprehensive review of contractor safety management systems relevant to the work being undertaken, as well as the verification of insurance and licensing requirements.

We collect lost time injury (LTI) data for principal contractors and their contractors (subcontractors) at development projects. We also collect total hours worked at development projects and report an aggregated contractor lost time injury frequency rate (LTIFR) for our development projects. Criteria determining LTI can be found in the ESG data pack.

## **Customer safety and security**

We consider customer safety and security at critical points in the design, development and construction stages of the project life cycle and throughout our Group-wide business activities. In the design phase, major projects in our Commercial Property and Communities businesses undergo design risk reviews to identify and mitigate potential health and safety impacts. In construction and operations, we carry out regular inspections across our projects and assets to identify opportunities for improved health and safety systems and process performance.

Customer safety and security considerations differ across business units, with safety aspects for Land Lease Communities varying from those for Masterplanned Communities, Town Centres, Logistics and Workplace. Health and wellbeing initiatives and objectives form part of each business unit's sustainability policy, which sets standards and objectives for each phase in project development.

In our Communities business, we are committed to delivering communities where our home owners and visitors feel safe. We recognise that safety contributes to home owner satisfaction, enhances our community value proposition and drives customer referrals. Residents' perceptions of safety are surveyed as part of our Liveability Index research.

## **Customer safety and security measures**

We have a range of measures in place regarding public safety and security, which fall into three broad categories:

- physical security
- monitoring and surveillance systems
- notification, awareness and training systems

Physical security generally consists of perimeter fencing, locks/access control systems, boom gates, lighting, environmental design factors (e.g. elevated mall entrances) and vehicle impact mitigation (e.g. bollards), as well as additional security measures deemed necessary based on local incident trends. Our approach to physical security is supported by our Vehicle Impact Mitigation Guideline. The guideline provides asset-specific security and safety measures to minimise the likelihood and consequence of accidental or malicious incidents caused by motor vehicles.

Monitoring and surveillance systems commonly include closed-circuit television (CCTV) and active security guards. Our Commercial Property assets use monitoring (CCTV and security guards) and emergency management procedures that are regularly reviewed and enhanced. Our Masterplanned Communities and Land Lease Communities generally have different control measures that reflect their risk profiles, such as cameras and emergency notification systems at our Masterplanned Communities sales centres and communications to residents to assist in mitigating common risks, including unauthorised access.

Notification, awareness and training systems across the Group typically encompass a range of visual and audible notifications (i.e. signage and sirens/alerts), communication systems (two-way radio and Emergency Warning and Intercommunication Systems) and procedures and training (emergency guidelines, desktop exercises and emergency training). The application of notification and awareness systems is dependent on the asset type and equipment available (e.g. Town Centres will typically have more sophisticated communication systems than a Masterplanned Communities sales environment). Similarly, our approach to procedures and training is also bespoke to the risk profile of each asset class (e.g. external fire evacuation and emergency management training and monthly desktop scenarios for our Town Centre portfolio and internal training and bimonthly desktop scenarios across Masterplanned Communities).



We have a privacy policy and associated controls and procedures that aim to safeguard the privacy and security of our customers. These controls and procedures help us meet customer expectations around how their information is managed and protected and help us meet our legal obligations under the Privacy Act 1988. This helps build trust with customers while continuing to engage with them as prospects and leads. Our privacy policy is publicly available on our [website](#).

#### 2.2.4. Health and Safety Management Systems

WHS, contractor safety, and customer safety are governed by our Integrated Management System RISC (Risk & Assurance, Insurance, Safety and Compliance), an internally developed system that is implemented nationally. RISC defines our approach to managing operational risk and includes compliance with associated regulatory requirements. Our risk management framework also includes business continuity plans for our assets and insurance management for our business, including workers compensation insurance.

#### 2.2.5. Cybersecurity

Our business is digitally enabled to deliver efficient operations, quality customer experiences, and value through the property lifecycle. Cyber resilience of our organisation continues to be a focus as a strategic risk and a priority for customer trust.

To protect Stockland and our people from current and emerging cyber threats, we are focused on maintaining and strengthening our technical and cyber resilience through culture, capability, and strategic partnerships. This helps us manage the risk of sensitive information loss and operational disruption, as well as other reputational, financial, regulatory, or customer impacts associated with adverse events.

Our cyber resilience program is guided by industry frameworks ISO27001 and NIST CSF and includes regular external review and testing.

As part of our cyber program, we continue our disciplined focus on:

- Equipping and training our people for a cyber-aware culture, and to proactively identify and manage emerging and potential threats
- providing digitally safe and protected working and system environments
- preparing resilience and recovery capabilities through planning for and simulating cyber threat response
- proactive risk management through security testing, supply-chain management, and targeted reviews.

### 2.3. Review and evaluation

We review and evaluate progress against health, safety and security objectives through varying assurance programs including our annual ESG reporting process.

#### 2.3.1. Work Health and Safety

Our national Operational Risk Assurance Program incorporates WHS and ascertains the level of compliance with operational risk procedures. Progress against audit action items is monitored and reported on by the Operational Risk team.

Our WHS systems are reviewed periodically by external legal and WHS consultants. Reviews often follow changes in legislation and relevant standards but also occur on an informal basis as needed.

#### 2.3.2. Employee health, safety and wellbeing

Stockland measures employee sentiment through a series of Our Voice pulse surveys, which is administered through an independent provider. The results of Our Voice surveys relating to health and safety, work-life quality and wellbeing are reviewed and analysed by our People and Culture team with feedback provided to the business. We subsequently develop action plans with support from People and Culture to implement improvement strategies.

To analyse employee wellbeing, the People and Culture team draws on several data sources. These include usage rates of the Employee Assistance Program (generally less than five per cent), carers/personal leave rates, Our Voice survey results, feedback from the related action planning sessions and feedback from People and Culture Managers and employees.



