



## Property Exchange Australia Ltd (PEXA)

Asset Assessment 2021-07-01 23:26:04

SUBMITTED: 2021-07-01 23:26:04

Property Exchange Australia Ltd (PEXA); held by North Haven Infrastructure Partners II (NHIP II), an investment managed by Morgan Stanley Infrastructure Inc. (MSIP) through July 1, 2021

# Property Exchange Australia Ltd (PEXA)

## GRESB Benchmark Report

2021

GRESB  
Asset  
Assessment

Property Exchange Australia Ltd (PEXA)  
Property Exchange Australia Ltd (PEXA); held by North Haven Infrastructure Partners II (NHIP II), an investment managed by Morgan Stanley Infrastructure Inc. (MSIP) through July 1, 2021



Nature of ownership: Private (non-listed) entity  
Sector: Data Infrastructure: Other  
Location: Australia



Data Infrastructure: Other  
Out of 9



### Rankings



**GRESB Score**  
Out of 549



GRESB Score within Data Infrastructure: Other / Oceania / Private



**GRESB Score within Data Infrastructure: Other**  
Out of 9



**Management Score**  
Out of 556



GRESB Score within Data Infrastructure: Other / Oceania



**Management Score within Data Infrastructure: Other**  
Out of 9



**Performance Score**  
Out of 551

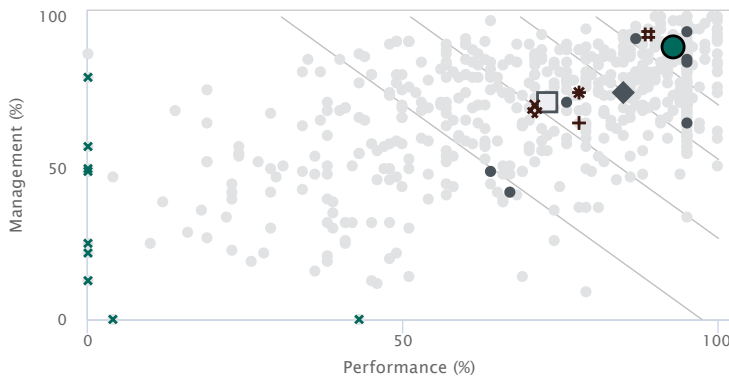


**GRESB Score within Private**  
Out of 407



**Performance Score within Data Infrastructure: Other**  
Out of 9

### GRESB Model



● This Entity   
 ◆ Peer Group Avg.   
 ● Peer Group   
  GRESB Average  
● GRESB Universe   
 + Asia   
 x Europe   
 \* Americas   
 # Oceania  
# Globally diversified   
 x Entities with only one component submitted



**GRESB Score**  
GRESB Average 72    Peer Average 81



**Management Score**  
GRESB Average 28    Benchmark Average 30



**Performance Score**  
GRESB Average 44    Benchmark Average 51

Please use this textbox to explain the results for investors

Add the info

Save

### ESG Breakdown



#### Environmental

GRESB Average 15    Benchmark Average 17



#### Social

GRESB Average 42    Benchmark Average 46



#### Governance

GRESB Average 16    Benchmark Average 17

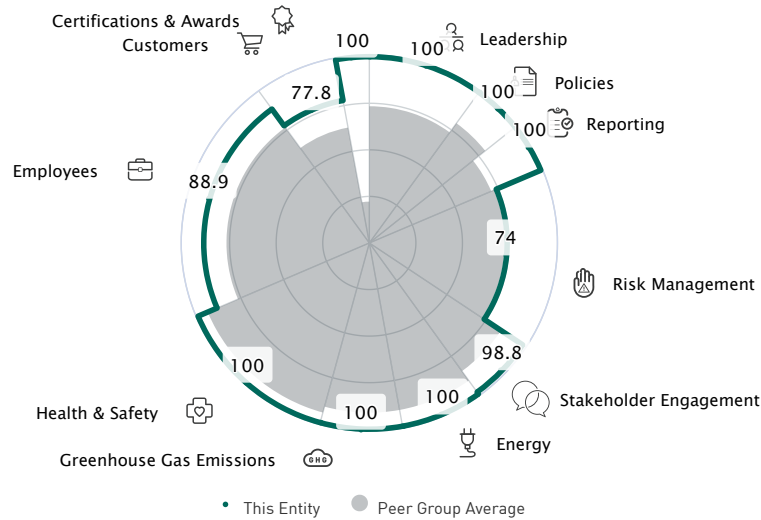
### Trend



#### Peer group allocation

Each asset participant is assigned to a peer group, based on the entity's business activities and geographical location. To ensure participant anonymity, GRESB will only create a peer group if there is a minimum of six participants allocated to the peer group, the participant and five other peers. Peer group assignments do not affect an asset's score, but determine how GRESB puts an Assessment participant's results into context.

### Aspect, Strengths & Opportunities



MANAGEMENT COMPONENT


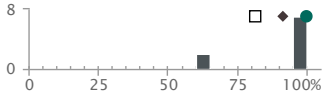

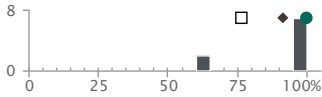

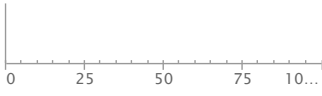

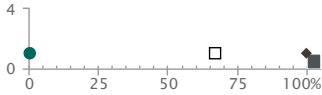

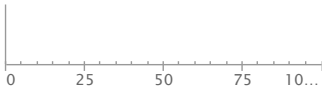

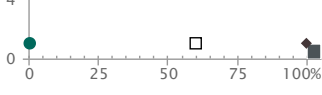

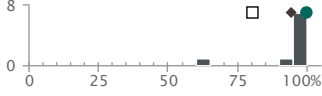

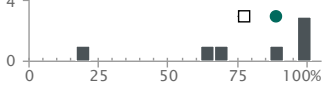

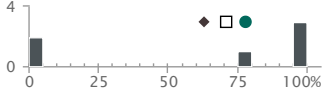

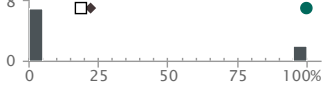
Data Infrastructure: Other (9 entities)

ASPECT Number of points	Weight in Component	Weight in GRESB Score	Points Obtained	Benchmark Average	Benchmark Distribution
Leadership 10 points	25%	10%	10	7.34	
Policies 4.3 points	10.8%	4.3%	4.32	3.44	
Reporting 4.3 points	10.7%	4.3%	4.28	3.04	
Risk Management 15.7 points	39.2%	15.7%	11.6	11.38	
Stakeholder Engagement 5.7 points	14.3%	5.7%	5.65	4.85	

PERFORMANCE COMPONENT

Data Infrastructure: Other (9 entities)

ASPECT Number of points	Weight in Component	Weight in GRESB Score	Points Obtained	Benchmark Average	Benchmark Distribution
Implementation 0 points	0%	0%	Not scored		
Output & Impact 0 points	0%	0%	Not scored		

ASPECT Number of points	Weight in Component	Weight in GRESB Score	Points Obtained	Benchmark Average	Benchmark Distribution
 Energy 7.1 points	11.9%	7.1%	7.14	6.51	
 Greenhouse Gas Emissions 7.1 points	11.9%	7.1%	7.14	6.51	
 Air Pollution 0 points	0%	0%	0	N/A	
 Water 0 points	0%	0%	0	0	
 Waste 0 points	0%	0%	0	N/A	
 Biodiversity & Habitat 0 points	0%	0%	0	0	
 Health & Safety 14.3 points	23.8%	14.3%	14.28	13.49	
 Employees 21.4 points	35.7%	21.4%	19.04	16.43	
 Customers 7.1 points	11.9%	7.1%	5.55	4.5	
 Certifications & Awards 2.9 points	4.8%	2.9%	2.88	0.64	

## Entity & Peer Group Characteristics

This entity		Peer Group (9 entities)	
<b>Primary Geography:</b>	Australia	<b>Peer Group Geography:</b>	
<b>Sector:</b>	Data Infrastructure: Other	<b>Peer Group Sector:</b>	Data Infrastructure: Other

This entity		Peer Group (9 entities)	
<b>Legal Status:</b>	Private (non-listed) entity	<b>Legal Status:</b>	
<b>Total GAV:</b>	\$1.36 Billion	<b>Average GAV:</b>	\$1.21 Billion
<b>Reporting Period:</b>	Calendar year		

## Business Activities

### Asset Description

PEXA (Property Exchange Australia) is Australia's online property exchange network. It assists members – such as lawyers, conveyancers and financial institutions – to lodge documents with Land Registries and complete financial settlements electronically. PEXA was formed in 2010 to fulfil the Council of Australian Governments' (COAG) initiative to deliver a single, national e-Conveyancing solution to the Australian property industry. It was originally known as National e-Conveyancing Development Limited. PEXA is committed to supporting the property industry as it transitions towards a 100 per cent digital conveyancing process that's fast, safe and efficient. Since 2014, over 8.1 million transactions have occurred via PEXA, and today, and more than 80% per cent of all property transfer settlements in Australia are processed on the PEXA platform."

### Facilities

Data Infrastructure: Other	weight: 100%
<b>Property Exchange Australia (PEXA)</b>	
<p>PEXA (Property Exchange Australia) is Australia's online property exchange network. It assists members – such as lawyers, conveyancers and financial institutions – to lodge documents with Land Registries and complete financial settlements electronically. PEXA was formed in 2010 to fulfil the Council of Australian Governments' (COAG) initiative to deliver a single, national e-Conveyancing solution to the Australian property industry. It was originally known as National e-Conveyancing Development Limited. PEXA is committed to supporting the property industry as it transitions towards a 100 per cent digital conveyancing process that's fast, safe and efficient. Since 2014, over 8.1 million transactions have occurred via PEXA, and today, and more than 80% per cent of all property transfer settlements in Australia are processed on the PEXA platform.</p>	

# Validation

## GRESB Validation

<b>Automatic</b>	Automatic validation is integrated into the portal as participants fill out their Assessments, and consists of errors and warnings displayed in the portal to ensure that Assessment submissions are complete and accurate.
<b>Manual</b>	Manual validation takes place after submission, and consists of document and text review to check that the answers provided in Assessment are supported by sufficient evidence. The manual validation process reviews the content of all Assessment submissions for accuracy and consistency.

Evidence Manual Validation							
LE3	LE6	P01	P02	P03	RM1	RP1	Integrated Report Sustainability Report Annual Report Corporate Website Reporting to Investors Other Disclosure
RM1	RM2.1	RM2.2	RM2.3				

■ = Accepted     
 ■ = Partially Accepted     
 ■ = Not Accepted/Duplicate     
 ■ = No response

### Manual Validation Decisions - Excluding Accepted Answers

#### Evidence

Indicator	Decision	Reason(s):
RM2.2	Partially Accepted	Does not support some of the relevant/material issues selected (as per relevance/materiality of issues determined in RC7) Does not support most of the selected elements of the Risk Assessment process Does not meet the definition or intent of a Risk Assessment
RM2.3	Partially Accepted	Does not support some of the relevant/material issues selected (as per relevance/materiality of issues determined in RC7)

#### Other Answers

Indicator	Decision	Other answer provided:
EM1	Not Accepted	Quantitative scores on various dimensions of the employee experience, company programs and service to customers.

# Materiality

## Environmental

■ High relevance   
 ■ Medium relevance   
 ■ Low relevance   
 ■ No relevance

Issue	Entity specific materiality	Peer materiality
Air pollution	No relevance	<div style="width: 100%; height: 15px; background-color: gray;"></div>
Biodiversity and habitat	No relevance	<div style="width: 100%; height: 15px; background-color: gray; position: relative;"><div style="width: 5%; height: 100%; background-color: darkgreen;"></div></div>
Contaminated land	No relevance	<div style="width: 100%; height: 15px; background-color: gray;"></div>
Energy	Medium relevance	<div style="width: 100%; height: 15px; background-color: teal;"></div>
Greenhouse gas emissions	Medium relevance	<div style="width: 100%; height: 15px; background-color: teal;"></div>
Hazardous substances	No relevance	<div style="width: 100%; height: 15px; background-color: gray;"></div>

Issue	Entity specific materiality	Peer materiality
Light pollution	No relevance	
Material sourcing and resource efficiency	Low relevance	
Noise pollution	No relevance	
Physical risk	Low relevance	
Waste	Low relevance	
Water inflows/withdrawals	No relevance	
Water outflows/discharges	No relevance	

**Governance**

■ High relevance 
 ■ Medium relevance 
 ■ Low relevance 
 ■ No relevance

Issue	Entity specific materiality	Peer materiality
Audit committee structure/independence	Medium relevance	
Board composition	Medium relevance	
Board ESG oversight	Medium relevance	
Bribery and corruption	Low relevance	
Compensation committee structure/independence	Medium relevance	
Conflicts of interest	Medium relevance	
Cybersecurity	High relevance	
Data protection and privacy	High relevance	
Delegating authority	Medium relevance	
Executive compensation	Medium relevance	
Fraud	Medium relevance	
Independence of board chair	Medium relevance	
Lobbying activities	Medium relevance	
Political contributions	Medium relevance	
Shareholder rights	Medium relevance	
Whistleblower protection	Medium relevance	

**Social**

■ High relevance 
 ■ Medium relevance 
 ■ Low relevance 
 ■ No relevance

Issue	Entity specific materiality	Peer materiality
Child labor	No relevance	
Community development	Medium relevance	






Issue	Entity specific materiality	Peer materiality
Customer satisfaction	Medium relevance	
Employee engagement	Medium relevance	
Forced or compulsory labor	No relevance	
Freedom of association	Low relevance	
Health and safety: community	Low relevance	
Health and safety: contractors	No relevance	
Health and safety: employees	High relevance	
Health and safety: supply chain	Medium relevance	
Health and safety: users	No relevance	
Inclusion and diversity	High relevance	
Labor standards and working conditions	Low relevance	
Local employment	High relevance	
Social enterprise partnering	No relevance	
Stakeholder relations	Medium relevance	

## Management

### Management


Aspect indicator	Score Max	Score Entity (p)	Score Benchmark (p)	Strengths & Opportunities
<b>Leadership</b>	10.00p   25%	10	7.34	75% of peers scored lower
<b>LE1</b> Entity materiality assessment	1.44	1.44	1.12	38% of peers scored lower
<b>LE2</b> ESG leadership commitments			Not scored	
<b>LE3</b> ESG objectives	2.84	2.84	2.37	38% of peers scored lower
<b>LE4</b> Individual responsible for ESG	1.44	1.44	1.31	25% of peers scored lower
<b>LE5</b> ESG senior decision maker	1.44	1.44	1.28	12% of peers scored lower
<b>LE6</b> Personnel ESG performance targets	2.84	2.84	1.26	75% of peers scored lower
<b>Policies</b>	4.32p   10.8%	4.32	3.44	75% of peers scored lower
<b>P01</b> Policies on environmental issues	1.44	1.44	0.88	50% of peers scored lower
<b>P02</b> Policies on social issues	1.44	1.44	1.25	38% of peers scored lower
<b>P03</b> Policies on governance issues	1.44	1.44	1.31	75% of peers scored lower

