



2012 GRESB Survey Response  
(for the year ending 2011)

HCP, Inc.



## Management

Please describe your vision / strategy / focus on sustainability during the reporting period and beyond in no more than 250 words

At HCP, we embrace sustainability as a core value of our business. We believe that sustainability drives innovation, provides opportunities to increase the value of our company for our stakeholders and positively transforms our business to improve our environment, society and corporate governance. Conserving energy, saving water, minimizing waste and reducing emissions allows us to protect the environment, as well as capture advantages in the competitive landscape. These business practices are integrated throughout the lifecycle of our operations, from green building design to ongoing operation and maintenance of our buildings. Additionally, distinguishing ourselves as a good corporate citizen benefits the communities in which we operate by improving the quality of life locally and nation ally. HCP is committed to being an environmentally conscious, socially responsible and ethical company. We strive to deliver superior returns to our stockholders, lead with integrity and demonstrate responsibility with respect to our people, partners and planet.

**Q1 Who is responsible for implementing the sustainability strategy for your real estate portfolio: (multiple answers possible)**

- Dedicated full-time employee(s) at organisational level, please specify \_\_\_\_\_ FTE.
- Part-time employee(s) (i.e., sustainability is part of the roles and responsibilities) at the organisational level, please specify 1.5 FTE**
- External consultants are largely responsible for implementing the sustainability strategy for your real estate portfolio. Please provide the name of the consultancy organisation: \_\_\_\_\_
- Outsourced managing agents are largely responsible for implementing the sustainability strategy for your real estate portfolio . Please provide the name of the managing agent: \_\_\_\_\_
- Other (please specify): \_\_\_\_\_
- Not applicable
- None of the above

**Do you have sustainability taskforces/building management committees at the asset-level? Local asset-level sustainability committees are present at:**

- Some assets
- Most assets**
- All assets
- No assets
- Not applicable (we do not have direct/management control at any assets)

**Do these sustainability taskforces/building management committees typically involve (select all that apply):**

- Employees**
- Property/facility managers**
- Tenants
- Consultants
- Building suppliers/cleaners etc
- None of the above

**Q2 Indicate whether the most senior decision-maker on sustainability issues (multiple answers possible):**

- Is a member of the highest management body**
- Directly reports to the highest management body
- None of the above

**Q3 Does the highest management body receive regular updates on sustainability performance:**

- Yes, on a monthly basis
- Yes, on a quarterly basis**
- Yes, on a bi annual basis
- Yes, on an annual basis
- Yes, other
- None of the above

**How do you ensure your sustainability strategy is understood and implemented by employees and external service providers (multiple answers possible):**

- Training**
- Staff meetings
- Newsletters/intranet
- Workshops/events**
- Forms part of induction program for new employees
- Other (please specify): Through our survey responses such as CDP and GRESB**
- None of the above

**Q4 The sustainability performance of the property portfolio is relevant for the annual performance review of (multiple answers possible):**

- Members of the highest management body
- Corporate/central employees**
- Employees such as Property/Facilities Managers at the asset level
- External asset managers or investment advisors
- None of the above

**Q5 Are sustainability requirements in place for your external property/asset managers:**

- Yes for 100% of external property/asset managers**
- No
- Not applicable

**How do you monitor external property/asset managers on compliance with your sustainability requirements: (multiple answers possible)**

- Receive update reports from service providers
- Discussed during regular meetings with suppliers**
- Audits performed by internal employees
- Audits performed by external consultants
- Other (please specify):
- No monitoring undertaken
- Not applicable

**Q6 Is your particular organisation currently involved or represented in (inter)national committees or working groups concerning sustainability:**

- If yes, please provide the name and a description of the objectives of the (inter)national committee or working group (in no more than 100 words)**
- No, but the parent organisation / investment house is, please provide the name and a description of the objectives of the (inter)national committee or working group (in no more than 100 words)
- No involvement in reporting period

**HCP actively participates in the following:**

- 1) NAREIT Sustainability Committee - addresses issues pertinent to REITs, including climate change legislation and sustainability advances;
- 2) CDP - drives GHG emission reductions and sustainable water use through the measurement, management and disclosure of information;
- 3) Leader in the Light working group - recognizes those demonstrating superior, sustained energy practices; and
- 4) Leadership in Energy & Environmental Design (LEED) – framework for implementing measurable green building construction, operations and maintenance solutions.