### 2.3.3. Customer safety and security

Internal reviews and external insurance property and general liability audits are undertaken regularly to measure compliance with operational risk policies and procedures. This includes a review of public safety and emergency response planning at an asset level. Risks identified through the audit program are recorded, monitored and tracked so that compliance and identified gaps are addressed by relevant responsible management teams in a risk-prioritised manner.

In addition, Operational Risk audits are undertaken across each asset and active project to measure compliance against our operational risk management system.

### 2.3.4. Cyber security

The cyber resilience program is regularly monitored through management and governance committees and reported to the Board through the Risk Committee and Board Reports. The review of threats, risks and security posture is performed periodically and through key changes related to digital enablement or external market events. These reviews inform the operation and enhancement of cyber resilience controls and are reported through the Cyber Governance Committee identifying and overseeing risk response and mitigation actions, including but not limited to changes to existing controls, implementation of new controls, identification and implementation of cyber security related training courses for employees and/or running of simulated cyber-attacks to verify readiness, with the overall goal to reduce cyber security related risks.

## 2.4. Responsibilities

The table below describes key roles and responsibilities associated with our approach to health, safety and security. Health, safety and security is considered a fundamental and integral part of everyone's role at Stockland, and is integrated into the Balanced Scorecard approach to employee performance management framework.

Role	Responsibilities
<b>Board of Directors</b>	Oversees management's implementation of an effective system of risk management, compliance and control across the organisation.
<b>Risk Committee</b>	Assists the board to discharge its responsibilities in relation to assessing the effectiveness of our overall risk management framework.  Supports a prudent and risk aware approach to business decisions across the company.  Works with the Audit Committee, Sustainability Committee and People and Culture Committee to assist the board in fulfilling its responsibilities for sound management of risk and compliance across the company.
<b>Chief Legal and Risk Officer</b>	Effective implementation of our risk management systems relating to health, safety, customer safety and security at a Group level.
<b>Group Executive and CEO Commercial Property Group Executive and CEO Communities</b>	Oversight of health and safety initiatives and outcomes within their respective business units.
<b>Stockland Leadership Team</b>	Supports the implementation of our risk management framework, compliance framework and internal audit function.
<b>Group Risk Officer</b>	Leadership of Group Risk team and establishment and management of our risk management framework, compliance framework and internal audit function.
<b>Group Risk team</b>	Establish frameworks to help the business identify and manage operational risk, including the development and implementation of workplace health and safety programs and monitoring of workplace health and safety performance of our employees and contractors.
<b>People and Culture team</b>	Management of our employee health and wellbeing activities.
<b>Chief Innovation, Marketing and Technology Officer</b>	Effective implementation of our risk management systems relating to IT infrastructure and cybersecurity at a Group level.



## 3. Customer engagement

### 3.1. Overview

This section sets out how we engage with our customers to understand their changing needs and enhance the customer experience. These insights are critical to the sustainability of our business and the ongoing relevance and reputation of our brand, products and services.

Our commitment to customer engagement is consistent across our diverse customer base, which includes:

- the people who live in our Masterplanned Communities
- the people who live in our Land Lease Communities
- the people who may potentially live in our Masterplanned Communities and Land Lease Communities
- shoppers and tenants in our Town Centres
- Logistics and Workplace tenants across our Commercial Property assets

### 3.2. Management approach

#### 3.2.1. Engagement methods and research

Strong customer engagement is a priority for Stockland, and involves:

- understanding who the customer is and relative customer segments
- identifying customer values and needs and developing relevant value propositions
- understanding the customer journey and establishing a high standard of customer service excellence
- committing to measurable investments that create both new customers and brand advocates who are willing to share their experience with friends and family
- unlocking the value of positive customer experiences by encouraging existing customers to refer friends and family

Customer engagement methods and objectives vary across business units due to the different requirements of our diverse customer base. We focus on understanding customer segments and what drives value for these customers to inform strategic decisions regarding portfolio mix, design, delivery and operation of new and existing assets.

#### **Customer insights**

- understanding the needs, values, attitudes and behaviours of current and prospective customers
- quantifying the size and value of different segments within defined catchment areas for our assets

#### **Customer analytics**

- using behavioural data to target and personalize messages to new customers and generate insights to understand the most critical parts of the digital customer journey, so that we can optimise their experiences
- utilise machine learning and predictive modelling for lead prioritization in order to optimise customer touch points for increased conversion

#### **Customer experience (CX)**

- developing strategies to drive a positive CX
- measuring the experiences of our customers to evaluate areas for improvement in service delivery and in the design/operation of our assets
- this includes annual surveys and regular ongoing engagement with our customers to provide quality service and prompt management of any issues

Customer insights are provided to the respective business units and projects and these insights are used across the business (such as development, sales, marketing, business development and sustainability and placemaking) to inform strategy and decision-making and help our assets meet the evolving needs of our customers and the community.

## Learning and improving via customer feedback

Stockland is committed to collecting, understanding and learning from customer feedback, both positive and negative. It is critical for Stockland, as a customer-centric organisation, to handle feedback in a disciplined manner for the continuous improvement of our products and processes. Proper handling of feedback maximises customer satisfaction while also protecting our reputation, mitigating risks and increasing trust and transparency with our customer.

In April 2021, Stockland launched the Customer Advocacy Group (CAG) and Customer Champion Groups (CCG) across our business units, demonstrating our commitment to drive and embed a customer-centric culture that creates a superior customer experience, leveraging all levels of our business.

These groups work with the business to prioritise and deliver initiatives and projects designed to enhance our customer experience and customer-centric culture. Starting with the customer, listening to and understanding different layers of feedback and data, the groups apply a customer-led lens to determine which projects will maximise customer satisfaction and the creation of value for Stockland.

### 3.2.2. Management approach by business unit

Our key customer engagement mechanisms for each business unit and customer group are outlined in the table below.

