

MANAGING OUR RESPONSIBILITIES IN SUSTAINABILITY

2019 REPORT





FROM THE CEO



Southern Cross Station is one of Melbourne's most iconic venues. We play a critical role in the life of our great city, connecting people to workplaces, services, tourism, sporting and entertainment experiences, and of course, to one another. Moving 1.2 million people each week, Southern Cross Station is Victoria's busiest public transport interchange and recognised as a key asset by the Government.

As we take pride in our achievements and look to grow and contribute further, it is my privilege and pleasure to present Southern Cross Station Pty Ltd's (SCSPL) inaugural sustainability report. We see this initial report as an extension of our regular Annual Energy and Environmental Management Report and as an opportunity to ensure the management of our environmental, social and governance responsibilities is in step with, or ahead of, current good corporate practice.

In looking to the future and how we continue to serve the people of Melbourne, we know that we must consider climate change and understand its implications for SCS, demonstrate sound environmental and operating principles, and recognise that there is an increasing expectation of transparency across all of our stakeholders.

We are proud to support the economic, cultural and social life of Melbourne. This report offers another way for us to engage with our stakeholders and the community at large, and share our focus areas, challenges and highlights.

Colin Chanter

Colin Chanter
Chief Executive Officer
Southern Cross Station Pty Ltd





FROM THE GENERAL MANAGER



As a provider of important transport infrastructure and responsible for the movement of more than 1.2 million people each week, SCSPL is deeply committed to safety in all that we do. Together with our primary stakeholder, Department of Transport, we are determined to maintain a safe and secure facility providing excellent service to our patrons.

With the same drive and focus, I am proud to say that we are also embedding sustainability across our organisation.

In this inaugural sustainability report, I am delighted to share our achievements across our environmental, social and governance (ESG) initiatives and practices. They include the following:

- We are in the process of conducting a materiality assessment to identify and prioritise key sustainability issues and opportunities for our stakeholders. This assessment will inform our strategy and the development of on-going reporting, monitoring and improvement projects.
- Undertaking our first climate change risk assessment with a focus on the physical weather related impacts that Southern Cross Station could experience from now up to 2050. The insights developed will provide clarity for investors, the board and key stakeholders (including patrons) on any potential future climate change risks.

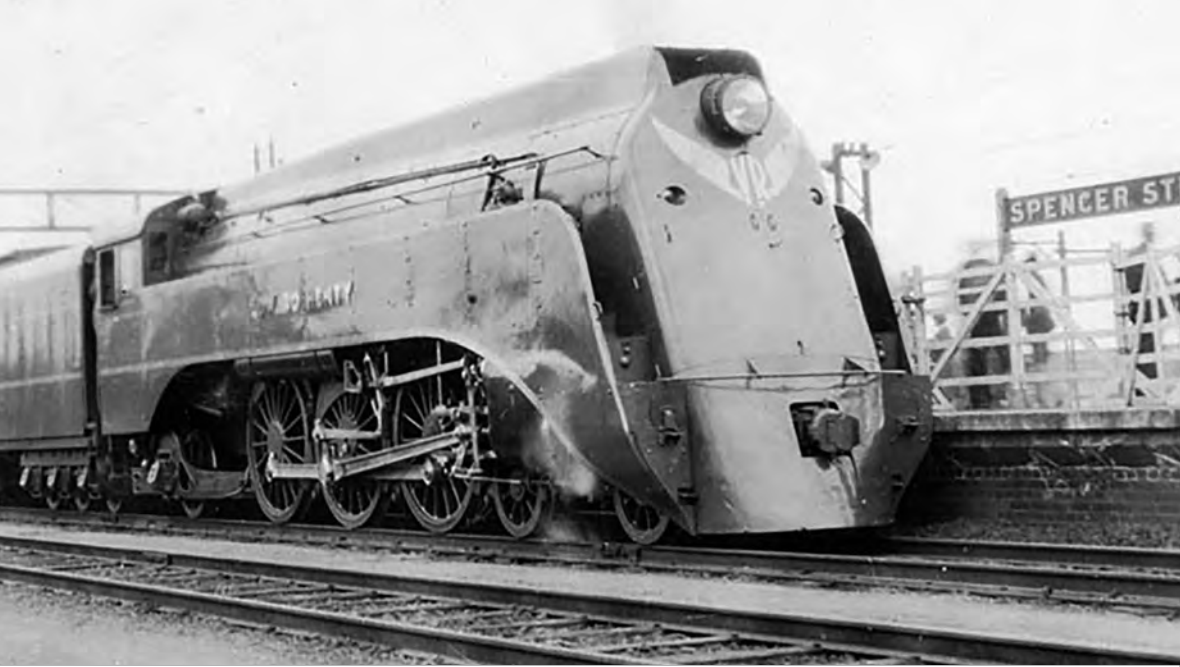
- A focus on greenhouse gas emissions. While Southern Cross Station is a minimal contributor emitting around 13kt CO₂-e in FY2019, we have developed an aspirational science based carbon reduction pathway through to 2030, with a key milestone target of a 25% reduction by FY2025 from a FY2018 baseline.

We are also committed to sustainable design principles for major capital projects.

In this report, we describe our ESG activities further, considering key aspects as recommended under the Global Reporting Initiative (GRI) and World Federation of Stock Exchanges (WFE) guidelines. We also provide an initial assessment of the alignment between our operations and relevant United Nations Sustainable Development Goals (SDGs) and highlight our key sustainability performance indicators for the 2019 financial year.

We are excited about reaching this milestone and publishing our first sustainability report. Going forward, we commit to extend and deepen the information we share to reflect on both the ESG challenges and successes in our business.