**Q7 Has your organisation or assets been credited sustainability awards or other recognition with regards to implementing sustainability (best practices) in your portfolio during the reporting period:**

- Yes, please describe the awards/recognition (in no more than 300 words)**  
 No

The following awards and accomplishments fall within the 2011 fiscal year and within HCP's boundary of 281 properties:

- **Energy Star Awards.** An Energy Star certified facility meets strict energy performance standards set by the EPA, uses less energy, is less expensive to operate, and produces fewer greenhouse gas emissions than its peers. Energy Star labels are awarded by the EPA to recognize such certified facilities. In 2011, not only was HCP recognized as the leader in Energy Star certifications for the Medical Offices Building (MOB) category, but was awarded 22 Energy Star labels. HCP was further recognized for increasing its buildings benchmarked for energy and operational performance from 166 in 2009, to 398 in 2011. HCP achieved such progress and recognition by implementing the Energy Star program into its Life Science and Senior Housing portfolios. Additionally, HCP worked with the EPA to develop and add a new category (Senior Housing) to the Energy Star program.
- **National Association of Real Estate Investment Trusts (NAREIT) Awards.** NAREIT's annual Leader in the Light award recognizes companies that demonstrate excellence in energy efficiency and expense management. In 2011, HCP received the Leader in Light's Innovator of the Year Award, which it has received in four of the past five years.
- **Leadership in Energy and Environmental Design (LEED) Awards.** The U.S. Green Building Council (USGBC) developed the LEED certification program to provide independent, third-party verification for those buildings designed and built using strategies to achieve high performance in key areas of human and environmental health, including sustainable site development, water savings, energy efficiency, materials selection and indoor environmental quality. In 2011, HCP was awarded the following LEED certifications:
  - o LEED Silver certification at our Madison Medical Tower MOB in Seattle, Washington
  - o LEED Commercial Interiors certification at our Point Eden IV building in Hayward, California

## Policy and Disclosure

**Q8 How do you disclose your sustainability performance, vision and strategy (multiple answers possible):**

- Section in Annual report & Accounts (please provide hyperlink and pages of report):**  
<http://phx.corporate-ir.net/phoenix.zhtml?c=67541&p=irol-reportsannual>
- Stand alone Corporate Social Responsibility or Corporate Sustainability report (please provide hyperlink of latest report):
- Integrated report (sustainability disclosure fully integrated into the annual report) (please provide hyperlink):
- Dedicated section on your corporate website (please provide hyperlink):**  
<http://www.hcpi.com/sustainability>
- Section in Fund reporting to investors (either annual or quarterly)
- Other (please specify): 2011 Carbon Disclosure Project response and GRI Sustainability Report in 2012**
- None of the above

**Q9 Has your annual sustainability report been externally assured:**

- Yes, the annual sustainability report been fully assured by an independent third-party auditor. Please provide the company name:
- Yes, the annual sustainability report been assured to a reasonable or limited extent by an independent third-party auditor. Please provide the company name:
- No, an external independent third party reviewed our sustainability report to validate the information and/or provided an Advisor Statement but this is not assurance and the party that performed the check was not a qualified auditor. Please provide the company name:
- No, the annual sustainability report has not been assured or reviewed to any degree by a third-party of any kind**
- Not applicable

Which framework is used to disclose information relating to sustainability performance:

- Global Reporting Initiative (GRI)**
- AA1000
- GHG Protocol**
- Other (please specify):
- No reporting or accounting standard is used
- Not applicable