	Aspect indicator	Score Max	Score Entity (p)	Score Benchmark (p)	Strengths & Opportunities
	<b>Reporting</b>	<b>4.28p   10.7%</b>	<b>4.28</b>	<b>3.04</b>	<b>75% of peers scored lower</b>
<b>RP1</b>	ESG reporting	2.84	2.84	1.72	62% of peers scored lower
<b>RP2.1</b>	ESG incident monitoring	1.44	1.44	1.32	50% of peers scored lower
<b>RP2.2</b>	Involvement in ESG-related misconduct, penalties, incidents (The response to this indicator will be reviewed as part of sector leader requirements)			Not scored	
	<b>Risk Management</b>	<b>15.68p   39.2%</b>	<b>11.6</b>	<b>11.38</b>	<b>75% of peers scored higher</b>
<b>RM1</b>	Management systems	2.84	1.6	1.72	50% of peers scored higher
<b>RM2.1</b>	Environmental risk assessment	2.84	2.84	2.21	38% of peers scored lower
<b>RM2.2</b>	Social risk assessment	2.84	1.42	1.81	62% of peers scored higher
<b>RM2.3</b>	Governance risk assessment	2.84	1.42	1.87	62% of peers scored higher
<b>RM3</b>	Resilience of strategy to climate-related risks			Not scored	
<b>RM4.1</b>	Transition risk identification			Not scored	
<b>RM4.2</b>	Transition risk impact assessment			Not scored	
<b>RM4.3</b>	Physical risk identification			Not scored	
<b>RM4.4</b>	Physical risk impact assessment			Not scored	
<b>RM5.1</b>	Monitoring of environmental performance	1.44	1.44	1.28	12% of peers scored lower
<b>RM5.2</b>	Monitoring of social performance	1.44	1.44	1.27	38% of peers scored lower
<b>RM5.3</b>	Monitoring of governance performance	1.44	1.44	1.22	62% of peers scored lower
	<b>Stakeholder Engagement</b>	<b>5.72p   14.3%</b>	<b>5.65</b>	<b>4.85</b>	<b>88% of peers scored lower</b>
<b>SE1</b>	Stakeholder engagement program	2.84	2.84	2.2	88% of peers scored lower
<b>SE2</b>	Supply chain engagement program	1.44	1.44	1.28	75% of peers scored lower
<b>SE3.1</b>	Stakeholder grievance process	1.44	1.37	1.37	75% of peers scored higher
<b>SE3.2</b>	Stakeholder grievance monitoring			Not scored	


## Leadership


**LE1** Points: 1.44/1.44

**Entity materiality assessment**

Yes 89% 


**Elements covered in the materiality assessment report (multiple answers possible)**

Identification of the material ESG issues from the entity's operations 89% 

Engagement with relevant stakeholders to identify which issues are material 67% 


No 11% 


**Additional context**


 PEXA recognises that in order for their ESG framework to deliver lasting value, it must be integrated through both PEXA's business strategy and enterprise risk management system, ultimately capturing material risks and opportunities. The onboarding of all partners identified through PEXA's framework is subject to Governance, Risk and Compliance review and are in adherence to PEXA's Investment Governance Policy (particularly relevant for matters involving financial contributions PEXA may make to a partner). All major determinations are discussed and approved by relevant steering/working groups as part of PEXA's overarching ESG framework.


**LE2** Not Scored


**ESG leadership commitments**

Yes 67% 

General ESG commitments (multiple answers possible) 67% 

Commitments that are publicly evidenced and oblige the organization to take action (multiple answers possible). 33% 


Commitments that are publicly evidenced and do not oblige the organization to take action (multiple answers possible). 33% 

Support the Goals 22% 


Other 11% 


Formal environmental issue-specific commitments (multiple answers possible) 44% 


Formal social issue-specific commitments (multiple answers possible) 56% 


Commitments that are publicly evidenced and oblige the organization to take action (multiple answers possible). 33% 

List commitment(s): Homes for Homes (<https://homesforhomes.org.au/>)

Commitments that are publicly evidenced and do not oblige the organization to take action (multiple answers possible). 33% 


Formal governance issue-specific commitments (multiple answers possible) 56%  ^

Commitments that are publicly evidenced and oblige the organization to take action (multiple answers possible). 33%   
 List commitment(s): PEXA's Modern Slavery Statement FY2020

Commitments that are publicly evidenced and do not oblige the organization to take action (multiple answers possible). 33% 

No 33% 


**Additional context**

 PEXA supports the UN SDG's and has identified the strategic goals that best align with the organization's strategic vision and ESG strategy, As stated on PEXA's ESG home page (<https://www.pexa.com.au/esg>): • Goal 5. Gender Equality • Goal 9. Industry, Innovation and Infrastructure • Goal 11. Sustainable Cities and Communities • Goal 13. Climate Action PEXA has submitted a Modern Slavery Statement for the reporting period FY2020 to the Department of Home Affairs for recording in the Modern Slavery Register. This is also available on PEXA's website listed under Ethical Governance: <https://www.pexa.com.au/ethical-governance> and <https://customer.pexa.com.au/rs/429-LFD-471/images/Modern%20Slavery%20Statement%20-%20PEXA.pdf>


**Objectives**


**LE3** Points: 2.84/2.84


**ESG objectives**


Yes 89%  ^

**The objectives relate to**


General sustainability 78% 

Environment 89% 

Social 89% 

Governance 89% 

**The objectives are**

Publicly available 67%  ^

### Applicable evidence

Evidence provided (but not shared with investors)

[ACCEPTED]

- <https://www.pexa.com.au/esg>
- <https://www.morganstanley.com/im/publication/resources/esg-approach-and-principles-enja.pdf>
- <https://www.pexa.com.au/environmental-commitment>
- [https://www.morganstanley.com/about-us-governance/pdf/Environmental\\_and\\_Social\\_Policy\\_Statement\\_December\\_2020.pdf](https://www.morganstanley.com/about-us-governance/pdf/Environmental_and_Social_Policy_Statement_December_2020.pdf)
- <https://www.pexa.com.au/social-impact>
- [https://www.morganstanley.com/about-us-governance/pdf/human\\_rights\\_statement.pdf](https://www.morganstanley.com/about-us-governance/pdf/human_rights_statement.pdf)
- <https://www.pexa.com.au/ethical-governance>
- <https://www.pexa.com.au/company/#regulatory-environment-company>
- [https://www.morganstanley.com/assets/pdfs/Code\\_of\\_Conduct\\_Morgan\\_Stanley\\_2020.pdf](https://www.morganstanley.com/assets/pdfs/Code_of_Conduct_Morgan_Stanley_2020.pdf)
- [https://www.morganstanley.com/about-us-governance/pdf/Morgan\\_Stanley\\_Code\\_of\\_Ethics\\_and\\_Business\\_Conduct\\_2020.pdf](https://www.morganstanley.com/about-us-governance/pdf/Morgan_Stanley_Code_of_Ethics_and_Business_Conduct_2020.pdf)
- [https://www.morganstanley.com/about-us-governance/pdf/human\\_rights\\_statement.pdf](https://www.morganstanley.com/about-us-governance/pdf/human_rights_statement.pdf)

Not publicly available

22%

No

11%

### Additional context

The ESG pillars are fundamental to PEXA's approach to strategic and annual business planning. PEXA is focused on a proactive approach to the environment, our community and corporate governance to position not only PEXA, but their members and stakeholders, for long-term sustainable success. Environment: As an agile digital platform-based business PEXA has removed much of the previously required paper handling across the sector. PEXA has aligned their environmental strategy in support of the UN Sustainable Development Goals (UNSDGs), Goal 13, Climate Action. As a first step in this strategy, PEXA produced a Carbon Emissions Report in 2020, which will become an annual process. Further to this, PEXA is exploring other opportunities to strengthen its approach to the environment, including mapping possible pathways to net zero. Social: PEXA's approach to social impact is employee-led and aims to generate tangible outcomes across two areas of focus: diversity and inclusion + community-based partnerships. PEXA's support of the UNSDGs can be further demonstrated through their social impact strategy, which is aligned to Goal 5, Gender Equality and Goal 11, Sustainable cities and communities. Governance: PEXA's ESG framework is designed to deliver lasting value and ultimately capturing material risks and opportunities. PEXA is working towards achieving this by integrating the framework through their business strategy and enterprise risk management system. Also, a core part of PEXA's approach to governance is outlined through their ethical policies and statements: Performance conduct and anti-discrimination policy, Equal opportunity policy, Modern slavery statement FY20 and Responsible sourcing policy.

**LE4** Points: 1.44/1.44

### Individual responsible for ESG

Yes

100%

ESG

100%

### Select the persons responsible (multiple answers possible)

Dedicated employee for whom sustainability is the core responsibility

78%

Employee for whom sustainability is among their responsibilities

89%

External consultant/manager

33%

Investment partners (co-investors/JV partners)

33%

Climate-related risks and opportunities

67%  ^

**Select the persons responsible (multiple answers possible)**

Dedicated employee with core responsibility

67% 

Name: Johanna Waldon

Job title: Chief Corporate Affairs Officer

Employee where this is among their responsibilities

33% 

External consultant/manager

22% 


Investment partners (co-investors/JV partners)

22% 

No

0% 

**Additional context**

 Johanna Waldon has a long history within the property sector and has been a part of PEXA for more than 9 years. Johanna's experience within the broader sector, technical background and depth in stakeholder knowledge has led her to playing a critical role in bringing national digitalisation to the property settlement industry. As the Chief Corporate Affairs Advisor, Johanna's portfolio includes the responsibility for PEXA's ESG strategy, framework, and implementation initiatives.

**LE5** Points: 1.44/1.44

**ESG senior decision maker**

Yes

100%  ^

ESG

89%  ^

**The individual's most senior role is as part of:**



[44%] Board of directors

[44%] C-suite level staff

[11%] No answer provided

Climate-related risks and opportunities

67% 

Name: Glenn King

Job title: Chief Executive Officer

**The individual's most senior role is as part of:**



[44%] Board of directors

[22%] C-suite level staff

[33%] No answer provided

No

0% 

### Additional context

 Glenn King joined PEXA in the role of Chief Executive Officer in late 2019. Glenn has championed PEXA's ESG commitment and subsequent strategy, gaining the Board's support to implement its plans to deliver tangible results to reduce PEXA's carbon footprint, increase PEXA's social contribution, and ensure best in class ethical governance.

**LE6** Points: 2.84/2.84

### Personnel ESG performance targets

Yes

100%  ^

#### Predetermined consequences

Yes

100%  ^

Financial consequences

100%  ^

#### Personnel to whom these factors apply

All other employees

33% 

Asset managers

0% 

Board of directors

33% 

C-suite level staff

89% 

Dedicated staff on ESG issues

56% 

ESG managers

44% 

External managers or service providers

11% 

Fund/portfolio managers

11% 

Investment analysts

0% 


Investment committee

11% 

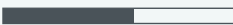
Investor relations

11% 

Other 0% 


Non-financial consequences 56%  ^

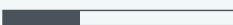
**Personnel to whom these factors apply**


All other employees 56% 

Asset managers 0% 

Board of directors 11% 

C-suite level staff 33% 

Dedicated staff on ESG issues 33% 

ESG managers 22% 

External managers or service providers 11% 

Fund/portfolio managers 11% 

Investment analysts 0% 

Investment committee 11% 

Investor relations 11% 

Other 0% 

No 0% 

**Applicable evidence**

Evidence provided (but not shared with investors) [ACCEPTED]

No 0% 

**Additional context**

**GG** PEXA's Performance and Conduct policy addresses consequences associated with violations for directors, officers and all employees. The policy applies to all employees, regardless of role or level of seniority. PEXA also expects contractors (including temporary contractors), consultants and any other third parties who acts on for, or on behalf of PEXA to follow the principles within this Code. Morgan Stanley's Code of Ethics and Business Conduct addresses consequences associated with violations for directors, officers and all employees. Consequences are financial and non-financial and individuals are subject to fines, disqualification from serving in certain capacities, a permanent bar from employment in the financial services industry and imprisonment. Standard contracts require contractors, who serve as entity operations staff, to comply with all guidelines documented in the Code of Conduct. Non-compliance can result in financial consequences for contracted companies, such as the loss of future contracts. Morgan




Stanley Infrastructure Partners (MSIP) was a part owner of PEXA through July 1, 2021. As such, some Morgan Stanley and MSIP ESG policies and processes are applicable to PEXA.














## Policies

**P01** Points: 1.44/1.44

### Policies on environmental issues

Yes 89%  ^

#### Environmental issues included

<input checked="" type="checkbox"/> Air pollution	44%	
<input checked="" type="checkbox"/> Biodiversity and habitat	56%	
<input checked="" type="checkbox"/> Contaminated land	44%	
<input checked="" type="checkbox"/> Energy	89%	
<input checked="" type="checkbox"/> Greenhouse gas emissions	89%	
<input checked="" type="checkbox"/> Hazardous substances	33%	
<input type="checkbox"/> Light pollution	44%	
<input checked="" type="checkbox"/> Material sourcing and resource efficiency	56%	
<input type="checkbox"/> Noise pollution	44%	
<input checked="" type="checkbox"/> Physical risk	44%	
<input checked="" type="checkbox"/> Waste	67%	
<input type="checkbox"/> Water outflows/discharges	56%	
<input checked="" type="checkbox"/> Water inflows/withdrawals	44%	
<input type="checkbox"/> Other issues	11%	

#### Applicable evidence

Evidence provided (but not shared with investors)

[ACCEPTED]

No



**Additional context**

**🗨️** PEXA has strategically selected Collins Square, a Walker Corporation development, as its head office. Walker Corporation, and in particular the Collins Square building, are industry-leaders in environmental sustainability, priding themselves on the implementation of Environmentally Sustainable Design principles and employing the latest in green technology to create sustainable buildings with efficient water, energy and aeration systems for a healthy working environment. Walker Corporation adhere to the Green Star and NABERS industry standards put in place by the Green Building Council of Australia ('GBC') as measures of environmental sustainability. In addition, Walker Corporation has further policies covering other sustainability issues such as waste. As an office tenant of Collins Square, PEXA must adhere to the building's waste management plan and assist Collins Square in achieving its waste and recycling objectives. PEXA also provides awareness and education to its staff through communication on its intranet, signage around the office and implementation of various initiatives such as battery recycling and addition of hand dryers in the bathrooms. Every new starter at PEXA also receives a keep cup to reduce the number of disposable coffee cups used. Furthermore, PEXA also has its own policies on material sourcing and resource efficiency. In addition to context noted to the left, PEXA's WHS Policy states: PEXA will always: Identify, monitor and assess hazards and risks surrounding health and safety and eliminate or effectively control them.

**P02** Points: 1.44/1.44

**Policies on social issues**

Yes



**Social issues included**

<input checked="" type="checkbox"/> Child labor	56%
<input checked="" type="checkbox"/> Community development	78%
<input checked="" type="checkbox"/> Customer satisfaction	89%
<input checked="" type="checkbox"/> Employee engagement	89%
<input checked="" type="checkbox"/> Forced or compulsory labor	56%
<input checked="" type="checkbox"/> Freedom of association	56%
<input checked="" type="checkbox"/> Health and safety: community	56%
<input checked="" type="checkbox"/> Health and safety: contractors	100%
<input checked="" type="checkbox"/> Health and safety: employees	100%
<input checked="" type="checkbox"/> Health and safety: supply chain	89%
<input checked="" type="checkbox"/> Health and safety: users	78%
<input checked="" type="checkbox"/> Inclusion and diversity	89%

<input checked="" type="checkbox"/> Labor standards and working conditions	67%	<div style="width: 67%;"></div>
<input checked="" type="checkbox"/> Local employment	78%	<div style="width: 78%;"></div>
<input type="checkbox"/> Social enterprise partnering	56%	<div style="width: 56%;"></div>
<input checked="" type="checkbox"/> Stakeholder relations	67%	<div style="width: 67%;"></div>
<input type="checkbox"/> Other issues	33%	<div style="width: 33%;"></div>

**Applicable evidence**

Evidence provided (but not shared with investors)

[ACCEPTED]

<https://wellness.pexa.com.au/>

No

0%



**Additional context**

PEXA communicates health and safety information to the community via its website, as well as offering opportunities for community development. This site operates to help the community learn, share and connect. During 2020, and amidst the impacts of the COVID-19 pandemic, PEXA prioritised the physical and mental health and safety of its employees and customers. In response to the ongoing impacts and lock downs PEXA launched a Wellbeing Portal accessible to the public, most notably its members. Created in partnership with trusted wellness suppliers, the wellness hub aimed to support a focus on holistic health and wellbeing via a digital platform, accessible regardless of any pandemic restrictions. <https://wellness.pexa.com.au/> In addition, PEXA partnered with The Resilience Project to deliver emotionally engaging programs to help build wellbeing and resilience strategies for its employees. Including a year’s subscription to a 10-part digital wellbeing series focusing on various themes, including mindfulness, boosting positive energy, empathy, and nutrition, along with the resilience gratitude app, a daily well-being journal. It also ran online ‘bootcamps’ and employee check ins, adopting a leadership position in employee care and wellbeing.