Matthew Howe
General Manager
Southern Cross Station Pty Ltd



INTRODUCTION

Southern Cross Station (SCS) is a large, multi-modal transport hub. Opened in 1859, refurbished in the 1960's and then subject to a major redevelopment completed in 2006, it operates as a Public Private Partnership (PPP) concession from Department of Transport on behalf of the State of Victoria. With a spectacular wave form roof and state-of-the-art facilities, the best elements of sustainable modern railway station design from around the world are on display, creating a passenger-friendly, airport-style transport interchange – and an iconic civic landmark.

Our 67,000m² site on the western end of Melbourne's CBD is Victoria's busiest public transport interchange. We are the central point for interstate, regional and suburban trains and coaches in Melbourne and offer connections to major airports, tram and taxi services.

Southern Cross Station Pty Ltd (SCSPL) is the operational arm of SSR Holdings Pty Ltd, a subsidiary of Civic Nexus Pty Ltd.

Civic Nexus holds the rights to operate Southern Cross Station (SCS) for a 30-year term. Civic Nexus is 100% owned by IFM Investors Pty Ltd, one of the world's leading investor-owned funds managers, with 27 Australian superannuation fund shareholders.

SCSPL does not have any direct employees as it contracts Infranexus Management Pty Ltd (Infranexus) for management services. Infranexus Management Pty Ltd is also wholly owned by IFM Investors Pty Ltd.

Through Infranexus and our other contracted service providers, SCSPL performs the day to day management of Southern Cross Station with a strong focus on occupational health and safety (OH&S), security, cleaning, environmental management and sustainability.

This sustainability report focuses on the people, planet and governance elements that are important to us and our key stakeholders, including the broader community.

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KEY DATA

People



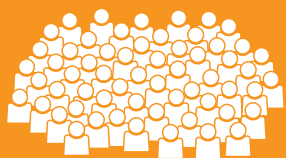
patrons per annum



Support to community groups/ programs by the SCS team



recordable injuries to employees or service providers



152 employees over 60% full time (Infranexus and other service providers)



49% female employees (Infranexus and other service providers)

Planet



(scope 1 and 2)



12.3 GWh electricity from the grid
Decrease 3% from FY2018 with LED and lighting upgrades



Physical climate risk assessment completed

Greenhouse gas reduction target:



reduction in emissions by 2025 on FY 2018 levels



907 tonnes of waste with 13.3% diverted from landfill



Used 1,416 kL of recycled water

Governance



68%

contracted staff covered by collective bargaining agreements



Zero

breaches of the code of conduct



60% independent board members



OUR PURPOSE

Daily, we help move more than 180,000 patrons, and over 1.2 million per week. When events are scheduled at the nearby 56,000 seat Marvel Stadium, over 30,000 additional patrons pass through our station.

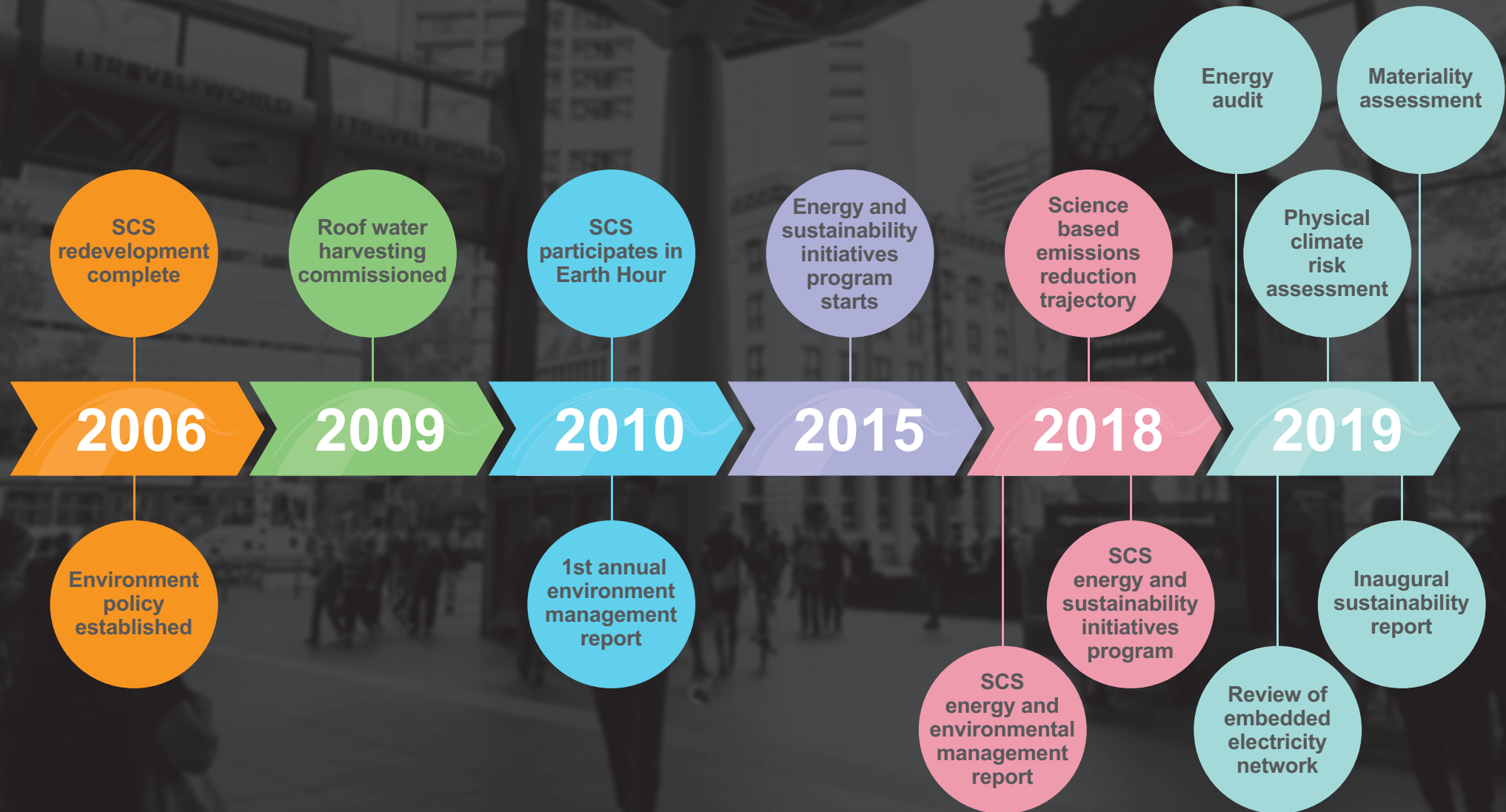
Our focus is on moving our patrons safely to their next destination. SCS has escalators, wheelchair access, tactile paving, hearing loops and Braille signage available to help customers with vision, hearing and mobility impairments. We have directional signage and over 120 passenger information screens throughout the station, providing real time arrival and departure information.