**Q10** Do you have a policy/policies in place, covering the following environmental issues (multiple answers possible):

- Energy consumption / management**
- GHG emissions/ management
- Water consumption / management**
- Waste management
- Climate change adaptation
- Other (please specify): Corporate Sustainability Policy**
- No such policy

## Risks & Opportunities

**Q11** Please answer the questions in the following table:

Bribery & Corruption	Answer
Do you have a (ethics) policy, approved by the board, to address the risks from exposure to bribery & corruption:	<b>Yes</b>
Do you assess your exposure to material bribery & corruption risk on a regular basis:	<b>Yes</b>
Do you have comprehensive systems and procedures in place to ensure the effective implementation of the policy by your own staff as well as your business partners:	<b>Yes</b>
Do you carry out regular training for employees and especially personnel at the frontline most exposed to corrupt demands:	<b>Yes</b>
Do you have an effective whistle-blower mechanism in place at management level:	<b>Yes</b>
Is bribery & corruption included in your investment due diligence processes, e.g. during M&A and with joint venture partners:	<b>Yes</b>

**Q12** Have you performed sustainability risk assessments for your standing investments in the last three years on:

Risk assessment performed for:	Percentage of total number of assets covered
Climate change risks	<b>100%</b>
Regulatory risks	<b>100%</b>
Occupational risks	<b>100%</b>
Financial risks	<b>100%</b>
Other (please specify):	<b>0%</b>

**Please describe the assessment undertaken to identify the risks for your assets in no more than 250 words**

HCP regularly assesses financial, regulatory, occupational and climate change risks through specific risk management procedures that are integrated company-wide by means of a multi-disciplinary approach. The scope of such procedures includes the assessment of financial, regulatory, and occupational risks at the company level, and the assessment of climate change risks at the asset level. These risks are scheduled to be assessed monthly and quarterly through our internal control procedures, and as necessary in situations where immediate action is required. Our senior management, which includes leaders of each of our five business segments, reviews the significance of each risk based on potential impact, likelihood, and timeframe.

Additionally, senior management evaluates the degree materiality of any risk and prioritizes the mitigation of them accordingly. Any material risk is reported directly and promptly to our Board of Directors by senior management. Sustainability risk assessment related to financial, regulatory, occupational and climate change risks are regularly identified and assessed by senior asset managers, as well as our Asset Management Department (AMD). The AMD maintains contact with on-site property managers regarding site-specific and local market issues. Operational reports at each property are submitted and reviewed on a monthly basis, which allows us to identify any risks that could affect our properties. To the extent that any significant risks are identified by the senior asset managers or the AMD, such risks are directly and promptly reported to our senior management to further evaluate the degree of materiality and prioritizes the mitigation of such risks accordingly.

- Q13 How do you assess the energy performance of your standing investments (multiple answers possible):**
- Energy performance review by internal employees**
  - Energy performance review performed by external contractors: please specify the name of the service provider SourceNet**
  - Energy audit: please specify the name of the auditor
  - External benchmarking: please specify the name of the benchmark Energy Star / EPA**
  - Other (please specify):
  - No assessment in place

- Q14 Have you implemented an energy efficiency program for your standing investments during the last three years:**
- Yes, for 79 % of the portfolio (of total number of assets)**
  - No
  - Not applicable

**Which measures are included in your energy efficiency program (multiple answers possible)**

- Choice of energy-efficient lighting and controls**
- Upgrade to metering -- installation of AMR and sub-meters
- Ensure that all M&E is efficient through retrocommissioning**
- Continuous building energy optimization programs**
- Replacing M&E with more efficient products**
- Focus on passive measures to reduce energy consumption e.g solar shading, natural ventilation, natural daylighting**
- Decisions on design, layout and choice of building fabric (partitioning, windows, etc) are made with energy efficiency as a key driver**
- Other (please specify):
- Not applicable