Key customer engagement mechanisms	Business Unit			
	Group	Commercial Property	Masterplanned Communities	Land Lease Communities
Brand Reputation Tracking <sup>1</sup> : • Measuring Stockland's corporate reputation	X			
Brand Health Monitor <sup>2</sup> : • Measuring perceptions, values and drivers amongst prospective customers	X	X	X	X
Stockland Exchange Community: • Online community for B2C customers		X	X	X
CX monitor <sup>3</sup> : • Measuring CX throughout the customer journey • Coverage of B2C and B2B customers		X	X	X
Resident Deep Dive: • Liveability • Residents Voice			X	
Social Listening: • Social media sentiment and topic profiling using Machine learning/neurolinguistic programming capability		X	X	X

1 Survey among general public to measure reputation of the largest companies in Australia (according to the IBIS World 2000 list).

2 Survey among general public to measure how our brand performs in terms of awareness, consideration, preferences and imagery vs competitors.

3 Survey among prospective customers to measure satisfaction with the sales experience, including products and services offered.

## 3.3. Review and evaluation

We review and evaluate our progress against our customer engagement and experience targets in our annual ESG reporting, centred on metrics such as retailer/tenant satisfaction, liveability, likelihood to recommend and resident wellbeing.

We use and review customer research at Project Control Group meetings (monthly meeting to review progress of development projects) and Asset Control Groups, which review and respond to customer experience findings. In addition, key insights from customers and other research are incorporated into Investment Review Group papers and reviewed by the Research team to enable customer insights to be accurately reported and considered in investment decision-making. The Customer Insights team works with the business units to set and review customer research-related KPIs so that they are attainable and in line with customer expectations.



## 3.4. Responsibilities

The roles and responsibilities contributing to the execution of our approach to customer engagement and experience are described in the table below.

Role	Responsibilities
<b>Chief Innovation, Marketing and Technology Officer</b>	Responsibility for customer insights and experience at a Group level.
<b>Group Executive and CEO Commercial Property</b> <b>Group Executive and CEO Communities</b>	Responsibility for customer experience in their respective business units. Each business unit has customer-focused key performance indicators designed to continually improve customer engagement.
<b>Stockland Leadership Team</b>	Supports the delivery of our customer engagement and experience approach.
<b>General Manager of Customer &amp; Group Marketing</b>	Responsible for driving customer-centricity within Stockland as well as the implementation of marketing using customer insights within each of the business units. Reports directly to Chief Innovation, Marketing and Technology Officer.
<b>General Manager, Data Science &amp; Insights</b>	Enables enterprise-wide data capabilities, including developing deep customer insights, delivering self-service business intelligence, and building and operationalising robust machine learning solutions. Reports directly to Chief Innovation, Marketing & Technology Officer
<b>Customer Insights team</b>	Management of company-wide customer insights and customer analytics and informing strategic recommendations.
<b>Customer-facing employees</b>	Meet evaluation criteria for customer service.

## 4. Social Impact

### 4.1. Overview

This section outlines how Stockland manages its approach to community investment and community development for the FY23 reporting period as well as approaches that we have developed to support our new integrated ESG Strategy from FY24.

#### FY23 reporting period

We have been using B4SI's Community Investment framework and guidelines since 2011 and continued this alignment during FY23.

As one of Australia's largest diversified property groups, we are well placed to have a positive and lasting impact on the communities in which we operate. We believe there is a better way to live and our vision is to be the leading creator and curator of connected communities.

Our contribution to creating and shaping thriving communities is coordinated through:

- **Community Partnerships and Programs** – social infrastructure and programs across our three focus areas
- **Community Investment** – our employee volunteering and giving programs
- **Community Development** – projects and initiatives that enhance the communities at our assets
- the **Stockland CARE Foundation** – our charitable trust, which delivers infrastructure, programs and initiatives to Australian communities.

These partnerships, programs and initiatives reflect our strategic commitment to improving equitable access, enhancing health and wellbeing, and creating shared economic opportunities for the people who live, work and play in our communities.

#### FY24 onwards reporting period

From FY24 our definition and scope of Social Impact has expanded in line with B4SI's expanded framework (released 2020). Our definition of Social Impact will now include B4SI's Social Procurement and Business Innovation for Social Impact Routes.

To enable this expanded scope for Social Impact at Stockland we have developed:

1. An enterprise wide governance approach for social investment
2. Macro and Local (Place Based) implementation strategies for Social Impact
3. A refreshed CARE Foundation Strategy
4. A Social Value Aggregator Tool to forecast and capture social value created across our value chain.

## 4.2. Management approach for FY23

### 4.2.1. Community partnerships and programs

We have close working relationships with a variety of community organisations to help us deliver social infrastructure and programs in and around our assets.

We review new community partner opportunities according to criteria outlined in our [Request for Charitable Support and Sponsorship Guideline](#). This guideline is also available for community members and organisations that request financial, in-kind or other types of support from us.

Our community partnerships, programs and resources are summarised in our [Annual Report](#) and [ESG Data Pack](#).

### 4.2.2. Community investment

#### Workplace giving

Workplace giving at Stockland allows employees to make donations to a charity of their choice from their pre-tax income. We match 100 per cent of these employee contributions up to \$5,000 per individual to an overall cap of \$100,000 each financial year and absorb the associated administrative costs, maximising the financial donation to the charity.

We partner with [Good2Give](#) to administer our workplace giving program.

#### Corporate donations

Corporate donations are made in response to specific events and ad hoc charitable purposes, in line with our internal policy related to charitable support and sponsorship. These donations support a number of charitable causes, including emergency relief appeals in and around our assets or one-off community investment opportunities that align with other Stockland programs.

#### In-kind support

We also provide local community groups with in-kind support (such as community space in our Town Centres or access to land for charitable purposes) at either no cost or at a discounted rate.

#### Volunteering

Our volunteering program provides our employees with the opportunity to volunteer with an organisation of their choice or with our national community partners in and around our communities.