A team of contracted service providers help us maintain the facility and assist patrons. These include security, cleaning, maintenance and mobility assistance service providers.

To further enhance its management overlay of SCS, SCSP is implementing a sustainability program to monitor and report on key environment, social and governance aspects that are important to our patrons, employees, service providers, key stakeholders and the broader community.

In addition to this initial sustainability report, our sustainability program includes key initiatives such as an energy audit, modelling our greenhouse gas emissions reduction trajectory and a climate change risk assessment.

OUR JOURNEY



OUR CONTRIBUTION TO THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

United Nations SDG	Our contribution	United Nations SDG	Our contribution
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>We support employee health and well-being in a safe, inclusive, equal opportunity environment. We provide an Employee Assistance Program, conduct regular performance reviews and employee engagement surveys.</p>	 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p>The initial PPP investment in the 2006 SCS redevelopment was valued at over \$800 million. We are currently in conversation with the State Government on works to address increasing patronage and congestion challenges to better serve the needs of the city and the State at our facility.</p>
 <p>5 GENDER EQUALITY</p>	<p>Our key service providers, including Infranexus, pursue an environment of equal opportunity.</p> <p>Women make up 49% of the workforce behind the running of the Southern Cross Station.</p>	 <p>10 REDUCED INEQUALITIES</p>	<p>Additional initiatives include hearing loops and information beacons to support the visually impaired, while we also provide mobility assistance for patrons through our contracted service provider Travellers Aid.</p>
 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>We are currently investigating opportunities to install solar panels. Opportunities for the purchase of renewable energy are also under consideration.</p>	 <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	<p>SCS plays a key role in Melbourne and its community as a major transport interchange and in the creation of career and business opportunities. Our sustainability program will further enhance our contribution.</p>
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>Southern Cross Station contributes to Victoria's economy by facilitating safe and efficient worker transport. In addition, the station PPP enterprise employs over 150 employees of which 61% are full-time.</p>	 <p>13 CLIMATE ACTION</p>	<p>We have adopted science based greenhouse gas emissions reduction targets through to 2030 and conducted our first climate change risk assessment in 2019.</p>

MATERIALITY ASSESSMENT

To better prioritise the sustainability issues that matter the most to our stakeholders, and maximise our impact, we are in the process of conducting a materiality assessment. A robust sustainability materiality process will help us to:

- Build better relationships with our stakeholders
- Establish strategic priorities
- Validate our existing plans and work on sustainability related issues.

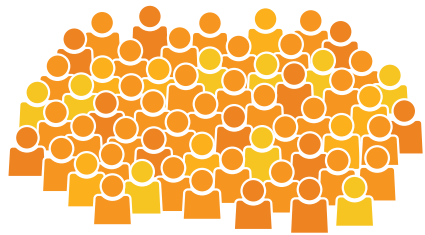
Our approach in analysing material issues aligns with the Global Reporting Initiative Standards (GRI) and will include the following steps:

- Desktop review of key sustainability issues in the world today
- Engaging with both internal and external stakeholders
- Prioritising the key material issues, including a spread of the impact of potential risks and opportunities over the next 10 years
- Internal validation by senior leaders and the board.

We look forward to using the outcomes of the materiality assessment to further inform our sustainability program and reporting.

People

Across Infranexus and our other key service providers' 152 employees, SCS is building an inclusive culture that celebrates diversity. It is this diversity that enables us to engage and create better experiences for our teams and patrons.