**Please describe the energy efficiency program in no more than 250 words**

HCP's energy efficiency program is designed to reduce energy usage and GHG emissions across our projects and includes:

- Evaluating and replacing older, less efficient HVAC equipment with higher efficiency equivalents, including ultra-high efficient chillers that operate on magnetic bearings (thereby eliminating oil reliance);
- Monitoring utility usage for electricity, gas, and water through the utilization of a utility bill database, which also enables third party management companies to quickly identify usage anomalies and implement corrective actions;
- Implementing and upgrading energy management systems within our buildings in order to improve energy performance and allow for optimization of its operation;
- Investigating and evaluating new technologies and alternate energy sources including fuel cell technology, photovoltaic panel (solar cell panel) technology, ground coupled heat pump systems, solar water panel systems, and real time power monitoring systems; and
- Evaluating and effectuating emission reduction projects through:
  - a. Identifying a dedicated green budget category that includes energy efficiency projects;
  - b. Identifying projects recognized through our best ctic philosophy and implementing retro commissioning across our facilities;
  - c. Calculating financial metrics including return on investment and net present value;
  - d. Engaging employee and third party managers through annual reviews of their best practices approaches at each facility;
  - e. Implementing new processes and technologies based on best practices and estimating energy and GHG emissions associated with these improvements over an operational period of one year, and;

- f. Utilizing various GHG protocol tools to obtain emission data and establish target goals (e.g., World Resources Institute, Energy Star, CDP and other related tools).

**Q15 Have you implemented water efficiency program for your standing investments during the last three years:**

- Yes, for 79 % of the portfolio (of total number of assets)**  
 No  
 Not applicable

**Which measures are included in your water efficiency program (multiple answers possible)**

- Dual flush, waterless urinals or low flush toilets**  
 **Efficient water faucets or efficient showers**  
 Real time water management or AMR water metering  
 Grey water recycling is actively promoted  
 **Other (please specify) Reduced landscape watering**  
 Not applicable

**Voluntary question: Please provide one example of a “best practice” investment in the sustainability performance of your portfolio during the reporting period:**

Best practice	Results
Type of best practice, please specify	<b>Installation of high-efficiency HVAC system</b>
Amount of initial investment:	<b>223000</b>
Number of buildings covered:	<b>1</b>
Floor area covered:	<b>95800</b>
Expected returns on investments (ROI)	<b>37</b>
Expected improvement in sustainability performance (in MWh savings etc)	<b>459.5 MWH</b>

**Please describe the “best practice” investment, the main effort, expected improvements in the operating costs (no more than 400 words)**

Representing a best practice investment in 2011, HCP developed a protocol for implementation of replacement air-conditioning systems (“A/C Systems”) at properties within its portfolio. This protocol for identifying replacement A/C Systems is expected to continue over the next five years and could generate annual operating cost savings of approximately \$85,000 to \$125,000.

HCP began this best practice investment by conducting an extensive inventory and evaluation of all A/C Systems at 281 properties throughout the portfolio that were under HCP’s direct operational control in 2011, which consisted of 261 medical office and life science buildings and 20 assisted living facilities. As part of the inventory and evaluation process, HCP’s Capital Asset Management department developed a survey that was designed to (i) identify all A/C Systems by age, condition and size, (ii) ascertain the efficiency of each A/C system, and (iii) estimate the remaining life of each A/C System. HCP’s Capital Asset Management department, along with its third-party engineering staff, completed the survey in 2011, including its evaluation, and reported the results to management. Management reviewed the results of the survey to identify inefficient A/C Systems. Management then utilized the results to develop a plan to repair, rebuild or replace the inefficient A/C Systems with more efficient A/C Systems that would reduce their kilowatt per ton consumption.