**P03** Points: 1.44/1.44

**Policies on governance issues**

Yes

100%



**Governance issues included**

<input checked="" type="checkbox"/> Audit committee structure/independence	89%	<div style="width: 89%;"></div>
<input checked="" type="checkbox"/> Board composition	100%	<div style="width: 100%;"></div>
<input checked="" type="checkbox"/> Board ESG oversight	56%	<div style="width: 56%;"></div>
<input checked="" type="checkbox"/> Bribery and corruption	89%	<div style="width: 89%;"></div>
<input checked="" type="checkbox"/> Compensation committee structure/independence	78%	<div style="width: 78%;"></div>

<input checked="" type="checkbox"/> Conflicts of interest	100%	
<input checked="" type="checkbox"/> Cybersecurity	100%	
<input checked="" type="checkbox"/> Data protection and privacy	100%	
<input checked="" type="checkbox"/> Delegating authority	67%	
<input checked="" type="checkbox"/> Executive compensation	89%	
<input checked="" type="checkbox"/> Fraud	89%	
<input checked="" type="checkbox"/> Independence of board chair	100%	
<input checked="" type="checkbox"/> Lobbying activities	89%	
<input checked="" type="checkbox"/> Political contributions	89%	
<input checked="" type="checkbox"/> Shareholder rights	89%	
<input checked="" type="checkbox"/> Whistleblower protection	89%	
<input checked="" type="checkbox"/> Other issues Compliance with regulatory agreements	11%	 [ACCEPTED]

### Applicable evidence

Evidence provided (but not shared with investors)

[ACCEPTED]

No

0%



### Additional context

[Not provided]

## Reporting

**RP1** Points: 2.84/2.84

### ESG reporting

Yes

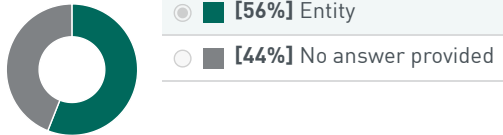
100%



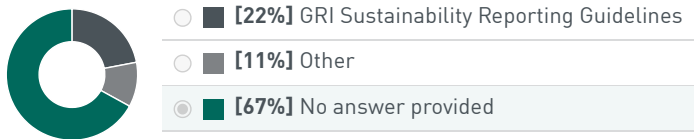
### Types of disclosure

- Integrated Report\* 22% 
- Stand-alone sustainability report(s) 56%  ^





### Reporting level



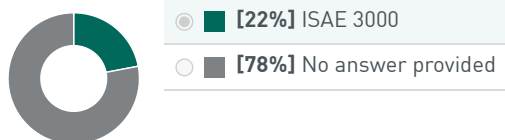
### Aligned with third-party standard



### Third-party review

- Yes 22%  ^
- Externally checked 0% 
- Externally verified 0% 
- Externally assured 22%  ^


### using



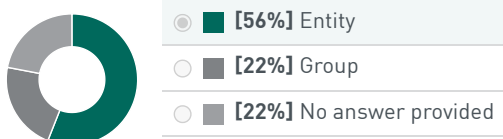
- No 33% 

### Applicable evidence

Evidence provided (but not shared with investors) [ACCEPTED]

- Section of Annual Report 33% 
- Dedicated section on website 78%  ^

### Reporting level



### Applicable evidence

Evidence provided

[ACCEPTED]

Entity reporting to investors

100% 

Frequency of reporting: annual

#### Reporting level




- [67%] Entity
- [33%] Group

#### Aligned with third-party standard



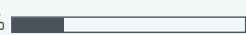
- [11%] GRI Sustainability Reporting Guidelines
- [11%] IIRC International Integrated Reporting Framework
- [33%] Other
- [44%] No answer provided

#### Third-party review

Yes 56%  ^

Externally checked 22% 

Externally verified 11% 

Externally assured 22%  ^

#### using



- [22%] ISAE 3000
- [78%] No answer provided

No 44% 

### Applicable evidence


Evidence provided (but not shared with investors)

[ACCEPTED]

Other 33% 

No 0% 


#### Additional context

 ESG policies, ESG actions, and ESG performance are now be reported to GRESB via the Infrastructure Assessment on an annual basis. PEXA currently keeps the Board of Directors updated on the progress of its ESG actions and/or performance such as

community-based partnerships and Diversity and inclusion initiatives on a monthly basis. PEXA will publish its inaugural ESG report in late 2021.

**RP2.1** Points: 1.44/1.44


**ESG incident monitoring**

Yes 100% 

**Stakeholders**


<input checked="" type="checkbox"/> Clients/customers	89% 
<input checked="" type="checkbox"/> Contractors	78% 
<input checked="" type="checkbox"/> Community/public	56% 
<input checked="" type="checkbox"/> Employees	100% 
<input checked="" type="checkbox"/> Investors/shareholders	100% 
<input checked="" type="checkbox"/> Regulators/government	89% 
<input checked="" type="checkbox"/> Special interest groups	56% 
<input checked="" type="checkbox"/> Suppliers	78% 
<input type="checkbox"/> Other stakeholders	44% 

**Process**

 The business has a formal media and notifications protocol. The protocol stipulates who needs to be contacted in such a circumstance, including a full stakeholder matrix. As a minimum, PEXA will prepare a briefing note for its Board and shareholders, executive team, peak industry associations and key partners including the Land Registries and State Revenue Offices. The briefing note provides full detail on the incident including timeframes and remedial action. In addition, PEXA communicates with its member base via its CRM and social media platforms such as: Twitter, Facebook and linked in. PEXA employees (including contractors) would be provided with the briefing note and supporting information. Furthermore, any ESG incidences would be addressed as relevant through all staff meetings and team meetings. PEXA organises a full post-incident review and shares these findings with the relevant authorities and interested parties.

No 0% 


**Provide additional context for the answer provided (not validated, for reporting purposes only)**


 In the interest of transparency, PEXA identifies, escalates and monitors the resolution of incidents as part of the Incident Management Policy. This policy applies to the PEXA Group and its related entities, including all employees and contractors, as well as any other third-party performing services for, or on behalf of PEXA. The purpose of the policy is to set minimum principles for management of incidents in order to promote enterprise wide consistency, communication and visibility of incident management. We accept that not everything goes to plan and operates perfectly all the time. With this in mind, incident management is considered a critical capability for PEXA to meet its service commitments to our Subscribers, adhere to regulatory obligations and protect our trusted brand and reputation. We have a low risk appetite towards the ineffective management of incidents and want to

continually seek to minimize risk and exposure in this space. In line with our Risk Appetite Statement, we will continue to learn from our mistakes and errors and seek to improve our processes to prevent reoccurrence.

**RP2.2** Not Scored

**Involvement in ESG-related misconduct, penalties, incidents (The response to this indicator will be reviewed as part of sector leader requirements)**

Yes 0% 

No 100% 

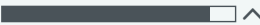
Provide additional context for the answer provided (not validated, for reporting purposes only)

 PEXA has a process to monitor incidents. There were zero such incidents in 2020.

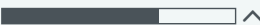
## Risk Management

**RM1** Points: 1.6/2.84

**Management systems**

Yes 89% 

Accreditations maintained or achieved (multiple answers possible) 67% 

Management standards aligned with (multiple answers possible) 67% 

ISO 55000 0% 

ISO 14001 22% 

ISO 9001 22% 


OHSAS 18001 11% 

ISO 26000 22% 

ISO 20400 0% 

ISO 50001 22% 



Other standard 56%   
 ISO 27001 and SOC assurance [ACCEPTED]

**Applicable evidence**

Evidence provided (but not shared with investors) [ACCEPTED]

The management system is not aligned with an ESG related standard nor external certification 0% 

No 11% 


**Additional context**

 PEXA aligns with SOC assurance as a third-party management standard for the ESG issue of cybersecurity. PEXA is also aligned with the ISO 27001 certification for information security standard. In addition, as an office tenant of Collins Square, PEXA must adhere to the current waste management plan and assist Collins Square in achieving their waste and recycling objectives, which are outlined in this policy. Collins Square management is committed to reducing the building's environmental impact through an optimized waste management system. PEXA is committed to reducing their environmental impact and are actively encouraging Collins Square to explore enhanced methods of waste management e.g.; composting of paper towels. As a world leader in digital property settlements, cybersecurity, data protection and privacy are imperative in the current and future digital landscape. Accordingly, PEXA strives to enforce the highest standard of cybersecurity, efficiency and human capital management practices.

**Risk Assessments**

**RM2.1** Points: 2.84/2.84

**Environmental risk assessment**

Yes 89%  ^

**Elements of risk assessment process included**



- [89%]** Risks are identified, analyzed, evaluated and treated
- [11%]** No answer provided

**Environmental issues included**

<input checked="" type="checkbox"/> Air pollution	56% 
<input checked="" type="checkbox"/> Biodiversity and habitat	56% 
<input checked="" type="checkbox"/> Contaminated land	44% 
<input checked="" type="checkbox"/> Energy	89% 
<input checked="" type="checkbox"/> Greenhouse gas emissions	89% 



### Applicable evidence

Evidence provided (but not shared with investors)

[ACCEPTED]

No

11%

### Additional context

PEXA considers environmental risk as part of the annual Business Planning process, accompanied by constant vigilance, re-appraisal and the development of new initiatives. For example, we are working with Collins Square on an initiative called "recycling week" to help bolster our current recycling practices and raise greater awareness. PEXA has a formal process in place for hazard identification, risk assessment and control to effectively assess, analyse, evaluate and treat workplace and safety hazards within PEXA on a regular basis. The Work Health & Safety Committee manages this process by using the office audit checklist, which assesses the potential hazards in the working area. Due to the digital nature of the asset, PEXA does not directly monitor energy consumption, GHG emissions nor waste diversion separately from its building managed by Collins Square Management.

**RM2.2** Points: 1.42/2.84

### Social risk assessment

Yes

100%

#### Elements of risk assessment process included



[11%] Risks are identified

[89%] Risks are identified, analyzed, evaluated and treated

#### Social issues included

<input checked="" type="checkbox"/> Child labor	67%	<div style="width: 67%;"></div>
<input checked="" type="checkbox"/> Community development	89%	<div style="width: 89%;"></div>
<input checked="" type="checkbox"/> Customer satisfaction	89%	<div style="width: 89%;"></div>
<input checked="" type="checkbox"/> Employee engagement	89%	<div style="width: 89%;"></div>
<input checked="" type="checkbox"/> Forced or compulsory labor	67%	<div style="width: 67%;"></div>
<input checked="" type="checkbox"/> Freedom of association	56%	<div style="width: 56%;"></div>
<input checked="" type="checkbox"/> Health and safety: community	67%	<div style="width: 67%;"></div>
<input type="checkbox"/> Health and safety: contractors	78%	<div style="width: 78%;"></div>
<input checked="" type="checkbox"/> Health and safety: employees	100%	<div style="width: 100%;"></div>
<input checked="" type="checkbox"/> Health and safety: supply chain	78%	<div style="width: 78%;"></div>
<input checked="" type="checkbox"/> Health and safety: users	78%	<div style="width: 78%;"></div>
<input checked="" type="checkbox"/> Inclusion and diversity	89%	<div style="width: 89%;"></div>
<input checked="" type="checkbox"/> Labor standards and working conditions	78%	<div style="width: 78%;"></div>
<input checked="" type="checkbox"/> Local employment	78%	<div style="width: 78%;"></div>
<input checked="" type="checkbox"/> Social enterprise partnering	56%	<div style="width: 56%;"></div>
<input checked="" type="checkbox"/> Stakeholder relations	78%	<div style="width: 78%;"></div>
<input type="checkbox"/> Other	0%	<div style="width: 0%;"></div>

**Applicable evidence**


Evidence provided (but not shared with investors)

[PARTIALLY ACCEPTED]

No

0%

**Additional context**

 PEXA routinely asks for employee and customer feedback and adopts policies and initiatives accordingly. Feedback is collected via email, dedicated app 'Medallia', CultureAmp surveys and feedback directly to managers. PEXA runs company-wide Employment

Engagement Surveys to understand pain points of employees annually. Results and initiatives have been provided in supplementary documentation. In April 2020 PEXA launched the "how are you" survey to gain weekly insight to how employees were coping during the first COVID lockdown and gather improvement suggestions. Survey responses were analysed, themed and distributed at all employee forums and executive forums. The survey provided key insights on how to support PEXA people, leaders, and parents throughout 2020 COVID impacts. PEXA collects customer feedback, enabled through digital integration with Medallia. Feedback is analysed by a dedicated team and used to identify top pain points which could impact customer loyalty and brand association. The performance and adherence of closed-loop-feedback framework is monitored through regular reporting and included in frontline team's key performance indicators. The PEXA team utilise Bain & Co's Inner Loop/Outer Loop methodology to systematically remove pain points. PEXA began preparations for a diversity and inclusion committee in 2019, formalised in early 2020. Throughout 2020 PEXA's D&I committee has implemented strategic initiatives to bridge the gap across the following pillars: Gender Equality, Culture & Linguistics, LGBTQI+ Pride, Disability & Wellness and Reconciliation.

**RM2.3** Points: 1.42/2.84

**Governance risk assessment**

Yes


100%  ^




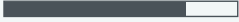

**Elements of risk assessment process included**



**[100%]** Risks are identified, analyzed, evaluated and treated

**Governance issues included**

<input checked="" type="checkbox"/> Audit committee structure/independence	67%	
<input checked="" type="checkbox"/> Board composition	78%	
<input checked="" type="checkbox"/> Board ESG oversight	56%	
<input checked="" type="checkbox"/> Bribery and corruption	78%	
<input checked="" type="checkbox"/> Compensation committee structure/independence	67%	
<input checked="" type="checkbox"/> Conflicts of interest	89%	
<input checked="" type="checkbox"/> Cybersecurity	100%	
<input checked="" type="checkbox"/> Data protection and privacy	100%	
<input checked="" type="checkbox"/> Delegating authority	67%	
<input checked="" type="checkbox"/> Executive compensation	56%	
<input checked="" type="checkbox"/> Fraud	89%	
<input checked="" type="checkbox"/> Independence of board chair	67%	

<input checked="" type="checkbox"/> Lobbying activities	78%	
<input checked="" type="checkbox"/> Political contributions	78%	
<input checked="" type="checkbox"/> Shareholder rights	56%	
<input checked="" type="checkbox"/> Whistleblower protection	78%	
<input checked="" type="checkbox"/> Other issues	33%	
Compliance with regulatory agreements	[ACCEPTED]	

### Applicable evidence

Evidence provided (but not shared with investors)

[PARTIALLY ACCEPTED]

<https://www.morganstanley.com/about-us-governance/rcchart>

No

0% 

### Additional context

**GG** Consistent with PEXA's framework, the undertaking of a robust risk assessment forms part of the key processes at PEXA. These includes strategy and business planning, investments and ongoing management, product development as well as other key internal and external changes. This process is completed by the business in consultation with the Governance, Risk and Compliance Team who assist the business with the process and challenge key outcomes. The framework is underpinned by PEXA's Board-approved Risk Appetite Statement ('RAS'), which sets out the Board's appetite for risk in the pursuit of PEXA's objectives. The concept of a risk appetite and associated statement metrics is then shared throughout the business through by face to face and online training. Each appetite statement has at least a metric with both an upper and lower tolerance to reflect the board appetite. Actual results against these tolerance metrics are reported each month to both management and the Board ('RMAC'). This dashboard outlines what metrics are currently performing outside appetite and what actions are being undertaken to return the metrics back to within appetite. The RAS is reviewed at least annually as part of PEXA's strategy and business planning cycles in consultation with the Board.