152
employees

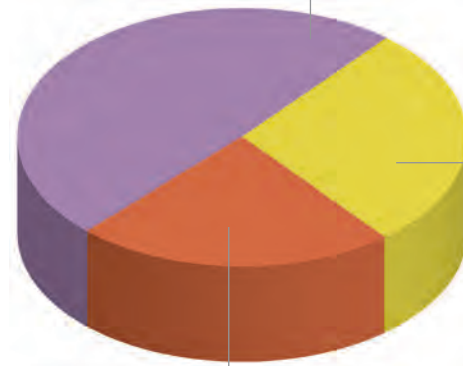


49%
female



51%
male

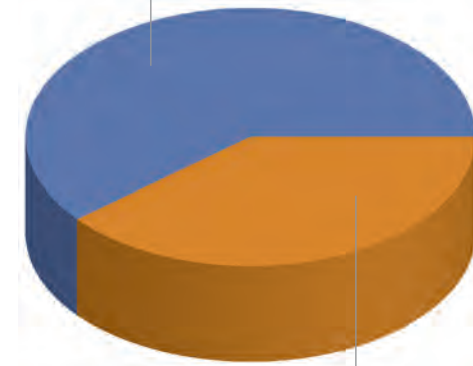
51%
between 30-50
years of age



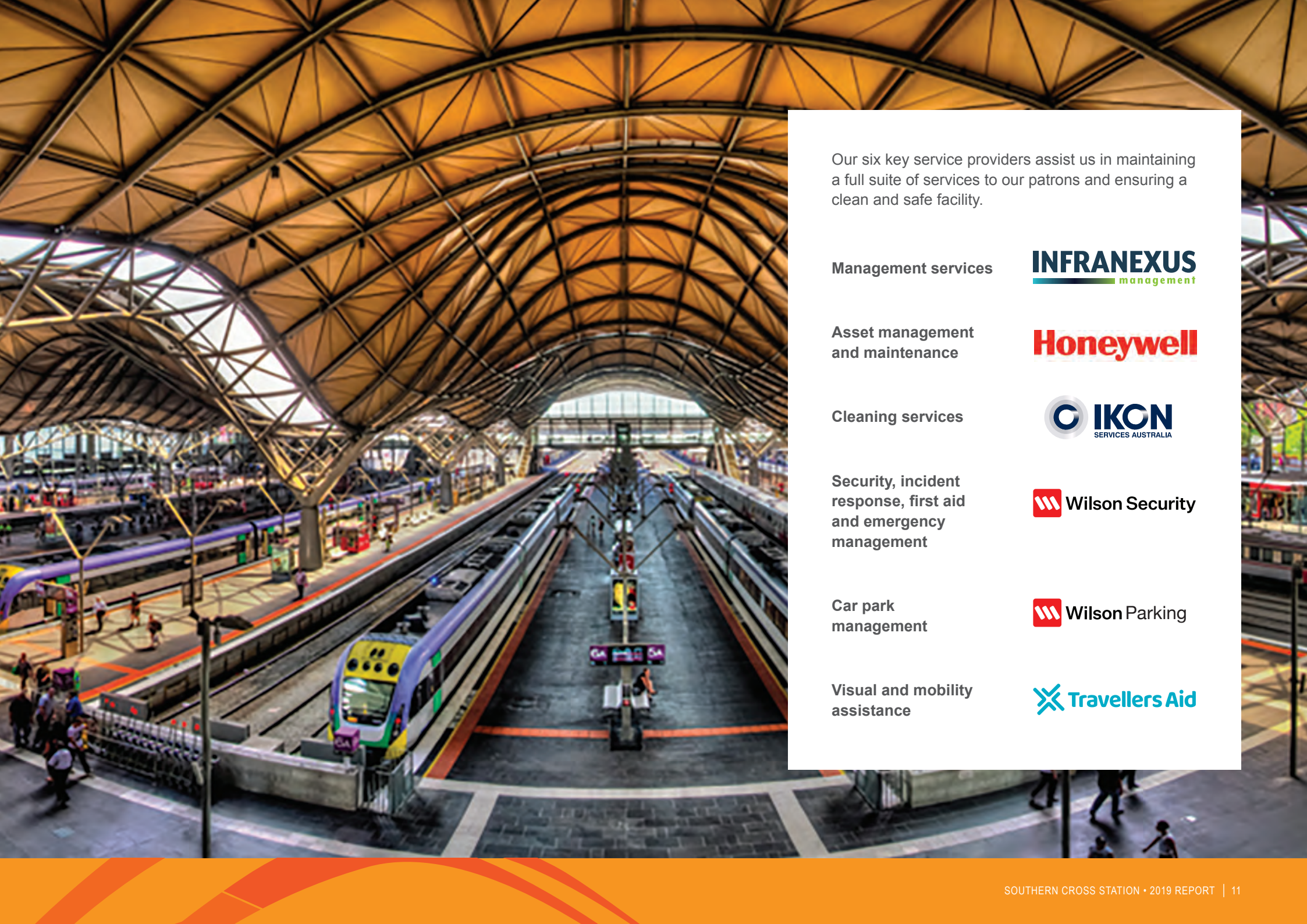
26%
over 50
years of age

23%
under 30
years of age

61%
are full time



39%
employees are temporary/
part time or casual



Our six key service providers assist us in maintaining a full suite of services to our patrons and ensuring a clean and safe facility.

Management services



Asset management and maintenance



Cleaning services



Security, incident response, first aid and emergency management



Car park management



Visual and mobility assistance



Caring for the safety and wellbeing of our teams and patrons

We have a comprehensive management system in place and are independently certified under ISO 9001 Quality Assurance, ISO 14001 Environmental Management and ISO 45001 Occupational Health and Safety standards. Southern Cross Station Pty Ltd is also an accredited operator of rail infrastructure under Rail Safety National Law.

Our occupational, health and safety (OH&S) approach includes maintenance and inspection regimes, a risk management framework, rigorous contractor safe working management practices and regular site safety meetings with our key partners. We regularly report on key indicators and trends to the board.

In FY2019, our station security team assisted 519 patrons with medical or first-aid incidents. In cases where an incident was serious, we are proud to report that the speed and efficacy of our response helped to save a person's life.








Celebrating **zero** in FY2019!

- 0 work related employee or contractor fatalities
- 0 total recordable injury frequency rate
- 0 lost time injury frequency rate
- 0 discrimination incidents reported
- 0 lost time injuries during the last two years for any of our contracted key service providers

Our safety priorities

Southern Cross Station has a strong focus on employee, contractor and patron safety and well-being. Below, we share some details on our key safety priorities and controls.

