

## **1. STAKEHOLDER ENGAGEMENT**

- 1.1 ARA will engage its stakeholders clearly, honestly and respectfully.
- 1.2 The company is committed to timely and meaningful dialogue with all stakeholders, which include investors, tenants, suppliers, community, employees and consumers, among others.

## **2. EMPLOYEE RIGHTS**

- 2.1 ARA ensures that all employees should have their rights in the workplace. These include the right to have a safe workplace, right to be free from discrimination and harassment, right to be free from retaliation when filing a complaint and right to fair wages and paid leave.
- 2.2 The company abides by the respective employment acts governing each jurisdiction where the Group operates in. This includes the payment of compulsory comprehensive savings plans, timely disbursement of salaries and adherence to working hours requirements.

## **3. DIVERSITY AND EQUAL OPPORTUNITIES**

- 3.1 ARA is committed to the goals of diversity and affirmative action in employment. It aims to provide a work environment for employees that fosters fairness, equity, and respect for social and cultural diversity, and that is free from discrimination.
- 3.2 ARA embraces diversity at workplace by hiring talents from different background, cultures and languages. The selection of employees is based on merit, regardless of age, race, gender, religion, national origin, sexual orientation, family status, disability, medical condition or other characteristics protected by applicable law.
- 3.3 In supporting fair and progressive employment practices, the company provides all employees with equal opportunities for skills training and development and rewards all employees based on their performance and contribution.
- 3.4 ARA is an equal opportunities employer. All appointments and promotions are assessed based on an individual's performance and ability to perform the relevant roles and responsibilities required. The company is committed to the continued development of the personal and professional skills of its employees who will be treated in a fair and unbiased manner and given every opportunity to realize their full potential.

## **4. EMPLOYEE PERFORMANCE AND CAREER DEVELOPMENT**

- 4.1 ARA recognizes that the success of the business is driven by a performance-based culture which emphasizes on talent development, career advancement and staff training. ARA's talent management program provides developmental opportunities for its employees and grooms them into future leaders for critical positions across the region.

- 4.2 ARA promotes its employees from within, where appropriate, in recognition of the efforts of its top performers. Where applicable, ARA also provides career growth progression opportunities through job rotation, lateral movement and overseas posting.

In addition, the company encourages its employees to continually upgrade their skillsets by actively sending them for relevant seminars, workshops and trainings where each employee is required to achieve a stipulated number of training hours yearly. This allows the employees to increase productivity at work and contribute effectively to the company. A training newsletter will also be circulated periodically to keep the employees informed of latest training trends and development.

- 4.3 A performance management system is established to ensure that business priorities are aligned, alongside with staff development and performance improvement. All employees go through an annual goal setting exercise based on key performance indicators and appraisal exercises are conducted during the year.
- 4.4 ARA has adopted an open appraisal system whereby the supervisors meet each subordinate face-to-face and discuss his or her job performance for the year. In this way, the employee will receive timely feedback from the supervisor. The appraisal session is an open discussion of the year's performance, achievements, strengths and areas requiring improvement.

## **5. OCCUPATIONAL SAFETY FOR EMPLOYEES**

- 5.1 ARA is committed to providing a safe and healthy working environment for its employees to perform their work. The company also ensure that its business operations comply with the relevant occupational health and safety regulations.
- 5.2 Regular safety inspections are carried out to prevent any workplace accidents from arising. To raise employees' awareness, fire drills and evacuation exercises are arranged regularly which cover safety principles, fire hazards, preventive gears, evacuation and exit routes.
- 5.3 ARA values the inputs from its employees to continuously improve their workplace and provide them with a pleasant and desirable work environment. Employees with any concerns regarding workplace safety are strongly encouraged to discuss with their immediate supervisor for resolution.

## **6. EMPLOYEE HEALTH & WELL-BEING AND EMPLOYEE ENGAGEMENT**

- 6.1 ARA recognizes the importance of the health and well-being of its employees and is committed to providing a supportive workplace culture, where healthy lifestyle choices are encouraged. Placing focus on employee wellness and engagement, the company promotes work-life balance and encourages its employees to lead an active and healthy lifestyle.

Examples of health and well-being initiatives include health screenings and talks, subsidized memberships at fitness centers, social company events, sports activities and employee surveys.

- 6.2 Within the office premises, initiatives are also put in place for the well-being of employees such as providing air purification, drinking water filtration systems and healthy snacks at the pantries.

- 6.3 ARA adopts an open-door policy and provides multiple platforms for employees to share ideas and feedback. These includes communication channels such as luncheons, cohesion events, team building activities and employee satisfaction surveys.
- 6.4 All employees are provided with the employee handbook detailing key human resources policies on employee benefits, entitlements and flexible working hours, among others. Benefits extended to employees include health care and insurance coverage, parental leave and other staff benefits.

## **7. PROHIBITION OF CHILD AND FORCED LABOUR**

- 7.1 ARA prohibits the employment of anyone under the age stipulated by the local limit requirement for work in any form of labour. In addition, the company does not tolerate forced labour of any kind, including slave labour, prison labour, indentured labour, bonded labour, or forced overtime hours.
- 7.2 The company will not contract with, or use the services of, any supplier, contractor, service provider or representative who employs or engages, or otherwise directly or indirectly utilizes the services of child or forced labour.
- 7.3 The company agrees to cooperate fully in providing access to its labour records, documents, agents, employees or premises if reasonably required by government officials.

## **8. ASSET LEVEL SAFETY FOR TENANTS**

- 8.1 ARA is dedicated to ensuring the safety of its tenants at the properties, in compliance with the relevant safety and security regulations. This allows our tenants and visitors to conduct their business with ease of mind.
- 8.2 As an investor-cum-operator, ARA invests in quality properties with good standing, reputation, and track records. In assessing potential acquisitions, applicable tests are carried out on geotechnical, structural and architectural works, including the mechanical and engineering systems of the building.
- 8.3 ARA undertakes various steps and initiatives to ensure asset level safety in properties where it operates. These include maintenance of safety standards in properties, identified access and exit points within the buildings, controlled use of materials during maintenance and fit-out (e.g. pesticides and asbestos), fire safety equipment put in place and emergency response plans are being implemented (e.g. fire drills and counter-terrorism exercises).

## **9. TENANT, CUSTOMER AND COMMUNITY HEALTH & WELL-BEING**

- 9.1 ARA is committed to providing a safe and healthy environment for its tenants, customers and community, and ensuring that the properties comply with the relevant occupational health and safety regulations.
- 9.2 The Property Managers actively identify the significant hazards and manage the risks in all its properties. To ensure the safety and security of tenants and public, each property is closely

managed by an onsite team who oversees the daily operations with the support of full-time service providers to implement a range of safety and security measures.

- 9.3 On top of the day-to-day cleaning, security services, as well as the maintenance of good sanitation and indoor air quality, ARA also promotes the health and well-being of the tenants and their employees through a series of health-related activities.
- 9.4 Tenant satisfaction surveys are conducted regularly to provide tenants a platform to voice their opinions. In addition, relevant amenities and services at the properties are provided to the public.

## **10. COMMUNITY INVESTMENT AND DEVELOPMENT POLICY**

- 10.1 ARA believes in the importance of giving back to society and highly encourages its employees to be involved in charitable causes. A community engagement program is established with the focus on staff volunteerism and support to education. The company monitors the program to ensure that it delivers a positive social impact to the community.
- 10.2 Examples of initiatives that ARA participates include providing scholarships, engagement with elderlies and children, blood donation drives, donation to the underprivileged and volunteering at charitable organizations.