Employees can volunteer their time and skills in three key areas:

- **Team volunteering** provides much-needed support to our local communities as well as serving as a powerful team building exercise, and gives employees a chance to connect with our customers and communities. We encourage all our employees to participate in at least one team volunteering day each year. Employees are also provided with two additional community volunteering days each year as part of their leave entitlements.
- **Student mentoring** provides a way for individual employees to volunteer their time and skills as part of a facilitated program. We provide opportunities for our employees to mentor both primary and high school students through our partnership with the Australian Business and Community Network (ABCN).
- **Personal volunteering** supports full-time and part-time employees to take up to 16 hours of personal volunteering leave per year for a charity of their choice, in addition to their team volunteering activities. Personal volunteering can also take place through flexible working arrangements agreed upon by employees and their managers.

### 4.2.3. Community development

Community development refers to the projects and initiatives designed to enhance the communities at our Masterplanned Communities and Town Centres.

Selected assets and projects across our Town Centre and Masterplanned Communities complete a community development plan to facilitate community activities and initiatives for the upcoming financial year:

- Town Centres devise community development plans that outline the key community development activities to be performed throughout the year. All city, regional, subregional and neighbourhood Town Centres typically have a community development plan. However, some small neighbourhood centres within our Masterplanned Communities, such as Stockland Baringa, are not required to have a plan. This is due to its small size, where there is little direct opportunity and where there is a community development plan in place for the broader Aura community.
- All Masterplanned Communities are required to develop a community development plan for the financial year in which new residents first move into their new homes. Community development plans are reviewed to integrate Liveability Index results, national community standards and targets (where appropriate) and new partnership and program opportunities.

Selected assets and projects across our Town Centre and Masterplanned Communities portfolios complete a community development plan (incorporated into the sustainability plan for Masterplanned Communities) to facilitate community activities and initiatives for the upcoming financial year.



#### 4.2.4. Stockland CARE Foundation

Founded in May 2015, the Stockland CARE Foundation is a charitable trust established to deliver programs and initiatives to improve the lives of people living in or near Stockland communities. The Stockland CARE Foundation directs its support to strategic and aligned charitable partners who help Stockland deliver on this purpose.

In September 2019, the Stockland CARE Foundation brought together charity partners ReachOut Australia, Redkite and R U OK? in a collaborative partnership model aiming to improve wellbeing in communities across Australia. The Foundation invested more than \$1million as well as non-financial support (such as through volunteering and the provision of meeting spaces at our assets) for three years to help support mental health and wellbeing programs in Australian communities. This three year partnership was completed in May 2023. The Stockland CARE Foundation is transitioning to become an enabler of Stockland's strategic focus on social value creation and will play a role at both a macro and local level.

The Stockland CARE Foundation Board oversees the Foundation strategy and the Sustainability Committee oversees the operations and approval of annual financial reporting for the CARE Foundation.

Further information on the governance of the Stockland CARE Foundation can be found in our [Governance Management Approach](#).

### 4.3. Review and evaluation

#### FY23 reporting period

We report on our progress against our commitments and targets for community investment, community development and the Stockland CARE Foundation in our [Annual Report](#) and [ESG Data Pack](#). In this reporting, we include:

- a status update and measurement of our progress against our short, medium and long-term targets
- detailed commentary on the priority actions that contribute to the achievement of key targets
- the identification of future priorities
- highlights of initiatives implemented over the reporting period
- case studies that explore key achievements, usually at particular locations

Each existing national partnership is periodically reviewed and evaluated for community uptake and achievement of its desired impact. Each partner is also required to provide us with consistent reporting, including the number of participants involved and program frequency.

All new or potential community partners must submit a proposal to our Sustainability Team, in accordance with our [Request for Charitable Support & Sponsorship Guideline](#).

#### FY24 onwards reporting

During FY23 we developed a social value model and tool that uses credible, empirical data and research to determine the social value created across our assets. This tool, Social IQ, was used to forecast the social value we will create from FY24-FY30 which has become our Social Value Target.

- A cross-disciplinary team from Deloitte was engaged to support the development of the tool including Assurance and Actuary credentials. The social value model covers 18 outcome domains across Environment, Economic and Social and behind each outcome domain sits an auditable logic model that covers source data, outcome valuation data, methodology, assumption and attribution calculation.
- There are 5 key design elements within our social value calculation methodology that support its credibility:
  - a. Leading global frameworks to define Social Value for Stockland
  - b. Leading international and Australian frameworks to identify where we have the most material social impact as a business and map business activity to social outcomes
  - c. Assured and Board endorsed data to forecast the target, aligning to the B4SI framework on our definition and categorisation of the input data.
  - d. Third party credible empirical data and research, supported and developed by academia or government, to determine and quantify the social value created across our social outcome areas. Where credible data is not available yet we capture our impact qualitatively.
  - e. Federal and State Government used models to determine social value that can be attributed to Stockland.

From FY24 we will be using the expanded B4SI framework to identify, capture and categorize our social impact data. This data is the input data for the Social IQ tool which will translate it into social value created at both a local and enterprise level.

Social IQ enables us to have a long-term view on the value we create as a business through bringing social outcomes alongside commercial feasibility in strategic decision making along our entire value chain. It is used, together with our social needs analysis, to identify where we can add the greatest social value.

### 4.4. Responsibilities

The roles and responsibilities related to our management approach to community investment, community development, and the Stockland CARE Foundation are provided in the table below.

Role	Responsibilities
<b>Board Sustainability Committee</b>	Oversight of community approach, targets and performance tracking.
<b>CEO Commercial Property CEO Communities</b>	Accountability for community development delivery within respective business units.
<b>Stockland Leadership Team</b>	Supports the delivery of our community approach.
<b>Group Head of Sustainability and Delivery</b>	Responsibility at Group level for community investment, community development and the Stockland CARE foundation.  Reports directly to the CEO, Communities and the CEO, Commercial Property.
<b>General Manager – Group Sustainability</b>	Effective implementation and evaluation of community investment and development approach.  Supported by the Sustainability Team, provides guidance to the business units to execute strategy and deliver community outcomes.
<b>Development Managers and Asset Managers</b>	Effective delivery and management of community development at a project and asset level.
<b>CARE Foundation Board</b>	Oversight of Stockland CARE Foundation strategy (Board composition provided in our <a href="#">Governance Management Approach</a> ).
<b>Sustainability Committee</b>	Oversight of the operations of the Stockland CARE Foundation and approval of annual financial reporting for the CARE Foundation.

