

# How we create value



## Think Bigger

We create better futures by bringing aspirations to life.

### What guides us

We're driven to make a difference, unlocking potential through partnership, insight and new ways of thinking.

- Active partnership**
- Genuine insight**
- Inventive spirit**
- Powered by drive**

Read more at [charterhall.com.au/About-Us](http://charterhall.com.au/About-Us)



## Do Better

### What we do

We use our property expertise to access, deploy, manage and invest equity in real estate to create value and generate superior returns for all our stakeholders.

- \$30.4bn** Funds Under Management
- 844** Office, Industrial, Retail & Social Infrastructure Properties
- \$7bn** Development Pipeline Completion Value
- 38,000+** Investor & Tenant Customers

### How we do it

- Access** – accessing equity from listed, wholesale and retail investors.
- Deploy** – creating value through attractive investment opportunities.
- Manage** – funds management, asset management, leasing and development services.
- Invest** – investing alongside our capital partners.

### Who we do it for

- Investors
- Employees
- Tenants
- Suppliers
- Local communities
- Government and industry

Information provided in this graphic is correct at 30 June 2019.

## Go Further

### What's shaping our prospects

In a rapidly changing world, we engage regularly with stakeholders to better understand the horizon risks and opportunities ahead.

	Environment	Social	Governance
<b>What matters most</b>	Climate resilience	Engagement and inclusion	Responsible business
<b>Our response</b>	Act on climate change	Increase the strength of communities	Embed a high standard of ethics into our actions
<b>How we create value</b>	<p><b>Energy and carbon:</b> Making our buildings more energy efficient and investing in renewables</p> <p><b>Water:</b> Conserving water resources</p> <p><b>Waste:</b> Reducing waste and increasing recycling</p> <p><b>Resilience:</b> Understanding and managing climate risk and adaptation.</p>	<p><b>Investment:</b> Pledging 1% to community initiatives</p> <p><b>Jobs:</b> Creating more employment opportunities</p> <p><b>Inclusion:</b> Fostering a diverse, inclusive and agile workforce</p> <p><b>Engagement:</b> Investing in innovative ways to engage our stakeholders</p> <p><b>Wellbeing:</b> Providing healthy, built environments through our WELL rated buildings and partnerships</p> <p><b>Health and Safety:</b> Improving the health and safety of our work environment.</p>	<p><b>Governance:</b> Ensuring we deliver on our commitment to the UN Global Compact</p> <p><b>Compliance:</b> Training all employees in ethical behaviour and standards</p> <p><b>Data security:</b> Protecting the privacy of individuals and companies.</p>
<b>How we measure our success</b>	<p>Reduction in greenhouse gas emissions and resource use</p> <p>Benchmarking against NABERS and Green Star standards</p> <p>Percent of assets covered by adaptation plans</p>	<p>Pledge 1% metrics</p> <p>Diversity metrics</p> <p>Engagement and culture metrics</p> <p>Tenant and investor satisfaction</p> <p>WELL accreditation</p> <p>Health and safety data</p>	<p>Annual UN Global Compact and Modern Slavery statements</p> <p>Implementing measures on customer, investor and employee satisfaction</p> <p>100% employee ethics compliance training</p> <p>Alignment to international standards</p>