For the best practice investment of one A/C System in 2011, management determined that the most effective option would be to replace the inefficient A/C System with a more efficient A/C System rather than repair or rebuild it. As a result of this investment in a new and more efficient A/C System, HCP estimates that it will generate an annual savings of 459.5 MWh. These significant energy savings produced by the A/C System will also result in economic savings and a complete return on investment (ROI) in 2.7 years, which represents a 37% annual ROI.

Notwithstanding the capital intensive nature of such investments in A/C Systems, HCP realizes the value of such investments to its sustainability goals and is implementing this best practice investment strategy within its annual budget planning. Over the next five years, HCP anticipates that it will replace two to three units annually, which could generate annual operating cost savings of approximately \$85,000 to \$125,000. Additionally, HCP’s Capital Asset Management department is striving to improve the A/C Systems survey by expanding the scope to evaluate the types of refrigerant, amount of refrigerants charged and any other refrigerants released information within the A/C Systems.

This commitment is consistent with a best practice approach, as well as HCP's sustainability vision, that will enable HCP to improve the quality of its analysis and reporting in the future, which should result in significant decreases in energy consumption and economic savings for HCP and its stakeholders.

## Monitoring and EMS

- Q17** Do you have an Environmental Management System (EMS) in place that collects information on environmental performance indicators (multiple answers possible):
- Yes, at the corporate level
  - Yes, at the asset level. Please specify the percentage of your whole portfolio covered by an EMS 79%
  - Yes, at the asset level. Please specify the percentage of your managed portfolio (landlord controlled) covered by an EMS 79%
  - No Environmental Management System (EMS) in place
- Q18** What is the scope of the Environmental Management System (EMS) (multiple answers possible):
- Energy consumption / management
  - Water consumption / management
  - GHG emissions / management
  - Waste management
  - Health and safety of users of the assets
  - Business travel
  - Other (please specify):
  - There is no EMS in place
- Q19** Is the Environmental Management System (EMS) certified:
- Yes, the EMS is externally certified according to ISO14001
  - Yes, the EMS is externally certified according to EMAS
  - Yes, the EMS is externally certified according to another standard, please specify:
  - The EMS is purposefully aligned with an international standard but not certified to this
  - The EMS is not externally certified or aligned with a standard
  - No Environmental Management System (EMS) in place
- How often does your Environmental Management System (EMS) undergo external audits or recertification:
- Annually
  - Every two years
  - Every three years
  - Other frequency (please specify):
  - Not applicable
- Q20** How do you monitor the energy consumption of your standing investments for assets where there is partial or whole building service provision by the landlord (multiple answers possible):
- Automatic meter readings: please specify the percentage of your portfolio covered by floor area 10.2
  - Based on invoices, please specify the percentage of your portfolio covered by floor area 89.8
  - By taking manual-visual readings, please specify the percentage of your portfolio covered by floor area
  - Other (please specify):
  - None of the above
- Q21** How do you monitor the water consumption of your standing investments for assets where there is partial or whole building service provision by the land percentage ord:
- Automatic meter readings: please specify the percentage of your portfolio covered by floor area 8.5
  - Based on invoices, please specify the percentage of your portfolio covered by floor area 91.5
  - By taking manual-visual readings, please specify the percentage of your portfolio covered by floor area
  - Other (please specify):
  - None of the above