## 5. Supply chain engagement

### 5.1. Overview

This section sets out our approach to managing our procurement and supply chain activities.

Every year, we partner with hundreds of suppliers that include construction contractors, design consultants, building services contractors and suppliers of office products. We work to build strong partnerships with our suppliers so that they are motivated to operate in a manner that is consistent with our values and standards by considering social, environmental and human rights-related factors in procurement decisions.

We are committed to responsible procurement and sustainable supply chain management. We recognise that having a sustainable supply chain is fundamental to having a sustainable business.

We adopt a Group-wide strategic approach to managing our procurement and supply chain activities across our three key focus areas, which represent different aspects of our business, as outlined below. Development & Construction spend associated with the development of our assets accounts for approximately 60 per cent of our annual spend, with operational and corporate procurement representing close to 40 per cent, including non-procurement activities like tax.

Development	Operations	Corporate
Design and development construction, contractors and consultants	Service providers across our assets	Suppliers of corporate goods/services

### 5.2. Management approach

#### 5.2.1. Supply chain framework

We work with a wide and varied range of suppliers and endeavour to build partnerships with suppliers who operate in a manner that is consistent with our values and standards. Our expectation is that our suppliers and their supply chain comply with Australian federal, state and local laws and regulations including but not limited to labour laws, environmental regulations and workplace health and safety standards. Where a supplier's operations occur outside Australia, our expectation is that our suppliers comply with legislation in the country (or countries) of operation as well as the ten principles of the United Nations Global Compact.

Our supply chain framework outlines six key focus areas for our supply chain to help us deliver sustainable outcomes. This is supported by our [What Stockland Expects from its Suppliers](#) policy, which is available via our website. Acceptance of this policy is a prerequisite for any new supplier as well as any supplier participating in a tender.





## Stockland supply chain framework

Governance and Management	Environmental Impact	Health, Safety and Quality
Stockland seeks to work with suppliers who are transparent and accountable in how they do business. This includes complying with all legislation and standards as well as acting ethically in all their dealings with us and in the marketplace.	Stockland believes every organisation has a responsibility to understand and manage their environmental impacts. As such, we seek to work with suppliers who have sustainable procurement practices and prioritise the use of sustainable materials.	Stockland provides a safe and healthy work environment. We implement high standards in health, safety and quality across our operations and expect the same standards from our suppliers.
Social Value	Human Rights	Innovation, Capability and Capacity
Stockland believes business can play a positive role in society. We encourage our suppliers to identify ways to positively contribute to the communities in which we operate.	<p>Stockland respects and promotes safe, fair, diverse and inclusive workplaces. We seek to work with suppliers who have appropriate labour practices and values consistent with our company.</p> <p>Reviews regarding modern slavery are discussed in the <a href="#">Human Rights</a> chapter.</p>	Stockland works collaboratively with industry partners and suppliers to achieve innovative and sustainable outcomes. We seek to work with suppliers who have proven capability and capacity to work collaboratively to achieve better outcomes.

We use the supply chain framework to hold suppliers accountable for cohering to our values and we respond to any environmental, social and labour practice risks or impacts that we identify.

### 5.2.2. Supply chain procurement

We procure goods and services from a diverse range of suppliers, with the main categories shown in the diagram below. In addition, we recognise that directly-engaged suppliers often depend on products and services supplied by others, who in turn may depend on another level of suppliers, and so on. This means we engage a number of producers and service providers in addition to our immediate suppliers.

#### How we categorise suppliers

Building contractors (civil and built form)	Marketing and advertising	Travel and accommodation
Design consultants (architects, engineers)	Utility providers	Legal
General consultants	Insurance	Real estate
Maintenance service providers (cleaning, security, waste)	Information technology	Human resources

We actively monitor and manage our suppliers by categorising suppliers by services provided as well as by tiers based on annual spend. Our critical non-Tier 1 suppliers are classified as those that involve a direct spend greater than \$5 million per annum, with these suppliers predominantly involved in the development and construction of our assets. This process provides a means of identifying strategic business opportunities to influence sustainability within our supply chain, further mitigating risk and enhancing the quality of our business and sustainability outcomes. We are also taking practical steps to engage with a larger proportion of our supplier base in order to gain a greater understanding of the risks and opportunities in our broader supply chain.

Our development spend is predominantly procured with Australian suppliers. Given the geographic spread of our projects across Australia, we encourage our suppliers to procure from local communities. On some of our larger projects, we have worked with the principal contractor to collect data on local procurement. While we do not have systems to report local procurement spend across all of our projects, we are committed to sourcing labour, goods and services from the local communities in which we operate.

### 5.2.3. Supplier management systems

We seek to work with suppliers who have demonstrated sustainability capability and have certified management systems, facilitating optimal sustainability outcomes in the delivery of our projects. All new critical suppliers are screened using labour practices criteria such as employment practices, health and safety practices and history of incidents. More information on contractor health and safety priorities and achievements can be found in the [Health, safety and wellbeing](#) chapter.

All of our contractors on projects seeking a Green Star rating with contracts over \$5 million (for Green Star Communities) or \$10 million (for Green Star Design & As Built) are required to have a valid ISO 14001 Environmental Management System accreditation prior to and throughout the duration of the project contract.

### 5.2.4. Development projects D-Life process

Due to the inherently complex nature of property development, the large number of suppliers involved, and the diverse services, materials and equipment required to deliver large-scale developments, we apply our project life cycle process for development projects (D-Life), which covers the development life cycle from concept to completion.