## Climate Related Risk Management

**RM3** Not Scored

### Resilience of strategy to climate-related risks

Description of the resilience of the organization's strategy

56% 

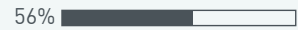
Describe the resilience of the organization's strategy.: PEXA has various strategies to ensure the resilience of their business includes: (1) the development and maintenance of a Business Impact Analysis ("BIA") document which reveals the processes, capabilities, infrastructure and other resources, which if disrupted, would prevent PEXA achieving its critical objectives, (2) development and maintenance of operational risk profiles to manage the risk of disruptions, (3) development and maintenance of Business Continuity Plans ("BCP") for critical business processes that can be used during periods of disruption (e.g., natural disasters), (4) the development and maintenance of Disaster Recover Plans ("DRP") for PEXA's IT infrastructure detailing steps to recover or restore the infrastructure, (5) the development and maintenance of a Crisis Management Plan (CMP) articulating what situations and disruptions are considered a "crisis" and when plans to respond to those situations should be activated, and (6) the establishment of a Crisis Management Team (CMT) comprised of senior personnel across the business responsible for responding to crisis situations.

### Use of scenario analysis

Yes

0% 

No



No



### Additional context

[Not provided]

**RM4.1** Not Scored

### Transition risk identification

Yes



No



Provide additional context for the answer provided (not validated, for reporting purposes only)

[Not provided]

**RM4.2** Not Scored

### Transition risk impact assessment

Yes



No



### Additional context

 PEXA develops and maintains operational risk profiles to manage the risk of disruptions within their infrastructure. In addition, PEXA uses a materiality assessment to identify relevance and appropriate action.

**RM4.3** Not Scored

### Physical risk identification

Yes



Physical risks prioritization process: PEXA has detailed plans and procedures in place within their Business Continuity Management Policy to mitigate impacts of an emergency including natural disasters and/or extreme weather.


[NOT ACCEPTED]

### Elements covered


Acute hazards




### Any acute hazards identified

Yes 33%  ^


#### Factors are

- Extratropical storm 22% 
- Flash flood 33% 
- Hail 11% 
- River flood 33% 
- Storm surge 22% 
- Tropical cyclone 22% 
- Other 22% 

No 0% 

Chronic stressors 67%  ^

### Any chronic stressors identified

Yes 67%  ^

#### Factors are

- Drought stress 33% 
- Fire weather stress 44% 
- Heat stress 22% 
- Precipitation stress 44% 
- Rising mean temperatures 33% 
- Rising sea levels 22% 
- Other 22% 

No 0% 

Applicable evidence

Evidence not provided

No



Additional context

[Not provided]

**RM4.4** Not Scored

Physical risk impact assessment

Yes

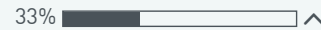


Integration of physical risk identification, assessment, and management into the entity's overall risk management: PEXA has detailed plans and procedures in place within their Business Continuity Management Policy to mitigate impacts of an emergency including natural disasters and/or extreme weather.

[PARTIALLY ACCEPTED]

Elements covered

Direct impacts



Any material impacts to the entity

Yes



Impacts are

Increased capital costs



Other



No



Indirect impacts



Any material impacts to the entity

Yes



Impacts are

Increased insurance premiums and potential for reduced availability of insurance on assets in "high-risk" locations



Increased operating costs





<input type="checkbox"/> Reduced revenue and higher costs from negative impacts on workforce	0%	<div style="width: 0%;"></div>
<input type="checkbox"/> Reduced revenue from decreased production capacity	0%	<div style="width: 0%;"></div>
<input type="checkbox"/> Reduced revenues from lower sales/output	33%	<div style="width: 33%;"></div>
<input type="checkbox"/> Write-offs and early retirement of existing assets	0%	<div style="width: 0%;"></div>
<input type="checkbox"/> Other	22%	<div style="width: 22%;"></div>
<input type="radio"/> No	11%	<div style="width: 11%;"></div>

**Applicable evidence**

Evidence not provided

<input type="radio"/> No	33%	<div style="width: 33%;"></div>
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**Additional context**

[Not provided]

## ESG Monitoring

**RM5.1** Points: 1.44/1.44

**Monitoring of environmental performance**

<input checked="" type="radio"/> Yes	89%	<div style="width: 89%;"></div> ^
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**Environmental issues included**

<input checked="" type="checkbox"/> Air pollution	44%	<div style="width: 44%;"></div>
<input checked="" type="checkbox"/> Biodiversity and habitat	56%	<div style="width: 56%;"></div>
<input checked="" type="checkbox"/> Contaminated land	33%	<div style="width: 33%;"></div>
<input checked="" type="checkbox"/> Energy	89%	<div style="width: 89%;"></div>
<input checked="" type="checkbox"/> Greenhouse gas emissions	89%	<div style="width: 89%;"></div>
<input checked="" type="checkbox"/> Hazardous substances	44%	<div style="width: 44%;"></div>

<input checked="" type="checkbox"/> Light pollution	56%	<div style="width: 56%;"></div>
<input checked="" type="checkbox"/> Material sourcing and resource efficiency	44%	<div style="width: 44%;"></div>
<input type="checkbox"/> Noise pollution	44%	<div style="width: 44%;"></div>
<input checked="" type="checkbox"/> Physical risk	44%	<div style="width: 44%;"></div>
<input checked="" type="checkbox"/> Waste	67%	<div style="width: 67%;"></div>
<input checked="" type="checkbox"/> Water outflows/discharges	56%	<div style="width: 56%;"></div>
<input checked="" type="checkbox"/> Water inflows/withdrawals	44%	<div style="width: 44%;"></div>
<input type="checkbox"/> Other	11%	<div style="width: 11%;"></div>
<input type="radio"/> No	11%	<div style="width: 11%;"></div>

**Additional context**

[Not provided]

**RM5.2** Points: 1.44/1.44

**Monitoring of social performance**

<input checked="" type="radio"/> Yes	100%	<div style="width: 100%;"></div> ^
--------------------------------------	------	------------------------------------

**Social issues included**

<input checked="" type="checkbox"/> Child labor	56%	<div style="width: 56%;"></div>
<input checked="" type="checkbox"/> Community development	89%	<div style="width: 89%;"></div>
<input checked="" type="checkbox"/> Customer satisfaction	89%	<div style="width: 89%;"></div>
<input checked="" type="checkbox"/> Employee engagement	89%	<div style="width: 89%;"></div>
<input type="checkbox"/> Forced or compulsory labor	44%	<div style="width: 44%;"></div>
<input checked="" type="checkbox"/> Freedom of association	44%	<div style="width: 44%;"></div>
<input checked="" type="checkbox"/> Health and safety: community	56%	<div style="width: 56%;"></div>

<input type="checkbox"/> Health and safety: contractors	78%	
<input checked="" type="checkbox"/> Health and safety: employees	89%	
<input checked="" type="checkbox"/> Health and safety: supply chain	78%	
<input checked="" type="checkbox"/> Health and safety: users	89%	
<input checked="" type="checkbox"/> Inclusion and diversity	89%	
<input checked="" type="checkbox"/> Labor standards and working conditions	89%	
<input checked="" type="checkbox"/> Local employment	78%	
<input checked="" type="checkbox"/> Social enterprise partnering	67%	
<input checked="" type="checkbox"/> Stakeholder relations	100%	
<input type="checkbox"/> Other	0%	

No 0%

**Additional context**

[Not provided]

**RM5.3** Points: 1.44/1.44

**Monitoring of governance performance**


Yes 100%

**Governance issues included**

<input checked="" type="checkbox"/> Audit committee structure/independence	89%	
<input checked="" type="checkbox"/> Board composition	89%	
<input checked="" type="checkbox"/> Board ESG oversight	44%	
<input checked="" type="checkbox"/> Bribery and corruption	78%	
<input checked="" type="checkbox"/> Compensation committee structure/independence	78%	

<input checked="" type="checkbox"/> Conflicts of interest	78%	<div style="width: 78%;"></div>
<input checked="" type="checkbox"/> Cybersecurity	100%	<div style="width: 100%;"></div>
<input checked="" type="checkbox"/> Data protection and privacy	100%	<div style="width: 100%;"></div>
<input checked="" type="checkbox"/> Delegating authority	67%	<div style="width: 67%;"></div>
<input checked="" type="checkbox"/> Executive compensation	78%	<div style="width: 78%;"></div>
<input checked="" type="checkbox"/> Fraud	89%	<div style="width: 89%;"></div>
<input checked="" type="checkbox"/> Independence of board chair	89%	<div style="width: 89%;"></div>
<input checked="" type="checkbox"/> Lobbying activities	78%	<div style="width: 78%;"></div>
<input checked="" type="checkbox"/> Political contributions	89%	<div style="width: 89%;"></div>
<input checked="" type="checkbox"/> Shareholder rights	56%	<div style="width: 56%;"></div>
<input checked="" type="checkbox"/> Whistleblower protection	89%	<div style="width: 89%;"></div>
<input type="checkbox"/> Other issues	22%	<div style="width: 22%;"></div>
<input type="radio"/> No	0%	<div style="width: 0%;"></div>

**Additional context**

 The RMAC Charter outlines the purpose of the Committee includes assisting the Board with discharging “responsibilities relative to the financial reporting process, the system of internal control relating to all matters affecting the Company’s financial performance and the audit process; monitoring compliance with laws, regulations and Board policies; and adopting and applying appropriate ethical standards in relation to the management of the Company and the conduct of the Company’s business.” The Charter also notes “The Committee will review annually its activities and the manner in which it has carried out its responsibilities, and report to the Board on the outcome of the review.”

## Stakeholder Engagement

**SE1** Points: 2.84/2.84

**Stakeholder engagement program**

Yes 100%  ^

**Elements included**

<input checked="" type="checkbox"/> Identification of stakeholders and impacted groups	56%	<div style="width: 56%;"></div>
<input checked="" type="checkbox"/> Planning and preparation for engagement	89%	<div style="width: 89%;"></div>
<input checked="" type="checkbox"/> Development of action plan	67%	<div style="width: 67%;"></div>
<input checked="" type="checkbox"/> Implementation of engagement plan	78%	<div style="width: 78%;"></div>
<input checked="" type="checkbox"/> Program review and evaluation	67%	<div style="width: 67%;"></div>
<input checked="" type="checkbox"/> Feedback sessions with senior management team	78%	<div style="width: 78%;"></div>
<input checked="" type="checkbox"/> Feedback sessions with separate teams/departments	67%	<div style="width: 67%;"></div>
<input type="checkbox"/> Focus groups	44%	<div style="width: 44%;"></div>
<input checked="" type="checkbox"/> Training	89%	<div style="width: 89%;"></div>
<input checked="" type="checkbox"/> Other Medallia--for customer feedback and our Community platform (https://community.pexa.com.au/)	11%	<div style="width: 11%;"></div>

[ACCEPTED]

**Alignment with third-party standards**

<input type="radio"/> Yes	33%	<div style="width: 33%;"></div>
---------------------------	-----	---------------------------------



- [11%] GRI Sustainability Reporting Guidelines
- [22%] Other: State Revenue Offices and Land Registry Offices, Australian Institute of Conveyancers (both state and national level), state law societies.
- [67%] No answer provided

<input type="radio"/> No	67%	<div style="width: 67%;"></div>
--------------------------	-----	---------------------------------

**Stakeholders included**

<input checked="" type="checkbox"/> Clients/customers	100%	<div style="width: 100%;"></div>
<input checked="" type="checkbox"/> Community/public	78%	<div style="width: 78%;"></div>
<input checked="" type="checkbox"/> Contractors	89%	<div style="width: 89%;"></div>
<input checked="" type="checkbox"/> Investors/shareholders	100%	<div style="width: 100%;"></div>
<input checked="" type="checkbox"/> Regulators/government	89%	<div style="width: 89%;"></div>

<input checked="" type="checkbox"/> Special interest groups	56%	<div style="width: 56%;"></div>
<input type="checkbox"/> Other	22%	<div style="width: 22%;"></div>
<input type="radio"/> No	0%	<div style="width: 0%;"></div>

**Additional context**

**🗨️** Customer feedback is captured across PEXA product suite and at various stages in the customer journey. Feedback is analysed by a dedicated team and insights are used to understand top pain points which could impact customer loyalty and brand association. PEXA has a mature closed-feedback-loop framework which is active across all survey programs. This framework supports their front-line teams to address feedback in the moment and provide customers with a solution or outcome. This is achieved through an automated alert system, enabled by Medallia. The performance and adherence of closed-loop-feedback framework is monitored through regular reporting and included in frontline teams' key performance indicators. The PEXA team utilize Bain & Co's Inner Loop/Outer Loop methodology to systematically remove pain points. This process outlines PEXA's approach to customer engagement and implementation of structural improvements to their experiences. More broadly, PEXA has an established stakeholder matrix that includes government, industry, members, customers, media and the community. Each stakeholder is targeted via a range of channels as part of PEXA's multi-channel approach to stakeholder engagement.