# Performance Indicators

## Q22 Energy consumption: Please fill out the following table. Healthcare

Energy consumption	Absolute measurement			Like for like data	
	2009	2010	2011	2010	2011
Fuels (natural gas, gasoline, etc) for shared landlord services (for common parts and tenant areas on un-metered basis) in mWh	0	0	117435	26458	22054
District heating and cooling for shared landlord services (for common parts and tenant areas on un-metered basis) in mWh	0	0	0	0	0
Electricity consumption for shared landlord services (for common parts and tenant areas on un-metered basis) in mWh	0	0	315818	155765	145858
Fuels (natural gas, gasoline, etc) for exclusive tenant consumption (on (sub)metered* basis) in mWh	0	0	7387	1428	3342
District heating and cooling for exclusive tenant consumption (on (sub)metered* basis) in mWh	0	0	0	0	0
Electricity consumption for exclusive tenant consumption (on (sub)metered* basis) in mWh	0	0	48953	13493	20859
Corresponding floor area	0	0	17867745	6647724	
Percentage of the floor area of your <u>managed</u> portfolio (landlord controlled) that is covered?	0	0	100	37.2	
Percentage of the <u>whole</u> portfolio is covered?	0	0	100	37	
No of assets included in disclosure	0	0	281	104	
Total energy expenditures	0	0	38473451	16587168	15522326
Total renewable energy produced onsite in mWh	0	0	0	0	0
Total tenant-obtained energy in mWh	0	0	0		
Corresponding floor area for tenant obtained energy	0	0	0		

\* Exclusive tenant consumption (that has first been obtained by the landlord) falls into two types, where the landlord has installed sub-meters to itemise tenant consumption, but also (due to utility arrangements in some countries, such as Poland) where the landlord is named on utility bills for main meters that service single-let assets

## Q23 GHG emissions: Please fill out the following table, corresponding to the data provided in Q21. Healthcare

GHG emissions	Absolute measurement			Like for like data	
	2009	2010	2011	2010	2011

For each energy type, please give: the emissions factors; and units you have applied; and reference their origin (stating where factors are supplier-specific or country-level defaults);

<b>Scope 1</b> Direct green-house gas emissions by weight (in metric tonnes CO2e)	0	0	25694	5645	5141
<b>Scope 2</b> Indirect green-house gas emissions by weight (in metric tonnes CO2e)	0	0	207500	103504	101256
<b>Scope 3</b> Emissions by tenants (in metric tonnes CO2e)	0	0	0	0	0

**Q24 Water consumption: Please fill out the following table.**  
Healthcare

Water consumption	Absolute measurement			Like for like data	
	2009	2010	2011	2010	2011
Water consumption for shared landlord services (for common parts and tenant areas on un-metered basis) in m3/year	0	0	3995578	557997	568050
Water consumption for exclusive tenant consumption (on (sub)metered* basis) in m3/year	0	0	28568	16088	19359
Corresponding floor area	0	0	17867745	6647724	
№ of assets included in disclosure	0	0	281	104	
Total water expenditures	0	0	3016141	816660	876805

\* Exclusive tenant consumption (that has first been obtained by the landlord) falls into two types, where the landlord has installed sub-meters to itemise tenant consumption, but also (due to utility arrangements in some countries, such as Poland) where the landlord is named on utility bills for main meters that service single-let assets

**Q25 Waste management: Please fill out the following table.**  
Healthcare

Waste management	Absolute measurement			Like for like data	
	2009	2010	2011	2010	2011
Total weight of hazardous waste in metric tonnes	0	0	16374	0	0
Total weight of non-hazardous waste in metric tonnes	0	0	0	0	0
<b>Proportion of waste by disposal route (% of Total by weight):</b>					
- Recycling	0	0	8.5	0	0
- Incineration	0	0	0	0	0
- Landfill	0	0	91.5	0	0
- Composting	0	0	0	0	0
- Reuse	0	0	0	0	0
- Recovery	0	0	0	0	0
- On-site storage	0	0	0	0	0
Corresponding floor area	0	0	17867745	0	
№ of assets included in disclosure	0	0	281	0	

**Q26 Have you set any reduction targets on:**  
Healthcare

	Reduction target (%)	Focus on operational control or beyond	Base year	End year
Energy consumption	3	operational control	2011	2012
GHG emissions	3	operational control	2011	2012
Water consumption				
Waste recycling				
Waste diverted from landfill				
Other please specify <b>Internal Goal</b>				

**Comments (max 250 words)**

## Building Certifications

**Q27** Please provide the number of standing investments that have been certified or scored by the following schemes (multiple answers possible):