D-Life identifies specific gates with critical control points. It requires approval before proceeding to the next phase of the project life cycle, while enabling compliance and reducing risk. In addition, we set minimum sustainability, environmental and social requirements of our suppliers during the tender and project delivery processes.

## 5.3. Review and evaluation

We review and report on our progress against annual procurement and supply chain priorities in our annual ESG reporting.

To further evaluate the effectiveness of our management approach, we engage with industry bodies and incorporate best practice processes and procedures across our business. We also consult external stakeholders to stay informed about current trends and material issues and regularly benchmark against our peers.

We regularly identify opportunities to reduce capital and operational expenditure. The spend analysis also serves to inform our procurement strategy and enable the setting of tactical and strategic initiatives for the new financial year. Additional mechanisms for evaluating the effectiveness of our approach include our internal strategic review and the internal audit process within our broader risk management approach (see our [Governance Management Approach](#)).

## 5.4. Responsibilities

The table below describes the roles and responsibilities associated with our approach to supply chain management.

Role	Responsibilities
<b>Business unit CEOs, Managing Director and CEO</b>	Responsibility for procurement and supply chain management practices within their teams, business units and activities.
<b>Stockland Leadership Team</b>	Supports the delivery of our approach to supply chain management.
<b>Group Head of Sustainability and Delivery</b>	Responsibility for procurement processes and procedures on our development projects and operations. Accountable for the execution of these policies within Sustainability, Project Management and National Operations.  Reports directly to the CEO, Communities and the CEO, Commercial Property.
<b>Executive General Manager, all asset classes</b>	Oversight of supply chain and procurement activities related to operations and development of assets.  Reports directly to respective business unit CEOs.
<b>Head of Business Improvement, Innovation, Marketing &amp; Technology</b>	Procurement activities in our corporate supply chain and administration of Group procurement policy and systems.

# 6. Human rights

## 6.1. Overview

This section sets out our management approach and key focus areas for the business regarding human rights.

Stockland has a strong commitment to its values of CARE (Community, Accountability, Respect and Excellence). In accordance with these values, and the UN Guiding Principles on Business and Human Rights, Stockland is committed to respecting and promoting Human Rights consistent with the:

- International Bill of Rights (including the Universal Declaration of Human Rights)
- International Covenant on Civil and Political Rights
- International Covenant on Economic, Social and Cultural Rights
- Declaration on the Rights of Indigenous Peoples
- Eight fundamental Conventions of the International Labour Organisation

This is demonstrated by Stockland's commitment to identify and eliminate any modern slavery taking place in our operations and supply chain and demonstrating continuous improvement through our annual reporting under the Modern Slavery Act 2018 (Cth).

## 6.2. Management approach

### 6.2.1. Policies and approach

#### Human rights

Stockland operates wholly within Australia, a country with a long history of democratic government, judicial independence and high standards of governance, and with legislative regimes relating to human rights including labour standards, privacy and non-discrimination. Our commitment to both respect and promote human rights underpins our business



activities and stakeholder relationships, which is appropriately reflected in our human rights policies and procedures. We acknowledge that our supply chain extends beyond Australian borders, and are cognisant of emerging concerns regarding modern slavery. We do not tolerate behaviour that is in breach of the law or our corporate policies.

We respect and seek to promote human rights through corporate policies, programs, initiatives, project and asset guidelines and broader governance and stakeholder management methods. We are a signatory to the United Nations Global Compact (UNGC) and we support the ten principles of the Global Compact on human rights, labour, the environment and anti-corruption.

Corporate policies that reflect and support our commitment to respecting and promoting human rights include:

- [Human Rights Policy](#)
- [Code of Conduct](#)
- [Fraud and Corruption Policy](#)
- [Whistleblower Policy](#)
- [Our Approach to Diversity and Inclusion](#)
- [Anti-Discrimination and Harassment Policy](#)
- [Conflict of Interest Policy](#)
- [Work Health and Safety Policy](#)
- [What Stockland Expects from its Suppliers](#)
- [Government Relations Policy](#)
- [Environment Policy](#)
- [Privacy Policy](#)
- [Reconciliation Action Plan](#)
- [Procurement Policy](#)
- [Modern Slavery Statement](#)

These policies promote and respect fundamental rights such as:

- Right to equality
- Freedom from discrimination
- Right to a safe work environment
- Right to family life
- Right to rest and leisure
- Right to fair remuneration
- Freedom of association
- Right to collective bargaining
- Right to social security
- Right to political participation
- Right to privacy
- Freedom of thought, conscience and religion
- Rights of Indigenous peoples

We also look to promote human rights through our business activities and other initiatives, with examples set out in the table below.

Human Right	Examples of actions
Right to own property	Providing affordable house and land packages.
Right to work (and rights of the child)	Offering a range of employment support activities for school students living in and around our communities (see <a href="#">Social Impact</a> chapter).
Right to family life	Providing flexible working conditions for our employees (see <a href="#">Health, safety and wellbeing</a> chapter).
Right to an adequate standard of living	Responding to customer and resident feedback across our Masterplanned Communities, including a focus on housing and product quality and affordability (see <a href="#">Customer engagement</a> chapter).
Right to education	Supporting and delivering lifelong learning opportunities (see <a href="#">Community Investment and Development</a> chapter).
Right to physical and mental health	Supporting and delivering programs to promote health and wellbeing (see <a href="#">Community Investment and Development</a> chapter and <a href="#">Health, Safety and Wellbeing</a> chapter).
Right to participate in cultural life of the community	Supporting and delivering community programs that enhance a sense of belonging and vitality (see <a href="#">Social Impact</a> chapter).

We have a number of core mandatory training programs that all new employees must undertake to comply with our obligations under our [Human Rights Policy](#). All employees are required to refresh this training every 18 months. The training includes modules on equal opportunity in employment, sexual harassment in the workplace and workplace bullying. We also deliver targeted unconscious bias training as required and have launched a company-wide online resource for all leaders, which guides inclusive leadership and the management of day-to-day issues that relate to human rights. We offer training regarding the issue of modern slavery to all our employees, with mandatory training for key job families such as project management and procurement.