**SE2** Points: 1.44/1.44

**Supply chain engagement program**

<input checked="" type="radio"/> Yes	100%	<div style="width: 100%;"></div> ^
--------------------------------------	------	------------------------------------

**Elements of supply chain engagement program**

<input checked="" type="checkbox"/> Developing or applying ESG policies	67%	<div style="width: 67%;"></div>
<input checked="" type="checkbox"/> Planning and preparation for engagement	78%	<div style="width: 78%;"></div>
<input checked="" type="checkbox"/> Development of action plan	44%	<div style="width: 44%;"></div>
<input checked="" type="checkbox"/> Due diligence process	78%	<div style="width: 78%;"></div>
<input checked="" type="checkbox"/> Implementation of engagement plan	56%	<div style="width: 56%;"></div>
<input checked="" type="checkbox"/> Training	67%	<div style="width: 67%;"></div>
<input checked="" type="checkbox"/> Program review and evaluation	44%	<div style="width: 44%;"></div>
<input checked="" type="checkbox"/> Feedback sessions with stakeholders	44%	<div style="width: 44%;"></div>

**Issues covered by procurement processes**

<input checked="" type="checkbox"/> Bribery and corruption	78%	<div style="width: 78%;"></div>
<input checked="" type="checkbox"/> Business ethics	100%	<div style="width: 100%;"></div>

<input checked="" type="checkbox"/> Child labor	78%	
<input checked="" type="checkbox"/> Environmental process standards	78%	
<input checked="" type="checkbox"/> Environmental product standards	56%	
<input checked="" type="checkbox"/> Forced or compulsory labor	67%	
<input checked="" type="checkbox"/> Human rights	78%	
<input checked="" type="checkbox"/> Human health-based product standards	56%	
<input checked="" type="checkbox"/> Occupational health and safety	100%	
<input checked="" type="checkbox"/> Labor standards and working conditions	89%	
<input checked="" type="checkbox"/> Other	33%	
Fraud	[ACCEPTED]	

**External parties to whom the requirements apply**

<input checked="" type="checkbox"/> Contractors	100%	
<input checked="" type="checkbox"/> Operators	44%	
<input checked="" type="checkbox"/> Suppliers	89%	
<input checked="" type="checkbox"/> Supply chain (beyond tier 1 suppliers and contractors)	56%	
<input checked="" type="checkbox"/> Other	11%	
Customers; Buyers/Sellers	[ACCEPTED]	

No 0%

**Additional context**

**GG** PEXA conducts Sourcing, Partnerships and Procurement activity used to evaluate, onboard and manage PEXA material suppliers. PEXA will continue to adopt relevant standard terms and conditions relating to ESG, which will be incorporated into all future contract negotiations and supplier arrangements. Provided is the Procurement Policy (revised 2020) and the Third-Party Risk Management Framework which are both currently being revised. PEXA now has a Responsible Sourcing Policy, which was approved the Board, and has been implemented across the business. PEXA has also published its Modern Slavery Statement [<https://customer.pexa.com.au/rs/429-LFD-471/images/Modern%20Slavery%20Statement%20-%20PEXA.pdf>]. As an office tenant of Collins Square, PEXA must adhere to the current waste management plan and assist Collins Square in achieving their waste and recycling objectives, which are outlined in the Collins Square Environment and Waste Management Policies/Protocols. Collins Square management is committed to reducing the building's environmental impact through an optimized waste management system. Also, as part of Morgan Stanley's Modern Slavery Statement, Morgan Stanley engages with its global operations including its supply chain and its consolidated subsidiaries. The Statement describes the approach and steps taken to evaluate suppliers, the due diligence process, and communicate language for human trafficking child labor, and forced and compulsory labor, and ESG-specific requirements for their sub-contractors who offer goods and services to Morgan Stanley. Morgan Stanley's Code of Conduct

addresses bribery and corruption. PEXA is managed by Morgan Stanley Infrastructure Partners (MSIP) on behalf of North Haven Infrastructure Partners II (NHIP II); so all Morgan Stanley, MSIP, and NHIP II documents apply to PEXA.











**SE3.1** Points: 1.37/1.44

**Stakeholder grievance process**

Yes

100%  ^

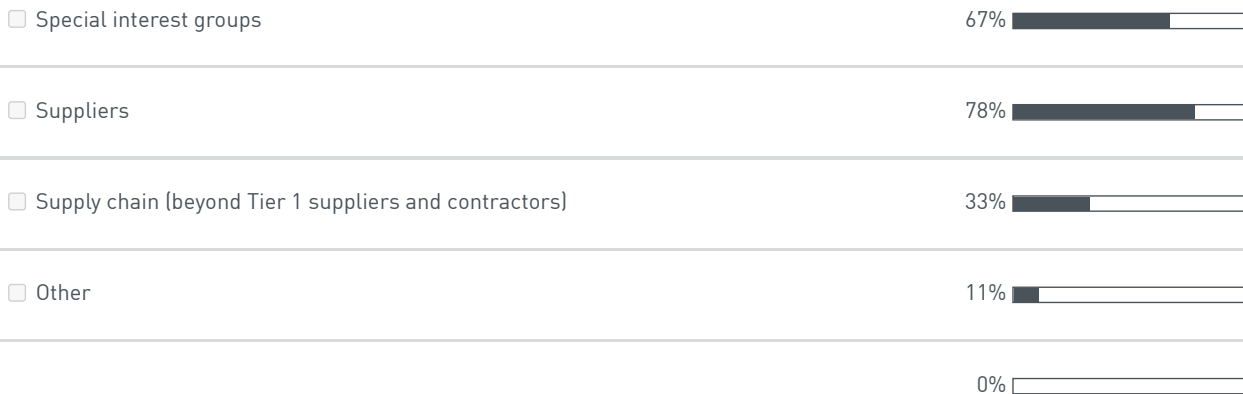
**Characteristics included**

<input checked="" type="checkbox"/> Accessible and easy to understand	100%	
<input type="checkbox"/> Anonymous	89%	
<input checked="" type="checkbox"/> Dialogue-based	89%	
<input checked="" type="checkbox"/> Equitable and rights compatible	89%	
<input checked="" type="checkbox"/> Improvement based	100%	
<input checked="" type="checkbox"/> Legitimate and safe	100%	
<input checked="" type="checkbox"/> Predictable	89%	
<input checked="" type="checkbox"/> Prohibitive against retaliation	100%	
<input checked="" type="checkbox"/> Transparent	100%	
<input type="checkbox"/> Other	0%	


**Stakeholders included**

<input checked="" type="checkbox"/> Clients/customers	100%	
<input checked="" type="checkbox"/> Community/public	78%	
<input checked="" type="checkbox"/> Contractors	89%	
<input checked="" type="checkbox"/> Employees	89%	
<input checked="" type="checkbox"/> Investors/shareholders	78%	
<input checked="" type="checkbox"/> Regulators/government	78%	



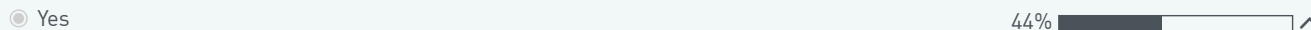


**Additional context**

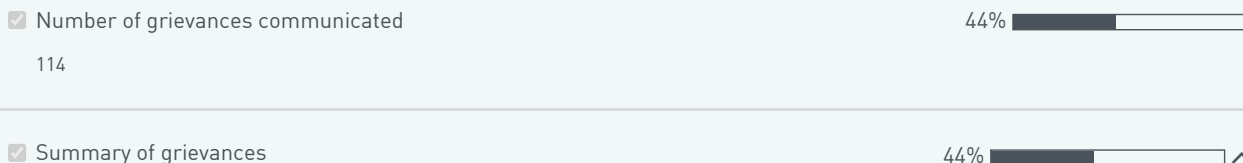
 All complaints / grievances are logged via Service Now, PEXA's complaint management tool. PEXA provides forums for customers to provide feedback. PEXA also has a privacy policy, participation agreements that their customers enter alongside PEXA and dispute resolution processes in place. PEXA has a Whistleblower policy for employees and adheres to the Australian standards through their policies and procedures. PEXA's Board meetings are held monthly and as per the PEXA Board Charter, the Board is accountable to shareholders for the performance of the Company. With the assistance of the Risk Management and Audit Committee (RMAC), PEXA's Board approves all material reporting and external communications by the Company. Therefore, in times of high risk or incidents, PEXA's Board has oversight and will act accordingly – e.g. approval of the Residential seller guarantee in a time of high fraud and risk. Refer to the following link for more detail on the Residential seller guarantee: <https://www.pexa.com.au/pexa-residential-seller-guarantee>.

**SE3.2** Not Scored

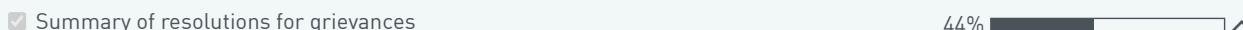
**Stakeholder grievance monitoring**



**Describe the grievances received during the reporting period**




 User procedure, dissatisfaction with a third party, application defect, and general dissatisfaction with a transaction










 Resolved on first contact [81%], Assistance provided to resolve the issue [5%], Apology provided [4%], Other [4%], Not resolved [3%], Walked through specific process [2%], Duplicate [2%], Resolved by caller [1%].

No
56% 

## Additional context

 PEXA's complaints management framework was formally introduced in 2019. PEXA defines a complaint as an expression of dissatisfaction made to or about PEXA (where the root cause of an issues is within the control of PEXA) and which may be related to PEXA's platform, processes, services (which include onboarding and training programs), staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required. Who can make a complaint: A PEXA member/Customer, a customer of a PEXA member, provided the complaint is made via the member who represented them in their transaction, a direct user of PEXA's products or services (for example, PEXA Key). PEXA will investigate the circumstances of each complaint and provide a response to the complainant, which will outline - What actions were taken by PEXA in response to the complaint, the outcome of the complaint (for example, an improvement to a product por service), the reasons for any decision/s made, any remedy PEXA is prepared to offer. Information on this process is publicly accessible via the PEXA website: <https://www.pexa.com.au/support/#support-security-feedback>

## Performance

Aspect indicator	Score Max	Score Entity (p)	Score Benchmark (p)	Strengths & Opportunities
 <b>Implementation</b>				
<b>IM1</b> Implementation of environmental actions			Not scored	
<b>IM2</b> Implementation of social actions			Not scored	
<b>IM3</b> Implementation of governance actions			Not scored	
 <b>Output &amp; Impact</b>				
<b>OI1</b> Reporting on output & impact			Not scored	
 <b>Energy</b>	<b>7.14p   11.9%</b>	<b>7.14</b>	<b>6.51</b>	<b>25% of peers scored lower</b>
<b>EN1</b> Reporting on energy performance	7.14	7.14	6.51	25% of peers scored lower
 <b>Greenhouse Gas Emissions</b>	<b>7.14p   11.9%</b>	<b>7.14</b>	<b>6.51</b>	<b>25% of peers scored lower</b>
<b>GH1</b> Reporting on greenhouse gas emissions	7.14	7.14	6.51	25% of peers scored lower
 <b>Air Pollution</b>	<b>0.00p   0%</b>	<b>0</b>		
<b>AP1</b> Reporting on air pollution	0	0	0	
 <b>Water</b>	<b>0.00p   0%</b>	<b>0</b>	<b>0</b>	
<b>WT1</b> Reporting on water inflows/withdrawals	0	0	0	
<b>WT2</b> Reporting on water outflows/discharges	0	0	0	
 <b>Waste</b>	<b>0.00p   0%</b>	<b>0</b>		

	Aspect indicator	Score Max	Score Entity (p)	Score Benchmark (p)	Strengths & Opportunities
<b>WS1</b>	Reporting on waste generation and disposal	0	0	0	
	<b>Biodiversity &amp; Habitat</b>	<b>0.00p   0%</b>	<b>0</b>	<b>0</b>	
<b>BI1</b>	Reporting on biodiversity and habitat	0	0	0	
	<b>Health &amp; Safety</b>	<b>14.28p   23.8%</b>	<b>14.28</b>	<b>13.49</b>	<b>25% of peers scored lower</b>
<b>HS1</b>	Reporting on health and safety performance: employees	14.28	14.28	13.65	12% of peers scored lower
<b>HS2</b>	Reporting on health and safety performance: contractors	0	0	0	
<b>HS3</b>	Reporting on health and safety performance: users	0	0	0	
<b>HS4</b>	Reporting on health and safety performance: community	0	0	0	
	<b>Employees</b>	<b>21.42p   35.7%</b>	<b>19.04</b>	<b>16.43</b>	<b>38% of peers scored lower</b>
<b>EM1</b>	Reporting on employee engagement	7.14	4.76	5.91	75% of peers scored higher
<b>EM2</b>	Reporting on inclusion and diversity	14.28	14.28	9.52	62% of peers scored lower
	<b>Customers</b>	<b>7.14p   11.9%</b>	<b>5.55</b>	<b>4.5</b>	<b>38% of peers scored higher</b>
<b>CU1</b>	Customer satisfaction monitoring	7.14	5.55	4.58	62% of peers scored higher
	<b>Certifications &amp; Awards</b>	<b>2.88p   4.8%</b>	<b>2.88</b>	<b>0.64</b>	<b>88% of peers scored lower</b>
<b>CA1</b>	Infrastructure certifications	2.88	2.88	0.64	88% of peers scored lower
<b>CA2</b>	Awards for ESG-related actions, performance, or achievements			Not scored	