- LEED, please specify the number of buildings: 2**
- BREEAM, please specify the number of buildings:
- Green Star, please specify the number of buildings:
- CASBEE, please specify the number of buildings:
- Other rating tool, please specify , please specify the number of buildings:
- None of the above

Please specify the percentage of your portfolio that has been certified by floor area **1%**

**Q28** Please provide the number of standing investments with an energy certificate (multiple answers possible):

- EPC (energy performance certificates), please specify the number of certificates (including but not double counting whole building and unit / floor-specific EPCs):
- DEC (display energy certificates), please specify the number of buildings:
- NABERS, please specify the number of buildings: and the floor-area-weighted average NABERS rating
- Energy Star, please specify the number of buildings: **39** and the floor-area-weighted average Energy Star rating **79.6**
- Other energy certificate (please specify): , please specify: number of buildings
- None of the above

Please specify the percentage of your portfolio that have been certified by floor area **15%**

## Social Factors

**Q29** Please specify the total number of permanent employees in full time equivalents (FTE)

- Male 78**
- Female 69**

Please specify:

The total number of permanent employees newly hired during the reporting period in FTE **12**

Total number of permanent employees leaving employment during the reporting period in FTE **13**

Please provide the total number of highest management body members in full time equivalents (FTE) split by gender:

- Male 32**
- Female 7**

**Q30** Do you have an independent remuneration committee:

- Yes**
- No

Does your remuneration policy include deferred, long-term incentives

- Yes, those incentives are performance related**
- Yes, those incentives are not performance related
- No

What is the percentage of permanent employees that received a formal performance appraisal and/or review during the reporting period:

- Male 100%
- Female 100%

**Q31** What is the average hours of training per year per employee by gender

- Male 6
- Female 6

**Q32** Do you carry out independent surveys on employee satisfaction:

- Yes;
  - Please indicate the last year the survey was carried out 20
  - Please provide the percentage of employees covered through employee surveys %
  - Please provide the overall score of the survey % (from 0-100)
- No survey is carried out

**Q33** Do you have a program of tenant engagement in place, focusing on sustainability factors (multiple answers possible):

- Tenants' sustainability guide distributed and reissued at least bi-annually. Please provide the percentage of portfolio covered by rental value %
- Green leases or Memoranda of Understandings (MoU) introduced with reference to sustainability factors as a percentage of the number of leases agreed in the most recent reporting period %
- Tenant engagement meetings took place. Please provide an estimate of the percentage of tenants covered by rental value %
- Health and well-being improvement programs implemented. Please provide the percentage of portfolio covered by rental value %
- Other (please specify): Our annual Tenant Satisfaction Survey includes sustainability questions
- Not applicable

**Q34** Have you carried out a tenant (customer) satisfaction surveys during the reporting period:

- Yes for 62.4 % of tenants by rental value
- No

**Q35** Do you have a sustainability policy for external suppliers and/or service providers

- Yes, this policy is publicly available. Please provide hyperlink
- Yes, but policy is for internal use only
- No criteria developed
- Not applicable

Do you integrate sustainability criteria/standards into contracts for external suppliers and/or service providers

- Yes, integrated into contracts for % of suppliers by value of contract
- No

How do you monitor suppliers and/or service providers on compliance with your sustainability criteria (multiple answers possible):

- By having regular meetings with suppliers
- Audits performed by internal employees
- Audits performed by external consultants
- Through update reports from suppliers
- Other
- None of the above

## New Developments

Please provide details about your construction projects that were active during the reporting period (see guidance for definition of construction projects and reporting period)

- Please specify: **279000** m2 (total area) of new developments
- Please specify: **4** total number of live construction projects during the reporting period
- Please specify: **0** total number of new developments finished during the reporting period
- Please specify: **40000000** GAV of all new developments

**Q36** Please provide the number of construction projects completed in the reporting period, that obtained a green building rating