The aforementioned policies also demonstrate our commitment to encouraging a strong ethical culture to prevent fraud and corruption. We perform internal audits, thematic reviews and monitor the segregation of duties to minimise the likelihood of fraud and corruption occurring. More information on internal audit activities is contained in our [Governance Management Approach](#).

### Human rights stakeholders

Our stakeholders can be divided into two categories: stakeholders as rights-holders and stakeholders that influence the human rights' context.

Stakeholders who are individuals or communities with human rights are considered rights-holders. These stakeholders include but are not limited to our employees, customers, suppliers and communities. Particularly vulnerable populations within these groups require special attention, either because their rights are more likely to be impinged upon, or their vulnerability means they are less equipped to advocate or likely to be heard.

Stakeholders that influence the human rights' context include institutions, agencies, businesses and entities. These stakeholders do not hold human rights; however, they have important duties to protect, promote, respect and support human rights. They also have direct influence over how people experience their human rights.

The table below lists vulnerable rights-holders identified by Stockland and stakeholders that influence the human rights' context.

Vulnerable rights-holders	Stakeholders influencing human rights' context
<ul style="list-style-type: none"> <li>• Women</li> <li>• People with disabilities</li> <li>• Migrant workers</li> <li>• LGBTQ+ peoples</li> <li>• Trade union association</li> <li>• Indigenous peoples</li> <li>• Parents and carers</li> <li>• The elderly</li> <li>• Other protected attributes</li> </ul>	<ul style="list-style-type: none"> <li>• Government and regulatory bodies</li> <li>• Suppliers</li> <li>• Securityholders and the investment community</li> <li>• Media</li> </ul>

### Human rights review

In FY18, we completed a human rights issues review that extended to 100 per cent of our operations. It leveraged external expertise to benchmark the rights articulated in our Human Rights Policy against human rights issues facing the property sector. The review highlighted risk and opportunity areas based on a review of key documents and interviews with our staff who control frameworks for human rights through their work in governance, risk, sustainability and procurement. The review identified supply chain as having the highest potential for human rights risk for our business.

### Supply chain management

Our [What Stockland Expects from its Suppliers](#) policy is available on our website and outlines our expectation that suppliers operate in a manner consistent with our corporate, social and environmental values. The policy outlines the additional corporate responsibility and sustainability practices we consider when making key procurement decisions.

We have also developed a supply chain framework outlining our focus areas and supplier requirements with regards to governance and management, environmental impact, health and safety, social value, human rights and capability and capacity. Refer to the Supply Chain Engagement chapter for further information. Stockland has further developed our understanding of this issue with a supply chain risk review.

### Modern slavery

The Board has delegated responsibility relating to Modern Slavery to the Sustainability Committee under its responsibility to 'consider the sustainability impacts of Stockland's business activities including social, environmental, and economic impacts'.

We have a Modern Slavery Working Group to develop and implement our Modern Slavery strategy and to manage our various initiatives and ongoing priorities relating to effectively identifying and managing modern slavery risks and due diligence activities (including managing our reporting obligation). Co-chaired by the Group Head of Sustainability and Delivery and the Group Risk Officer, the Working Group contains representatives from across the business including Sustainability, Legal, Investor Relations, People and Culture, Risk, Project Management Procurement and Operations.

The annual [Stockland Modern Slavery Statement](#) is prepared in accordance with the Modern Slavery Act 2018. This statement is prepared by Stockland's Modern Slavery Working Group and endorsed by the Stockland Board. It sets out the steps taken by Stockland during each financial year to identify and prevent modern slavery within its operations and supply chains.

Modern slavery risks are assessed in relation to Stockland's potential to:

- *cause* - our operations directly result in modern slavery
- *contribute to* - operations and/or actions may contribute to modern slavery
- *be directly linked to* - operations, products or services may be connected to modern slavery through activities of another entity

The potential ways that Stockland may cause, contribute to or be directly linked through our operations and supply chain are listed below.

Corporate procurement	Operations	Direct procurement
<i>Directly linked:</i> Labour conditions and child labour in the supply chain of manufactured goods, such as electronic equipment, paper and motorised vehicles.	<i>Contribute to:</i> Underpayment and exploitation of migrants working for cleaning and security service subcontractors.	<i>Directly linked:</i> Labour conditions, forced, bonded or child labour in the supply chain of building products such as solar panels.

We partner with our construction and building services suppliers to assess and manage human rights risks and increase our awareness of high-risk products and services.



## Accessibility

Across our Town Centre developments, accessibility is a key component of our commitment to create places where everyone feels welcome. We commit to delivering a quiet room in all new Town Centre developments, which provide a calm, low-sensory environment for people with sensory needs such as Autism Spectrum Disorder, as well as their carers and families. We also focus on inclusion by delivering inclusive play spaces and adult change rooms designed using principles from Changing Places.

In our Communities business we are focused on liveability and improving industry standards to raise liveability benchmarks for our residents. Our proprietary liveability research is a key element of our Communities customer engagement. The Liveability Index is a derived score that takes into account six core elements: community perceptions, personal circumstances, accessibility, amenities, education, and home design, and is determined using regression analysis.

Livable Housing Australia (LHA) has introduced a voluntary three-tier performance range for liveable housing design: Silver, Gold and Platinum. The LHA certification promotes good design principles and can add to the long-term value of homes in our communities.

We are committed to achieving Silver design certification at all new greenfield Stockland Halcyon communities. We also set targets to deliver a certain percentage of new Stockland townhouse and completed homes to the LHA Silver standard. We are working with our builder partners to improve industry capacity through increasing awareness, improving deliverability and identifying opportunities for cost reduction. We also continue to advocate within industry through the Property Council of Australia and the Green Building Council of Australia on the importance of market transformation and acceptance of LHA as an industry standard.