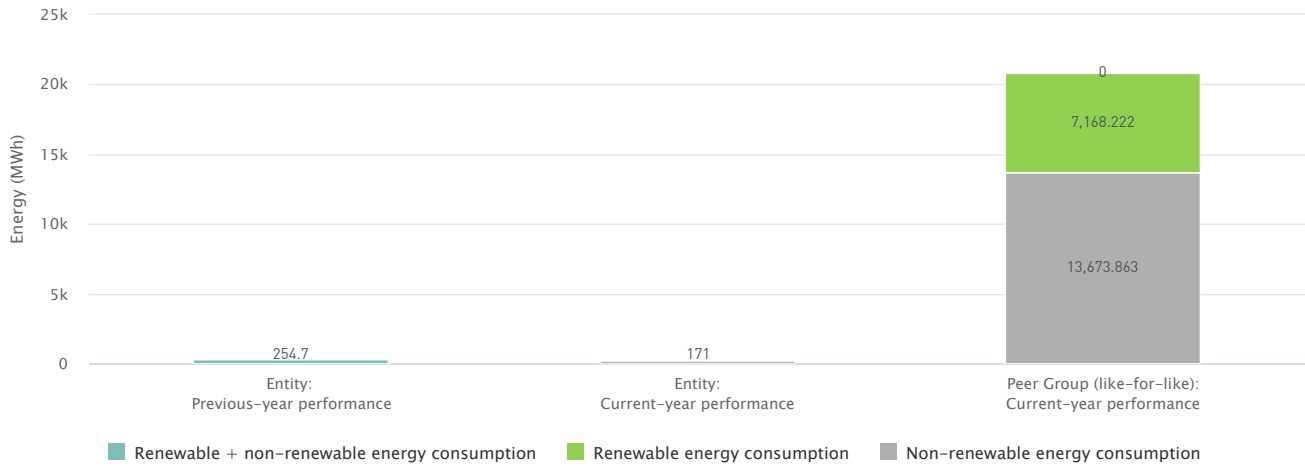
## Asset Impact

Energy

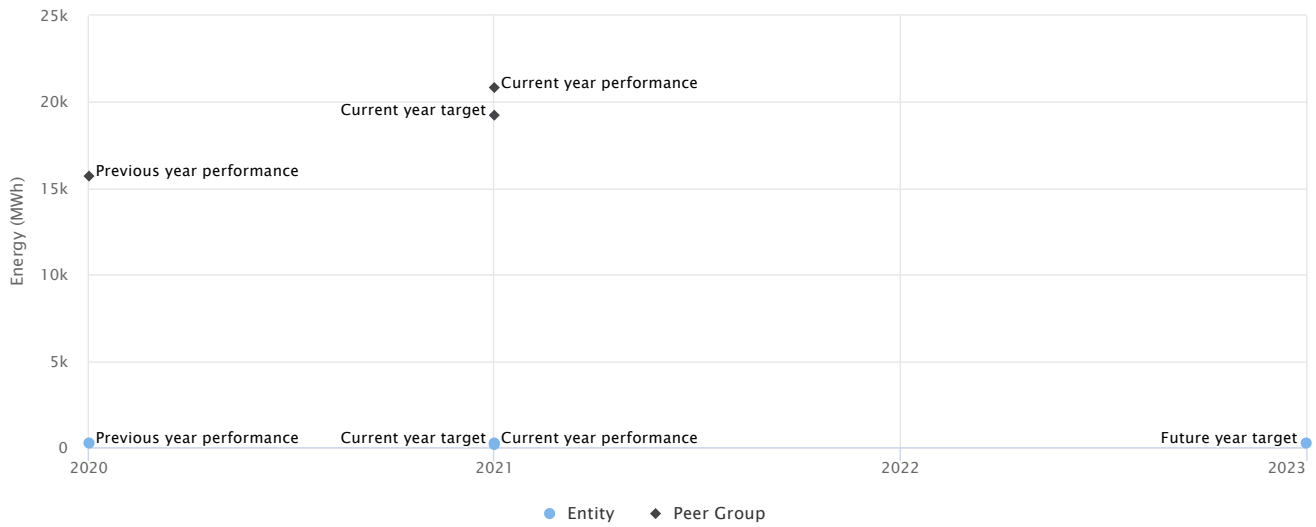
Energy consumed

Absolute Performance and Targets

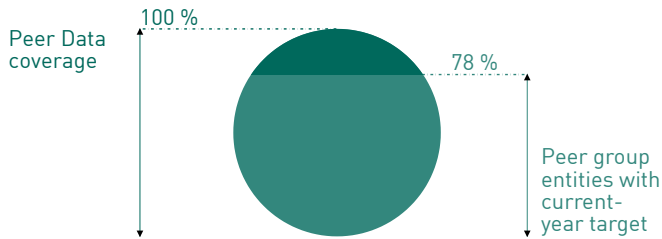
### Total Energy Consumed: Trends



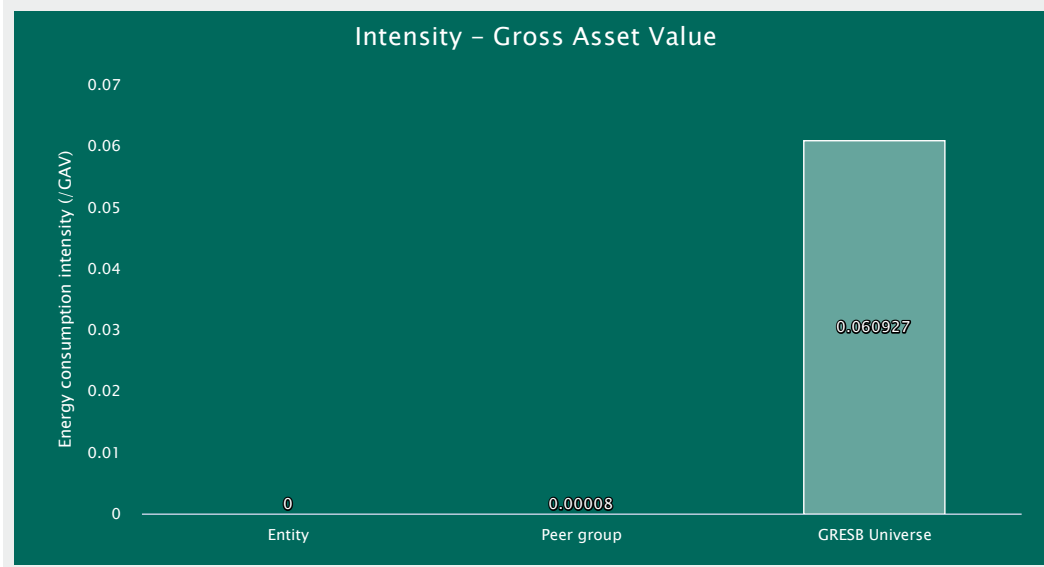
### Total energy consumed: Peer Group



### Peer Group Performance Targets



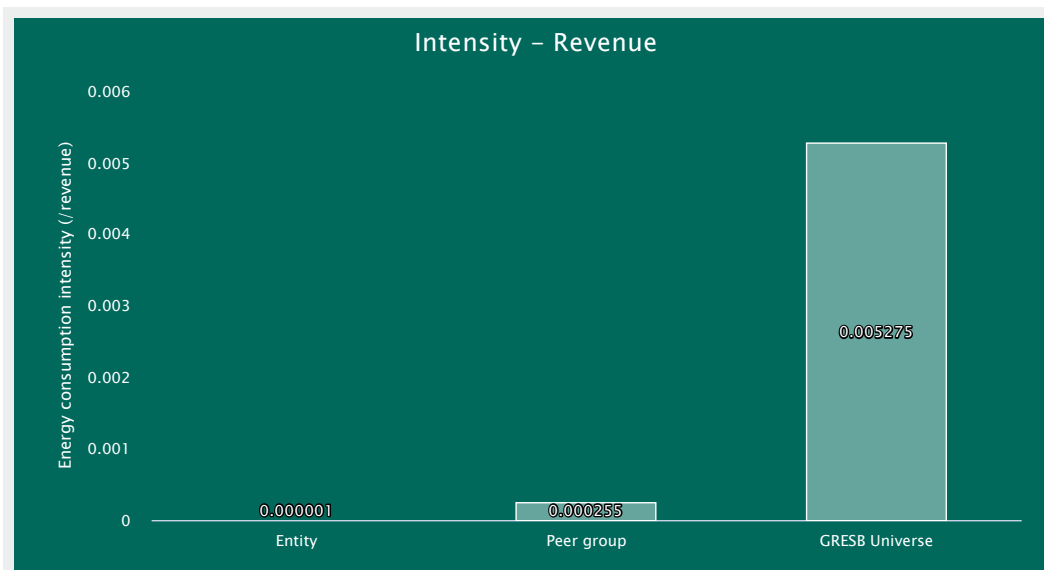
### Intensity Performance



**Energy consumed (MWh) / Gross Asset Value (US\$\*)**

The intensity is calculated by dividing the total energy consumed by the entity by the Gross Asset Value (GAV) as provided in the Entity & Reporting Characteristics.

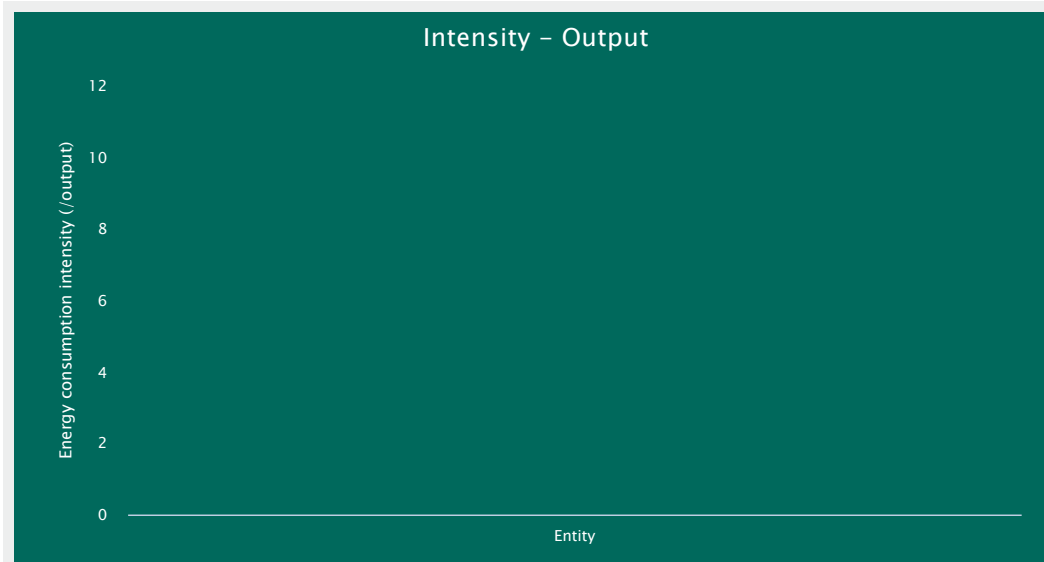
\*GAV has been converted to US dollars (\$) to allow for comparisons to the peer group and the wider GRESB universe.



**Energy consumed (MWh) / Revenue (US\$\*)**

The intensity is calculated by dividing the total energy consumed by the entity by revenue as provided in the Entity & Reporting Characteristics.

\*Revenue has been converted to US dollars (\$) to allow for comparisons to the peer group and the wider GRESB universe.



**Energy consumed (MWh) / Output Output metric: Energy generated**

The intensity is calculated by dividing the total energy consumed by the entity by the output as provided in Output & Impact. The output metric is determined by the entity's sector.

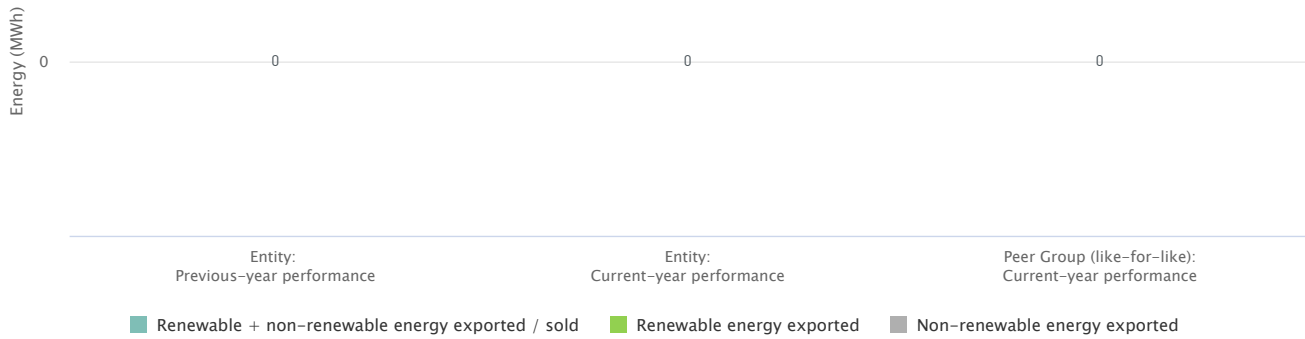
\*A comparison is made to the peer group only if all entities in the peer group share the same output metric.

Energy

Energy exported

Absolute Performance and Targets

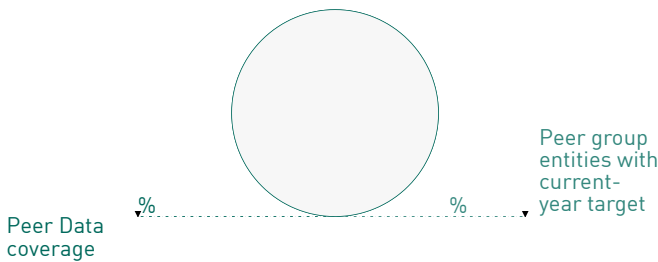
Total Energy Exported: Trends



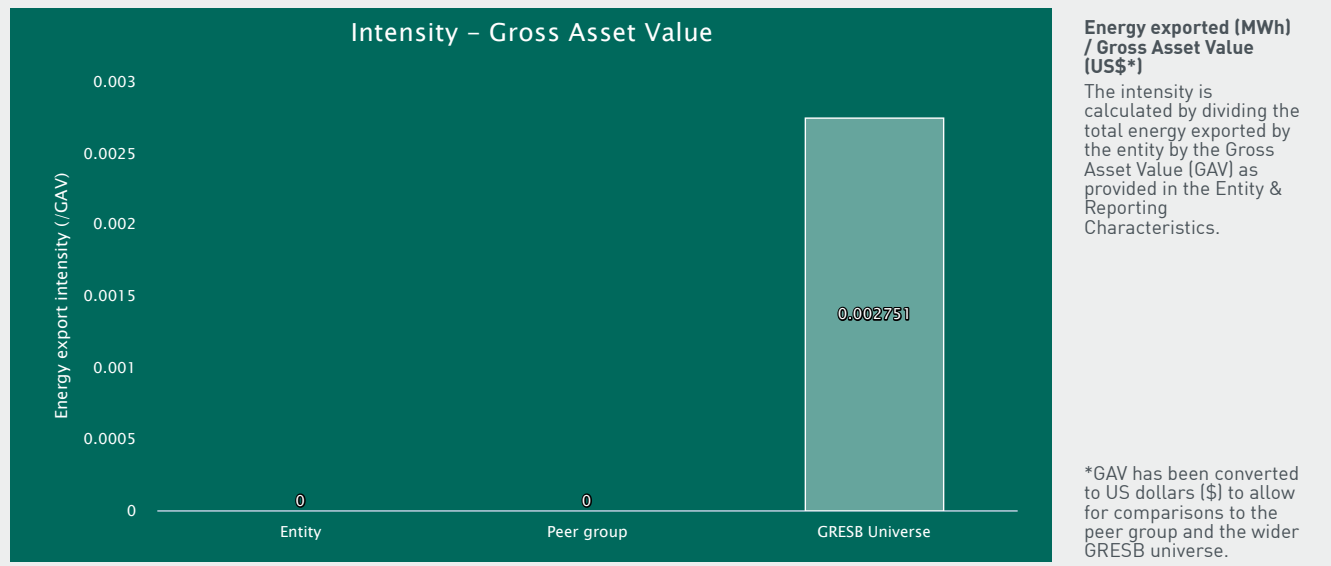
Total energy exported / sold

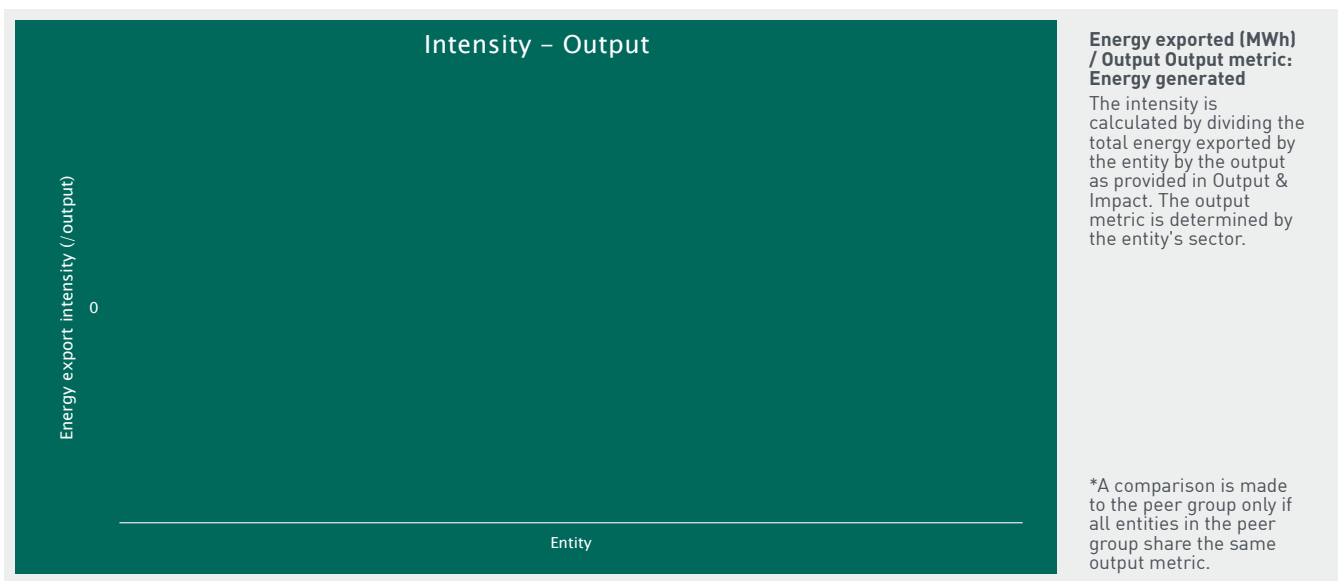
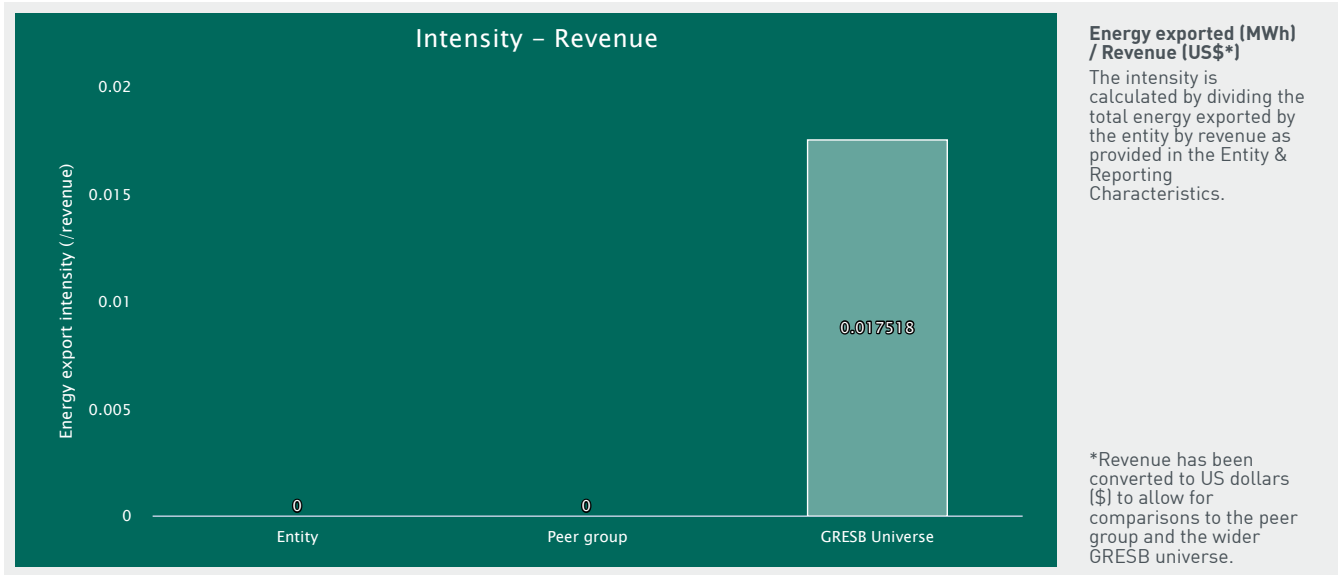
No data available