PRIORITY		RISK	POSSIBLE CAUSE/S	CONTROLS
Employee welfare and well being		Physical injury, mental health stressors	Incident/accident Stress Employment conditions	Employee assistance scheme Performance reviews Employee satisfaction surveys Employee engagement practices
Contractor safety		Incident involving workers or patrons	Unsafe work activity	Contractor safe working management practices Maintenance and inspection regimes Robust risk management framework Regular site safety meetings
Crowd management		Incident involving station employees, contractors or patrons	Station congestion due to increasing patronage or an influx of Melbourne or Docklands event patrons	24/7 Station security coverage Crowd management plans in place with Metro and V/Line Trains Special event planning /risk management Site safety meetings including crowd control and special event agenda items
Incident response		Incident involving station employees contractors or patrons	Incidents/accidents can involve minor first aid, serious medical issues or slips and trips	24/7 station security coverage Security officer's first aid trained including defibrillator use (five on site) Incident response protocols
Emergency management		Incident involving station employees, contractors, or patrons	Emergency or disaster event such as fire, explosion, severe weather impacts, criminal or terrorist action	Emergency Management and Business Continuity Plans

Part of our community

In providing a vital service to Melbournians and visitors to our city, Southern Cross Station understands the importance of establishing and maintaining close ties in our community. We seek out opportunities to collaborate, contribute and create a positive experience for all groups and individuals who visit.

SCS often hosts tour groups and delegations at our facility, providing valuable insights, learnings and information. Our management and team leaders also regularly participate in many industry related forums and seminars.

95%
of customer
complaints
closed

262 complaints were received during the 2019 financial year.

We seek to respond to customer feedback within seven days.
We aim to finalise all issues within 28 days.

WE SUPPORT AND CONTRIBUTE TO THE INFRASTRUCTURE AND TRANSPORT INDUSTRY

In 2018 SCS accepted a nomination as a customer stewardship 'exemplar' under the Better Infrastructure Initiative program at the University of Sydney. Other exemplars nominated by this program include Adelaide Airport, Brisbane Airport, Sydney Water, Transport for NSW, Sydney Airport, Port of Brisbane and Transurban. The customer stewardship exemplars were chosen for their experience, innovations and leadership in their respective areas and for sharing a vision for infrastructure's future – in partnership with customers and stakeholders.

As part of our nomination, we submitted a paper detailing our customer stewardship initiatives for publication in "Building a National Consensus: Why Customer Stewardship Matters", Policy Outlook Paper (No. 4) which was launched at the September 2018 Australian Infrastructure Dialogue forum held in Sydney.

Additionally, Chief Executive Officer Colin Chanter participated in the forum. He was on a panel discussing customer stewardship: what good practice looks like, the pivotal role the customer plays in infrastructure and how government and industry can build community trust and investor support.

Colin is an infrastructure specialist and Chartered Engineer with 30 years' experience in major civil engineering construction, equipment procurement, service delivery, asset management and project finance.



WE HOST NUMEROUS LOCAL, NATIONAL AND INTERNATIONAL TOUR GROUPS

Previous tours and delegations have included groups from the University Of Auburn (USA), Vienna International Airport, Daiwa SB Investment Group, Massachusetts Mutual Funds, Nippon Insurance, RMIT PPP Fellowship, Facility Managers Association of Australia and the Port of Brisbane.

During these tours we provide briefings and insights into our management structure, key stakeholder interfaces, on-going development, maintenance, security, safety and patron movement. We receive very positive feedback and are pleased to contribute, in some small way, to their programs.

In mid-2018 we hosted a tour by the Thai Institute of Research and Development for Public Enterprises (IRDPE). The tour group included senior representatives from the Ministry of Transport, Airports of Thailand, Provincial Electrical Authority, Sports Authority, Waterworks Authority, Bangkok Metropolitan Administration, Energy Regulatory Commission and the Siam Commercial Bank.



“As the organiser of the PPP program for Executives, we were delighted to have the opportunity to visit the Southern Cross Station in 2018. The visit to this flagship PPP project of Victoria provides an insight and a viable model for Thai executives from public and private agencies on how they could develop their own project in Thailand based on a similar contractual structure. The importance of the innovative and sustainable design by the private operator is a critical aspect that is clearly exemplified at the Station.”

Dr. Seree Nonthasoot
Senior Executive Vice President
Institute of Research and Development
for Public Enterprises (IRDPE), Thailand



Supporting the community

Community partnerships are a key focus of Southern Cross Station's sustainability program as we continue to find new ways to contribute towards positive social relationships.

Southern Cross Station maintains supportive relationships with a number of community and charitable groups or programs including:

- Travellers Aid
- Guide Dogs Victoria
- Mission Engage, and
- The Salvation Army.

We often pursue community initiatives with key partners and stakeholders such as IFM, the Department of Transport, City of Melbourne, Department of Transport, metropolitan and regional train operators, and contracted cleaning, maintenance and security service providers.