Green rating	Achieved in 2011	Expected in 2012 or beyond
BREEAM		
LEED		
Green star		
Other (please specify): <b>N/A</b>		

**Q37** Please provide the number of construction projects that are designed to generate energy from renewable sources (multiple answers possible)

- Solar energy (number)
- Wind energy (number)
- Photovoltaic panels (number)
- Other (please specify): (number)
- None**

**Q38** Please specify the percentage of new developments projects constructed on:

- Greenfield areas (previously undeveloped sites) 0 (number)**
- Brownfield areas (previously developed sites) 0 (number)**

**Q39** Do you perform sustainability risk assessments before choosing a development location:

- Yes for % of projects
- No**

Please describe the risk assessment performed (max 200 words)

**Q40**

Do you have a policy that covers the following issues relating to materials:	Yes	No
Do you investigate the feasibility of sourcing materials locally and if feasible, do you use these in place of less local alternatives:	<b>Yes</b>	
Do you have a list of preferred sustainable materials that should be used in place of less sustainable alternatives for all projects:	<b>Yes</b>	
Do you have a blacklist of non-sustainable materials that should not be used on any of your projects:		<b>No</b>
Do you investigate the feasibility of using recycled materials and if feasible, do you use these instead of new materials:	<b>Yes</b>	

**Q41** Please provide the number of live construction projects year which used renewable energy during the construction phase:

0

Please provide the number of live construction projects year where water saving initiatives were implemented during the construction phase:

2

**Q42** Do you have environmental guidelines / standards for contractors:

Yes, implemented for % of contractors

**No**

**How do you ensure contractors are compliant with your environmental guidelines / standard (multiple answers possible):**

Add clauses in contracts

Construction company needs to have an international verified standard (ex. ISO 14001)

Contractor needs to have sustainability resource/staff on site

Contractor provides update reports on environmental and social aspects during construction

Internal audits. Number of projects audited in 2011:

External audits by third party. Number of projects audited in 2011:

Surprise visits to sites. Number of projects visited in 2011:

Other (please specify):

**Not applicable**

**Q43** Do you have a health and safety policy in place covering new development and construction sites:

**Yes for 93% of projects**

No

**Do you monitor workplace health and safety indicators at construction sites (multiple answers possible):**

**Yes, the number of injuries: 0**

**Yes, the number of work-related fatalities: 0**

**Yes, the number of non-fatal accident: 0**

**Yes, the number of near misses or similar crisis events: 0**

None of the above

**Q44** Percentage of the organization operating in verified compliance with an internationally recognized health and safety management system

0% (employees )

**Q45** Do you have a policy which refers to respect for human rights and/or core labour standards to ensure decent working conditions? If yes, please indicate what standards it refers to:

**National laws and regulations**

Universal Declaration of Human Rights

ILO core labour standards

Global Compact

IFC Performance Standards

**Other (please specify): Human rights statement provided on Company website**

No

**Is this policy part of your contractual agreements with contracted parties and suppliers**

Yes

**No**

**Q46** Do you have a biodiversity policy covering new development and construction sites:

- Yes for % of projects
- No**

**Please indicate which of the following aspects are covered by this biodiversity policy:**

- Use a professional ecologist to assess the development's impact on biodiversity and identify ways to reduce this.
- Incorporate biodiversity into the site construction plan and reduce the impact on biodiversity during construction
- Incorporate biodiversity into development design and look at ways to enhance local biodiversity post-construction
- None of the above**

**Q47** Do you have a waste policy covering new development and construction sites:

- Yes
- No**

**Please indicate which aspects are covered by your waste policy at construction sites (multiple answers possible):**

- Waste management plans are produced for most developments
- Project specific targets with regard to waste reduction, recycling or reuse are set for the majority of projects
- Incentives for contractors for recovering and recycling building materials, such as allowing contractors to retain revenues and savings from materials recovery, are set for the majority of contractors
- Relevant employees are educated about waste management techniques
- Other (please specify):
- Not applicable**