Peer Group Performance Targets



Intensity Performance

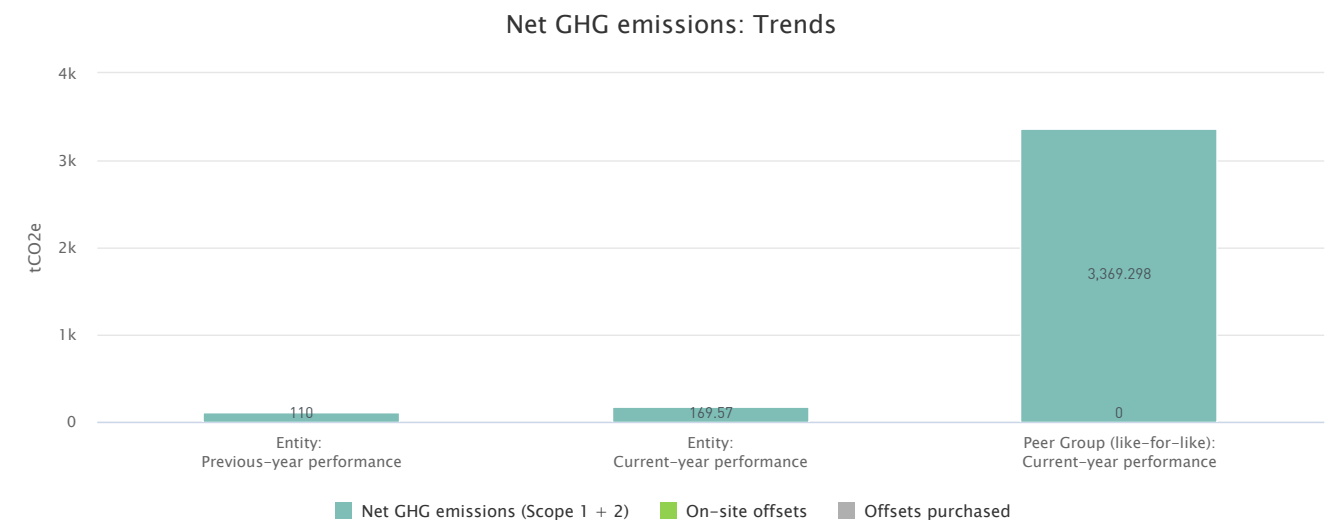




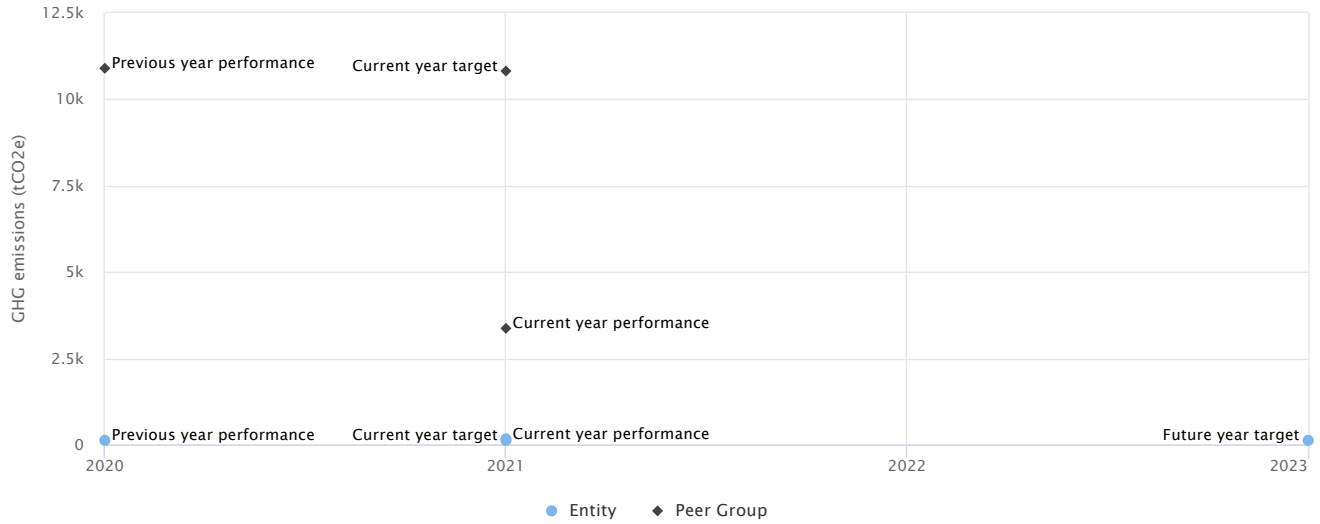
Greenhouse Gas Emissions

Net GHG emissions

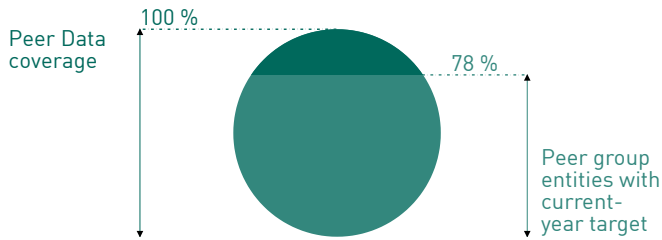
Absolute Performance and Targets



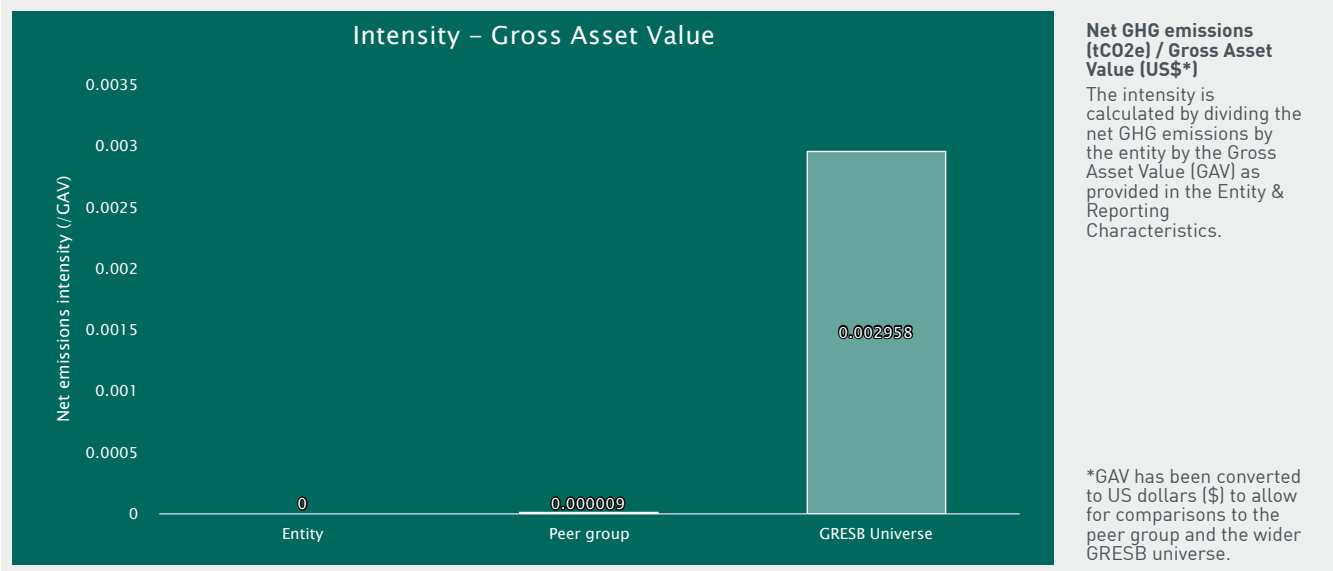
Net GHG emissions (Scope 1 + 2)



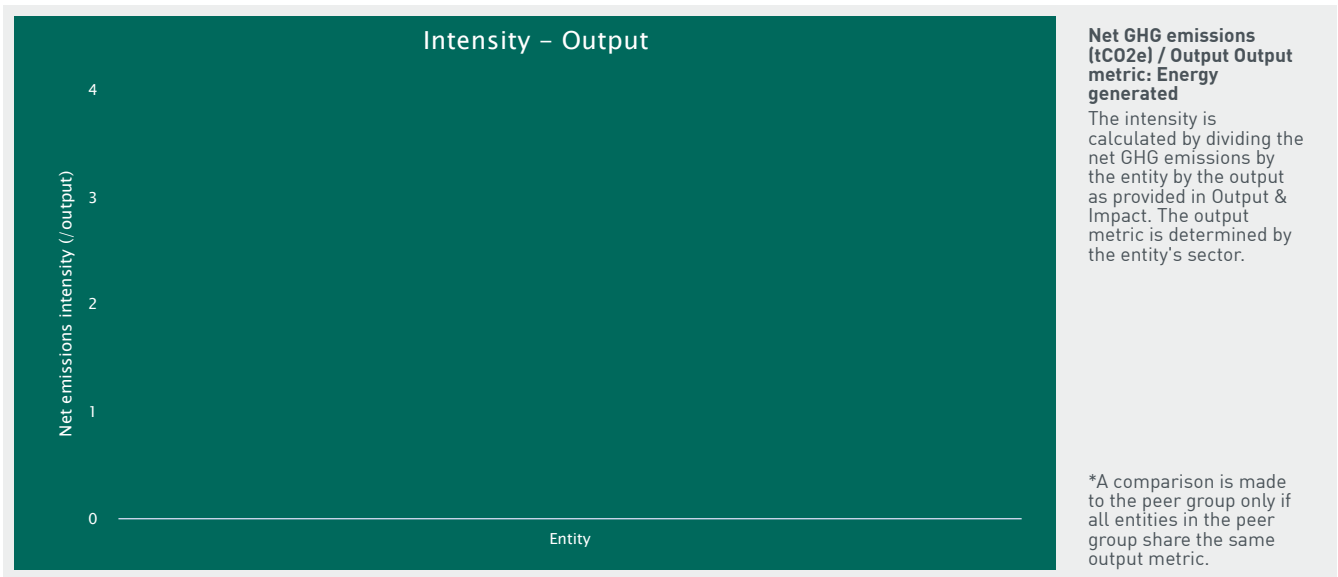
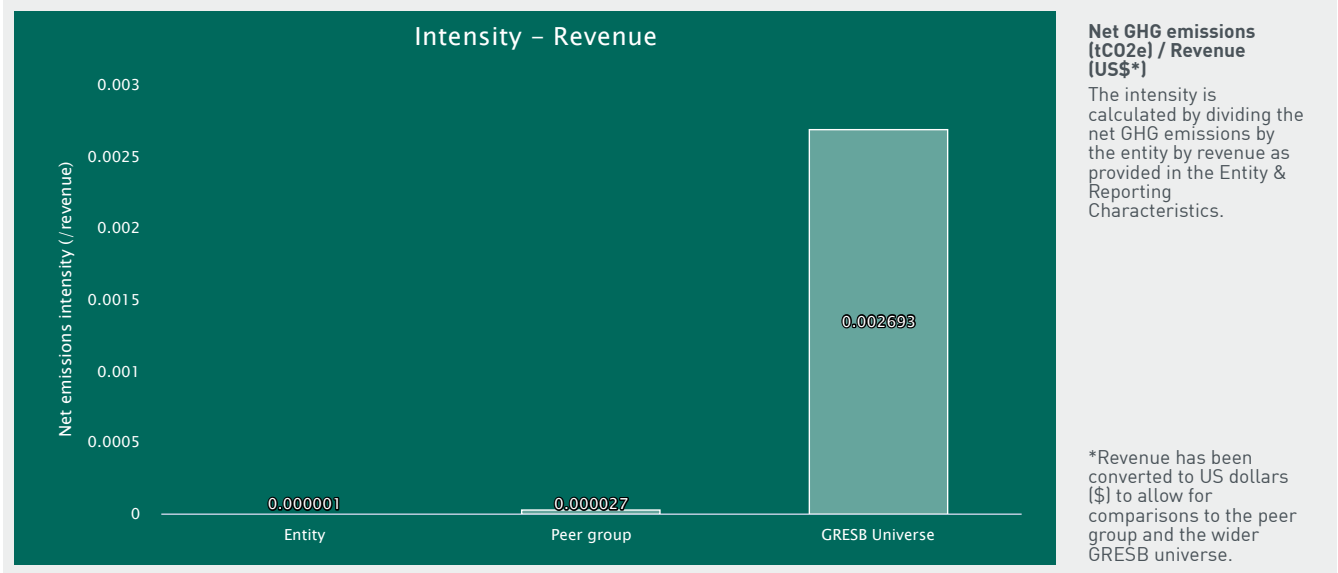
Peer Group Performance Targets