SUPPORTING TRAVELLERS AID

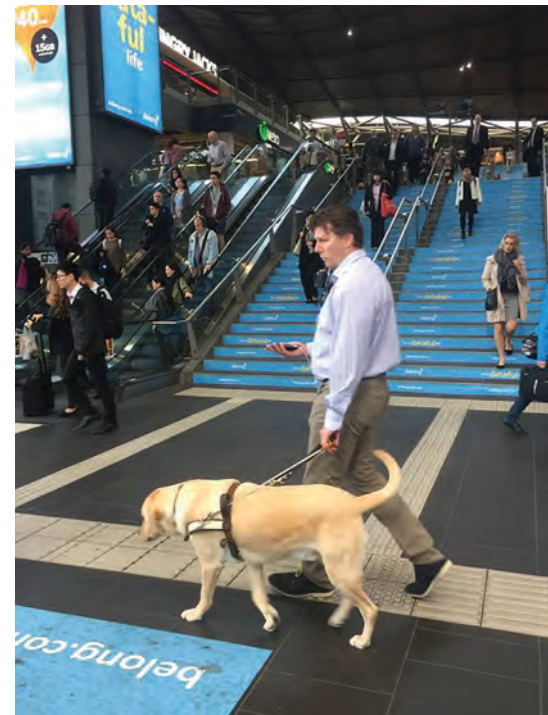
Travellers Aid Australia (TAA) provides a range of services at Southern Cross Station to support travellers and people in need. This includes a buggy mobility service and a medical companion service where patrons are escorted from the station to medical appointments in the CBD. Travellers Aid provided 25,519 buggy assistance trips at Southern Cross Station in the 2019 financial year and over 100,000 people used one or more of the services. We support Travellers Aid through payment for service agreements including providing the buggy service for our patrons.



SUPPORTING GUIDE DOGS VICTORIA BEACON PROJECT

In conjunction with Department of Transport, and in support of Guide Dogs Victoria, SCS installed small beacon technology devices in strategic areas around the station. We were pleased to contribute to the funding of this initiative.

The beacons connect to an app developed by Guide Dogs Victoria and provide location-based information to visually impaired people through audio output; helping them to better navigate around the station.



SUPPORTING MISSION ENGAGE

Southern Cross Station is a proud supporter of the Father James Grant Foundation – Mission Engage Youth Program. The program was established in 2013 and has delivered over 30 learning and development employment pathway programs for 300+ youths (average age 19 years). The employment placement rate has been as high as 75% during some years of the program.

The program consists of a 12-day course which provides tools, experience, information and motivation to a diverse group of often disadvantaged or disengaged young people to support them with employment and other development opportunities. The program includes a day where the group visits Southern Cross Station.

Our management team members, supported by other key partners such as Honeywell, Wilson Security, Travellers Aid and Metro Trains, host these Mission Engage visits to the station and provide insights into the variety of employment opportunities at the facility and advice when searching for employment.

Our support doesn't end on the day of the visit – we happily accept requests for further information and follow up 'mentoring' visits.



“Southern Cross is one of our key partners and we believe the reason so many of our young adults engage so well with the mentoring experience Southern Cross deliverers, is due to the seamless content you provide. You take a complex business strategy and show them a career path. You have employees from a wide variety of backgrounds that share their professional journeys that clearly demonstrate what hard work can achieve.”

Mission Engage Co-coordinator



**FEEDBACK FROM MISSION
ENGAGE PARTICIPANTS**

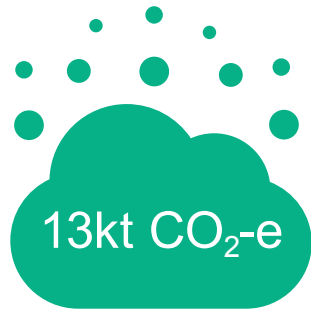
“ I would like to thank you for the time that you spent with us today and for sharing your inspirational journey and knowledge with us. It was a fabulous session and I must say that the group and I learnt a lot more about Southern Cross Station. ” **Aylin**

“ I wanted to thank you for your time and your offer of mentoring assistance. Knowing I have someone to go to for advice makes moving forward into different opportunities, such as my internship, seem much more possible and gives me confidence for my future. I’ll be sure to consider everything you’ve told me and to make good use of all the resources you’ve provided. ” **Brandon**

“ Thank you so much for today. It was wonderful to meet you all. Being able to visit and speak to all of you at Southern Cross was not only a very enjoyable experience, but also a great learning one. The career opportunities available there sound amazing and I would definitely love to work there one day, if I ever get the chance to. So once again, thank you. ” **Alvina**

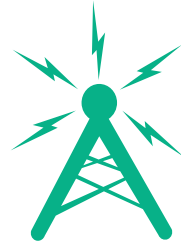
“ I would like to extend my thanks for taking our group around Southern Cross and sharing how the station runs behind the scenes. It was great to listen to the talk about Southern Cross and learn all of the interesting facts about the building. I would love to stay in contact and catch up for a coffee whenever you are available. I have also attached my resume if you would like to have a look. ” **Michaela**

Planet



13kt CO₂-e

greenhouse gas
emissions



12.3 GWh
of electricity

purchased from
the grid



907 tonnes of waste
with approximately

121 tonnes
diverted from
landfill (13%)



64,816 kL
of water used

Up to 10% of water used
each year can be provided
from our roof water
harvesting system

Our initiatives

During 2018/2019 we installed LED lighting replacements in a section of the 24/7 SCS car park – 120 light fittings changed from fluorescent to energy efficient LED lights. This led to a 17% decrease in energy consumption.

We are focusing on the sequencing of lighting during non-operational periods (between 01:30 and 04:30) where potential energy savings of up to 40% of can be made.

We commissioned an energy audit (against Standard AS/NZS 3598:2014) in late 2019. The audit will help us understand our energy requirements, show the site energy 'load' profiles and identify further opportunities to reduce energy consumption and meet sustainability objectives, including our greenhouse gas emissions reduction targets.

Procurement opportunities related to solar and other green energy are being investigated.

We recently adopted Standard AS1851:2012 – Routine Service of Fire Protection Systems and Equipment, to ensure more rigorous testing of fire safety systems. A by-product of this testing regime is an estimated saving of 105,000 litres of water per annum by changing the flow testing regime.