Our Wellbeing and Employee Advocacy Group (EAG) supports employees with accessibility needs (whether they are physical or mental or relate to neurodiversity). More information on this EAG is available in the [People and culture](#) chapter.

### 6.2.2. Systems and procedures

We use the following systems and procedures to actively identify, assess and implement responses to human rights-related issues across our business.

#### Due diligence processes

We undertake various due diligence processes at different stages of the project life cycle and business activity. These incorporate human rights' considerations in the assessment process and enable us to identify, prevent and mitigate potential human rights' impacts. Examples include:

- **Stakeholder Relations** – regular assessments of human rights-related risks or impacts regarding employees, customers or communities are conducted via surveys such as our annual employee survey, Our Voice (see People and Culture chapter) and our Liveability Index and Residents Voice survey with residents (see Customer Engagement chapter).
- **Project Development** – due diligence reports prepared for project developments require the identification of risks and opportunities relating to various key human rights-related aspects, including infrastructure and servicing, contamination, sustainability, stakeholders, archaeological, heritage, First Nations people and other cultural matters.
- **Assets and Projects** – assessments of human rights-related risks and opportunities (relating specifically to community development objectives and outcomes) are conducted annually at each asset and project in accordance with the sustainability policy.
- **Operations** – we conduct regular assessments of human rights-related risks and impacts relating to our operations, particularly the health, safety and security of our employees and customers, supported by regular management and site-based audits and reviews (see Health, Safety and Wellbeing chapter).
- **Supply Chain** – our key suppliers are assessed against predetermined human rights-related criteria, which they must meet to be eligible for consideration in the procurement process. This includes health and safety, community development and corruption. Refer to the Supply Chain Engagement chapter for further information on supply chain qualification criteria.
- **Investments** – our Investment Review Group considers stakeholder impact, including human rights, as part of our investment analysis and decision-making processes, as well as our ownership policies and practices (see our [Governance Management Approach](#)).

#### Grievance mechanisms

We have implemented the following grievance mechanisms to provide for the reporting and management of human rights incidents in a timely manner:

- **Grievance Procedure** – if an employee has a concern regarding their employment, they have the option of raising that matter through our grievance procedure. If an employee is unable to resolve the concern informally or with their manager, they may raise a formal grievance with our People and Culture team and the matter will be investigated as appropriate.
- **Whistleblower Policy** – under our Whistleblower Policy, there are various whistleblowing escalation channels available for reporting any improper conduct. These channels can be used if the normal business channels are not appropriate or if the employee or external stakeholder wishes to report the improper conduct anonymously.

- **Financial Services Dispute Resolution Policy** – this policy sets out approaches to deal with investor grievances appropriately, and for advising senior management on grievances so that processes can be improved and risks contained.
- **External Dispute Resolution membership** – Stockland is a member of the Australian Financial Complaints Authority which is an independent body that provides investors with fair, free and independent dispute resolution services in respect to financial services complaints.
- **Customer Feedback and Complaints Procedure** – this procedure outlines how customer and community complaints received by Stockland employees or contractors are to be identified, addressed, remediated and reported. We rely on strong complaints-handling processes to strengthen customer satisfaction, reduce risks and identify opportunities to improve the quality of our processes and services.
- **Privacy Policy** – any member of the community may raise a concern through our Privacy Officer (privacy@stockland.com.au) about the way their information has been handled.

## 6.3. Review and evaluation

We review and report on our progress against our human rights priorities in our [Annual Report](#) and [ESG Data Pack](#).

Current indicators for evaluating our human rights performance include:

- incidents of non-compliance with the Human Rights Policy and associated policies during the reporting period
- number of stakeholder grievances relating to human rights raised and percentage remediated during the reporting period through formal grievance mechanisms
- progress against the initiatives in our Reconciliation Action Plan
- supplier management in relation to human rights-related criteria
- nature of the key human rights risks and impacts identified in the reporting period and measures taken to prevent, mitigate or remediate them

We have benchmarked our Human Rights Policy and approach against the UN Global Compact Principles and found our approach to be current and relevant. We will continue to benchmark our approach against emerging global practice and are committed to maturing our approach as regulations and stakeholder expectations evolve. We appreciate that human rights are about rights-holders and acknowledge that their perceptions are equally as important as any objective and/or quantitative data relating to our performance against particular indicators or criteria.

## 6.4. Responsibilities

Key roles and responsibilities for delivering our approach to human rights across our business are described in the table below. In addition to the responsibilities itemised below, respect for human rights is considered the responsibility of all employees and is driven by policies, procedures, practical toolkits and shared best practices.

Role	Responsibilities
<b>Chief People &amp; Stakeholder Engagement Officer</b>	Responsibility for human rights at a Group level.
<b>Managing Director and CEO, business unit CEOs</b>	Respecting and promoting human rights within their teams, business units and activities.
<b>Stockland Leadership Team</b>	Supports the delivery of our human rights approach.
<b>General Manager – Group Risk Officer</b>	Leads Stockland's Risk strategy by applying expertise to identify and manage material risks including Human Rights. Co-chair of Stockland's Modern Slavery Working Group.
<b>Group Head of Sustainability and Delivery</b>	Effective monitoring and evaluation of human rights-related issues across our development supply chain. Encourage the responsible practices of our contractors and their respect for human rights. Co-chair of Stockland's Modern Slavery Working Group. Reports directly to the CEO, Communities and the CEO, Commercial Property.
<b>General Manager – Sustainability</b>	Effective implementation and evaluation of the community development and investment initiatives that promote the human rights of our customers and communities. Development and maintenance of an effective framework for encouraging respect for human rights and responsible practices in our indirect supply chain. Reports directly to the Group Head of Sustainability and Delivery.
<b>General Manager – Performance and Reward</b>	Effective implementation and evaluation of policies and programs, including grievance mechanisms, to promote labour-related human rights within our direct workforce.
<b>Compliance and People &amp; Culture teams</b>	Provide guidance to employees on the appropriate procedures available to support employees through the resolution of disputes or grievances.



## Important notice

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