Focusing on reducing greenhouse gas emissions

In FY2019, Southern Cross Station Pty Ltd and Honeywell maintained their certification under ISO14001 Environmental Management Standards as set by the SAI Global certification scheme. Under their station services agreements with the State, SCSPL and Honeywell met all their contractual key performance indicator (KPI) obligations for energy and environmental management. Two key KPIs are:

- Ensuring electricity supply to the facility at all times and;
- Producing an energy and environmental management report which demonstrates appropriate management and monitoring of key elements including energy usage, greenhouse gas emissions, water consumption and waste.

Although SCS's total greenhouse gas emissions are below the 25Kt reporting threshold and we do not report under the National Greenhouse and Energy Reporting (NGER) Act 2007, measuring and understanding emissions is an important focus area for our business. In addition to reporting greenhouse emissions, we have adopted a science based emissions reduction target.

SETTING A SCIENCE BASED GREENHOUSE GAS EMISSIONS REDUCTION TARGET

During FY2019 Southern Cross Station used a science based target setting tool to model a greenhouse gas emissions reduction trajectory that would align with the target to limit global warming to less than 2°C. These projections indicate aspirational reductions from a FY2018 baseline of:

5.6% by FY2020 **26%** by FY2025 **46%** by FY2030

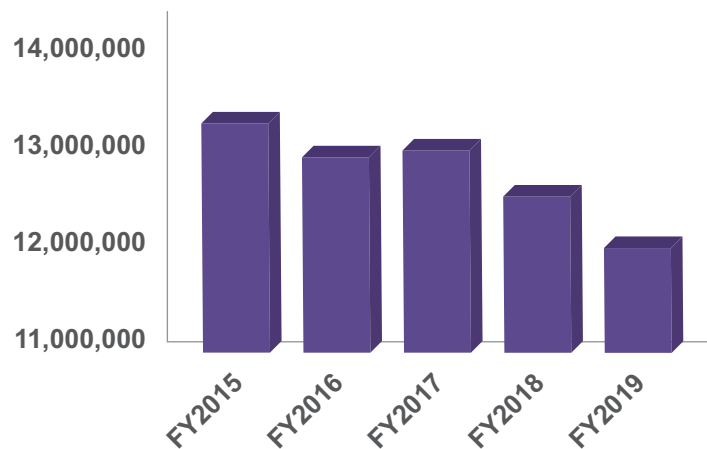
In conjunction with our energy reduction and sustainability initiatives program, decarbonisation of the Victorian electricity grid will also contribute to our efforts to achieve these targets.

Focusing on energy

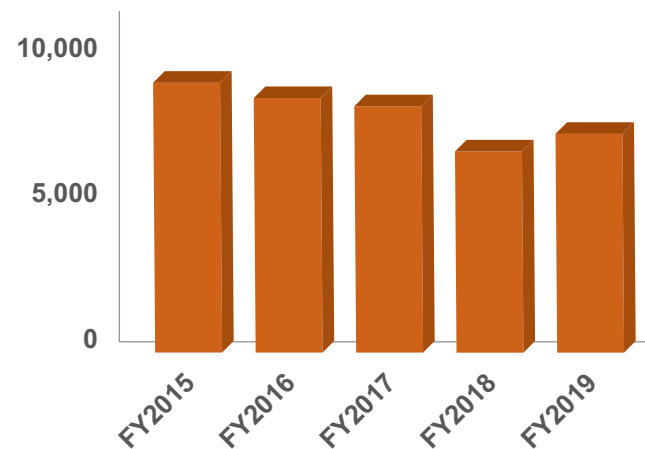
Southern Cross Station uses electricity and natural gas across a range of applications including lighting and HVAC for public areas. Retail tenants can obtain their electricity supply via a SCS embedded network. Tenants electing not to use the SCS network are billed directly by their supplier. The embedded network allows us to review and communicate tenant electricity usage profiles and benchmarks.

Natural gas is largely used for hot water and heating purposes. Most of our gas usage occurs in the cooler months of the year. There has been an increase of 7.4% in gas usage for FY2019 from FY2018 largely due to an increase in production across the food and beverage retail tenancies. However, this variance is not outside the generally stable usage trend patterns of the last five years.

Electricity (kWh)



Natural gas (GJ)



Assessing the impacts of climate change

Climate change means we may face more frequent or severe weather events like flooding, heat waves and storms in the future. These events bring 'physical risks' that can impact Southern Cross Station's infrastructure, and the wellbeing of our patrons. To better understand the potential consequences of our changing climate, we engaged external experts to conduct a physical climate risk assessment for SCS using CSIRO's latest, downscaled climate projections from now to 2060.

This assessment identified the following risks, for which we have put in place adequate controls and mitigation procedures:

- Climate projections indicate an increase in heavy rainfall days with high confidence, combined with an increase in favorable conditions for thunderstorm formation. Such events can damage our roofing, cause temporary service interruptions, commuter injury, public liability claims and increased insurance premiums.
- Increased frequency and periods of extreme heat can increase the strain on our energy system, cause transportation breakdowns, and increase the likelihood of heat stress for employees and patrons.
- Extreme rainfall events, together with rising sea levels, could cause flooding in some parts of Melbourne in the longer term future. Whilst the SCS is not in a projected flood zone, flooding of the connected transport networks could cause service disruptions and commuter stranding at SCS.

SCS will continue to actively review its emergency management plans, contingency plans, SCSPL emergency response capability, insurance cover and integrity of building structures.

RESPONDING TO THE GUIDANCE OF THE FINANCIAL STABILITY BOARD

Southern Cross Station (SCS) notes the recommendations of the Taskforce on Climate-related Financial Disclosure (TCFD) which provide guidance for organisations to disclose the impact of climate change on their financial prospects.

In FY2019, we completed our initial physical climate risk assessment, which will be used to determine financial impacts and whether SCS's financial reporting needs to incorporate provisions for particular climate risks.

Governance

Southern Cross Station and its board consider good corporate governance a cornerstone of its custodianship of Southern Cross Station.



60%

of the Southern Cross Station board members are independent



0

incidents of ethics breaches or corruption



0

data privacy leaks, thefts or material cyber security breaches



0

breaches of the code of conduct



100%

employees trained in appropriate workplace conduct and behaviour

Summary of ESG initiatives for FY2020

This report reflects our renewed commitment to sustainability. While previously we have been proactive in managing the environmental aspects of our operations, we will now extend this focus to social and governance issues. Initiatives planned for the 2020 financial year include:

General

- Complete our sustainability materiality assessment with key stakeholders and use the outcomes to inform sustainability planning.
- Finalise our approach to ESG data collection using an annual collection sheet for Southern Cross Station and its contracted key service providers.
- Facilitate an external audit on Southern Cross Station's ESG overlay and use the findings to assist with continual improvement of our ESG program.
- Plan and execute a 'learning program' where we visit other companies, including IFM sites, to learn about their ESG approach, activities and reporting.
- Improve key stakeholder awareness and understanding of our ESG program.

Environmental elements

- Complete the 2019 energy audit of Southern Cross Station and use the findings for both the Annual Energy and Environmental Management Report and the FY2020 Sustainability Report.
- Review our science based greenhouse gas reduction pathway and currently nominated reduction targets for currency, validity and practicality.
- Continue to use the SCSPL/Honeywell Energy and Environmental Initiatives Program to assess the feasibility of potential sustainability projects.
- Complete feasibility studies into solar power options.
- Complete an investigation into the feasibility or otherwise of procuring green energy.

Social elements

- Increase our focus on securing new community partnerships or social value contributions
- Investigate further opportunities to support the Mission Engage program
- Seek to introduce at least one initiative during the 2020 financial year that supports employee well-being. Initiatives may relate to equal opportunity, diversity, work/life balance, health and fitness, or mental health.

Governance elements

- Improve our reporting of sustainability further, drawing on our experience of preparing this initial report.
- Complete and issue the final version of our climate change risk assessment.
- Consider the TCFD requirements on potential financial impacts of climate change and determine whether SCS's financial reporting needs to incorporate financial provisions for particular climate risks, noting that not all TCFD requirements will be relevant to us.
- Conduct further privacy and cyber security training and awareness sessions for Southern Cross Station and service provider employees.
- Review our Code of Conduct for currency and appropriateness.

DEFINITIONS

Civic Nexus Pty Ltd

The entity contracted to the State (via Department of Transport) under a 30-Year Services and Development Agreement (SDA).

Contracted Key Service Providers

Southern Cross Station employs staff through Infranexus Management Pty Ltd. Other services are contracted for asset management/maintenance (Honeywell), security (Wilson Security), car parking (Wilson Car Parking), cleaning (Ikon Services) and traveller assistance (Travellers Aid).

ESG

Environmental sustainability, social values and governance (ESG) refers to the three central factors in measuring the sustainability and ethical impact of an investment in a company. These aspects are collectively the key cornerstones of a sustainability strategy.

GRI

The Global Reporting Initiative (GRI) is an international independent standards organisation that helps companies identify, gather and report sustainability related information in a clear and comparable manner and is now widely used by multinational organisations, governments, small and medium enterprises, NGOs and industry groups in more than 90 countries.

IFM Investors

IFM investors is owned by 27 not for profit superannuation funds and is one of the world's leading managers of investment funds.

Infranexus Management Pty Ltd

The company that provides management service to Southern Cross Station Pty Ltd and operates from offices at the station. Infranexus is 100% owned by IFM Investors.

Materiality

A cornerstone of an effective corporate sustainability process and a key characteristic of the GRI G4 disclosure framework. After considering areas of importance to both the company and any relevant key stakeholders, determining the materiality of sustainability issues is a vital step in identifying risks and opportunities to be addressed by the company.

Southern Cross Station

A transport interchange located in Docklands Victoria and featuring a railway station, bus interchange, car park and retail precincts.

Southern Cross Station Pty Ltd (SCSPL)

The operating arm of SSSR Holdings Pty Ltd, Civic Nexus Pty Ltd (see above) and the managing entity for the Southern Cross Station operations.

SSSR Holdings Pty Ltd

A subsidiary of Civic Nexus Pty Ltd and the legal entity operating Southern Cross Station.

Sustainability

For the purpose of this report and in accordance with the United Nations Sustainable Development Goals (SDGs) and current best practice, sustainability encompasses environmental sustainability, social values and governance aspects (ESG).

United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) are the blueprint to achieve a more sustainable future for all by 2030. The 17 goals address the global challenges we face, including those related to poverty, inequality, climate, environmental degradation, prosperity, and peace and justice. SCSPL references the UN Sustainable Development Goals in its sustainability planning.

WFE

World Federation of Exchanges (WFE) provide guidance and metrics on ESG elements and largely follow the GRI approach.

Thank you

TO OUR KEY SERVICE PARTNERS

Southern Cross Station appreciates the on-going support and assistance with our sustainability program from our valued service partners:



SSSR Holdings Pty Ltd
POD B, Mezzanine Level
99 Spencer Street, Docklands,
Victoria, Australia

SSSR Holdings Pty Ltd is 100% owned by IFM Investors. SCSPL has no employees. Management services to Southern Cross Station are provided by Infranexus Management Pty Ltd. and other contracted key service providers.



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[Picture: early artist impression of the redeveloped SCS at night - Source: Grimshaw Architects]