Intensity Performance





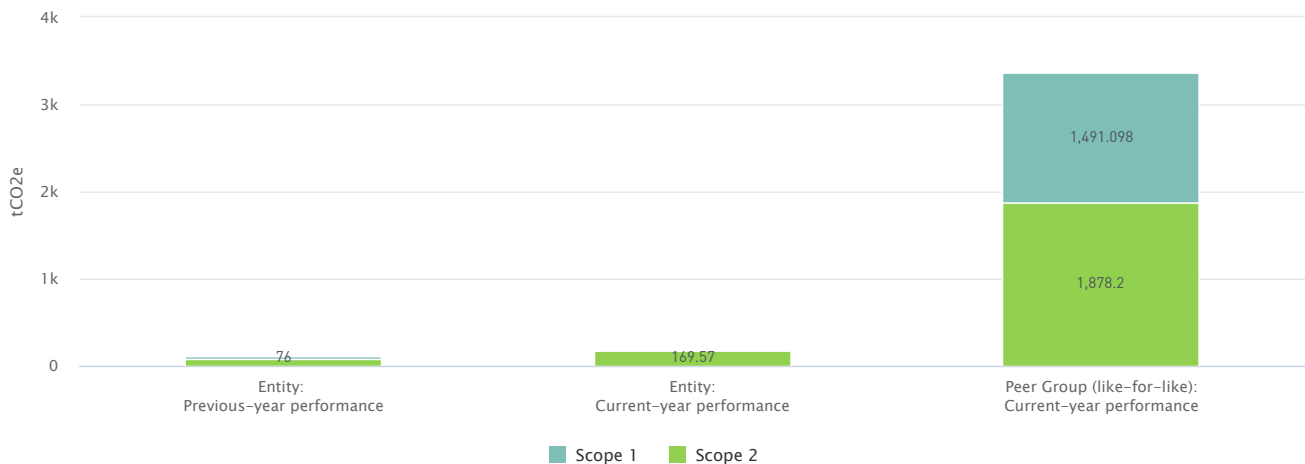


**Greenhouse Gas Emissions**

**Gross GHG emissions (Scope 1 + 2)**

**Absolute Performance and Targets**

**Gross GHG emissions: Trends**

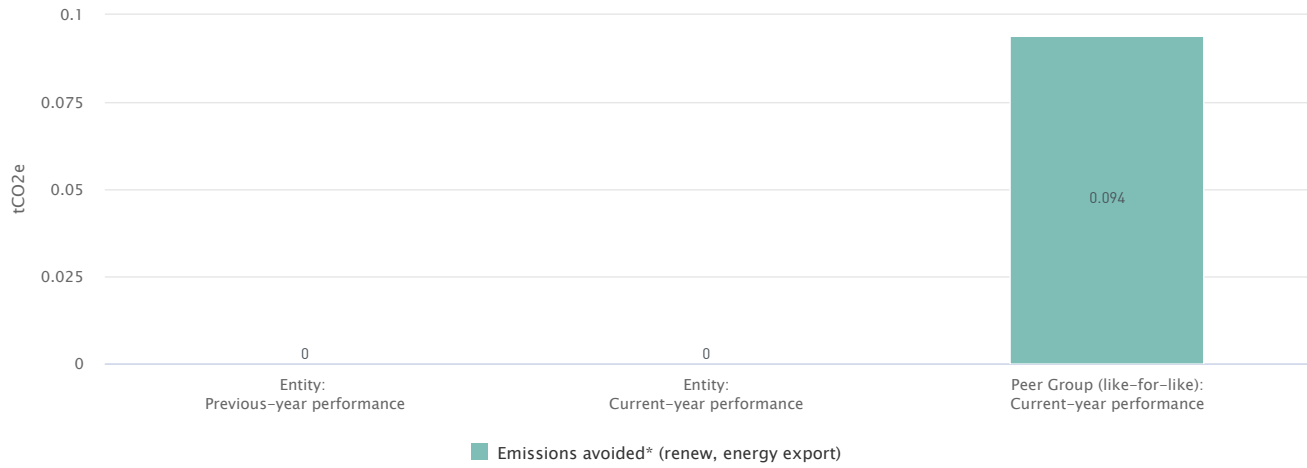


### Greenhouse Gas Emissions

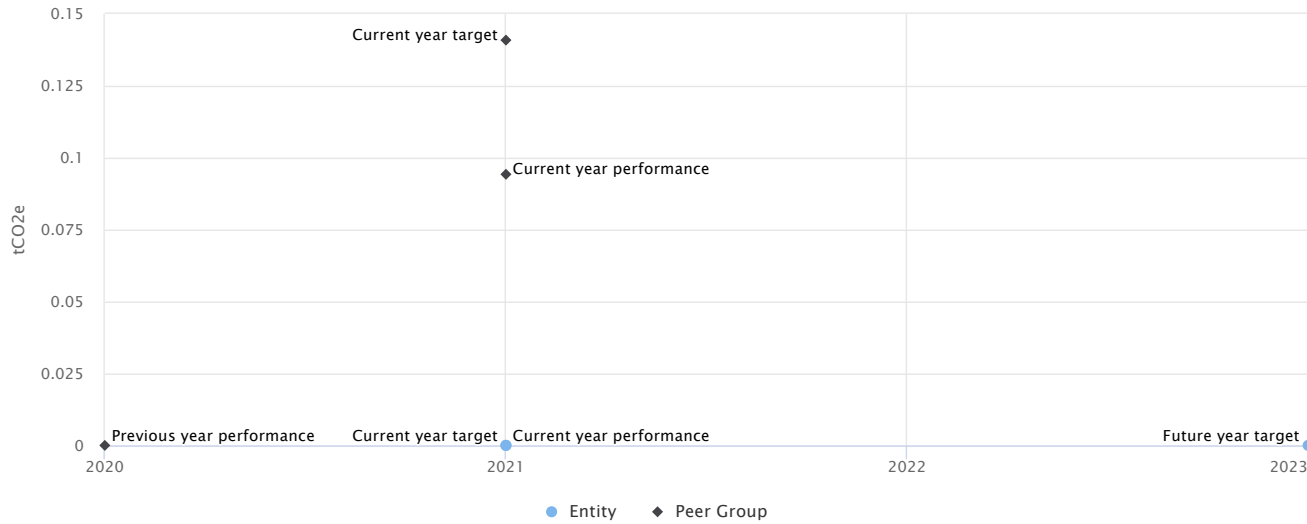
#### Emissions avoided\* (renew, energy export)

##### Absolute Performance and Targets

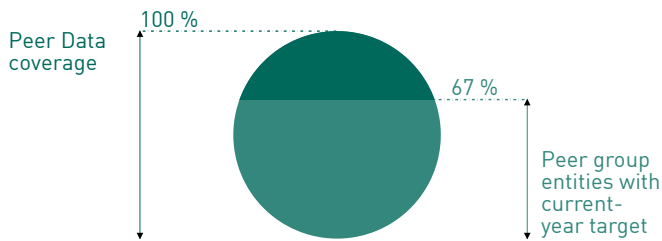
### Emissions avoided\* (renew, energy export): Trends



#### Emissions avoided\* (renew, energy export)



#### Peer Group Performance Targets



#### Air Pollution

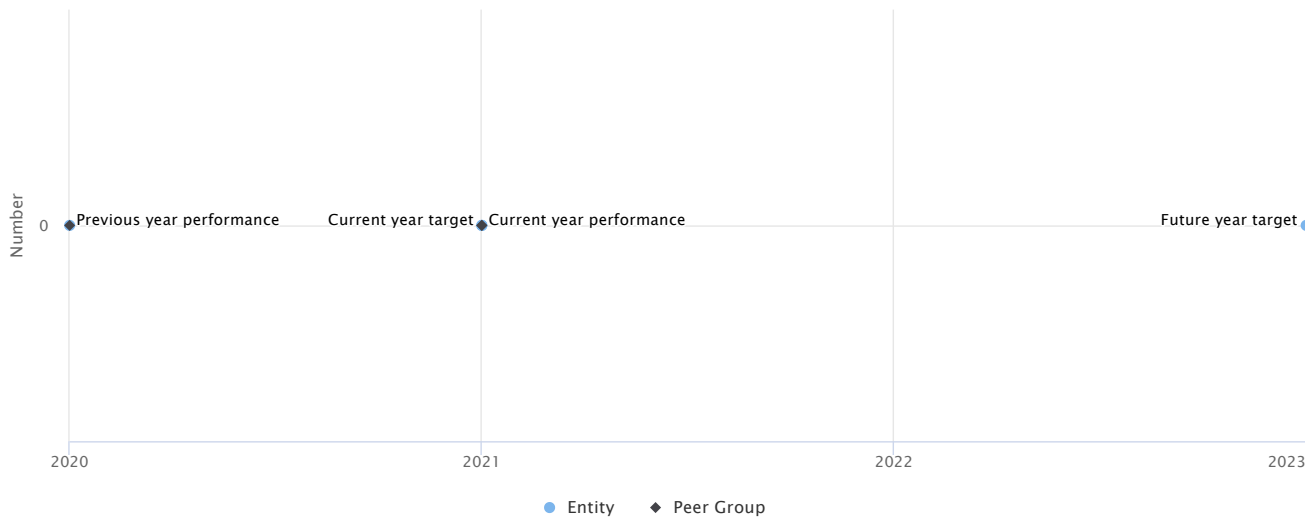
#### Non-compliances

##### Absolute Performance and Targets

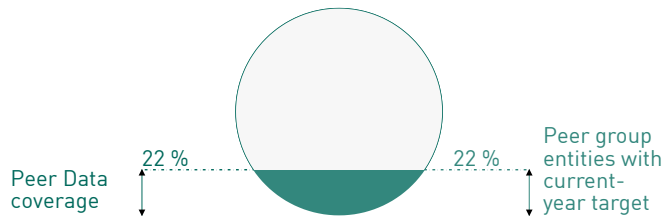
### Non-compliances: Trends



### Non-compliances



### Peer Group Performance Targets

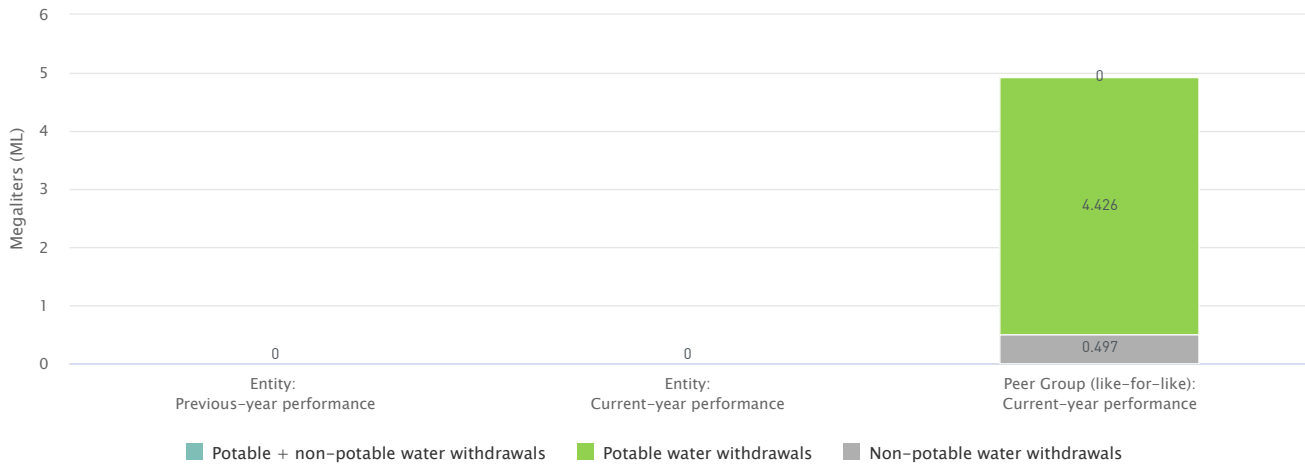


### Water inflows/withdrawals

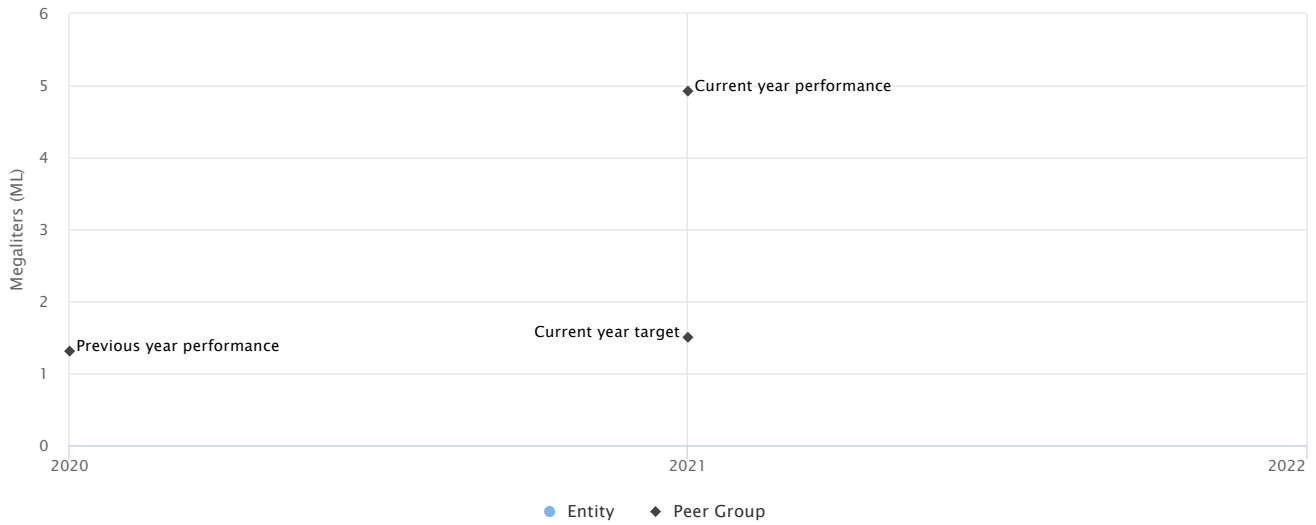
### Water withdrawals

### Absolute Performance and Targets

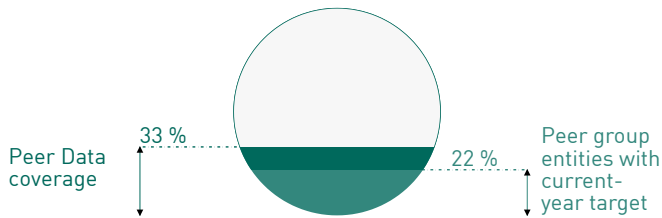
### Total Water Withdrawals: Trends



### Total water withdrawals



### Peer Group Performance Targets



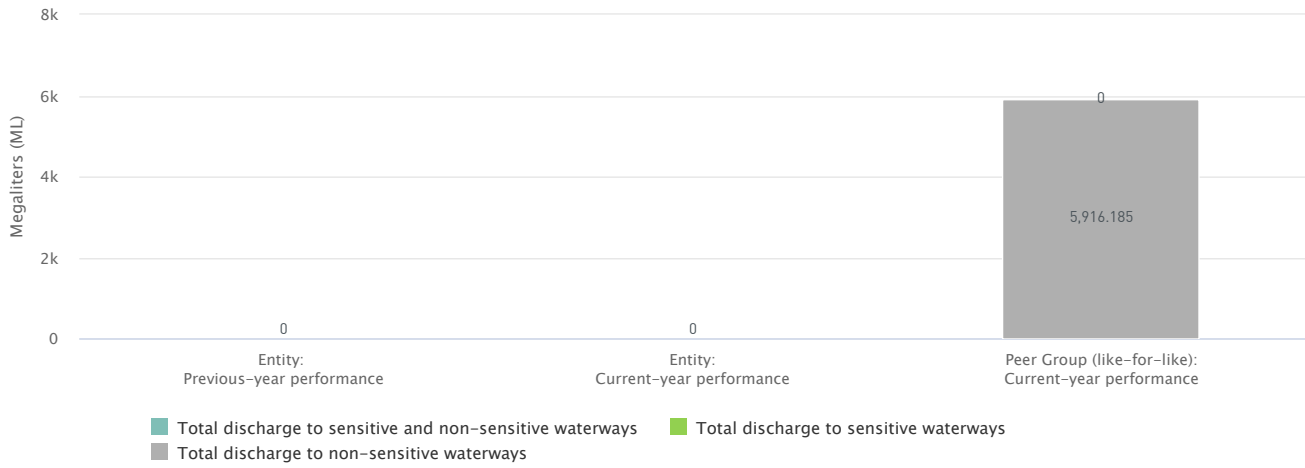
### Intensity Performance

### Water outflows/discharge

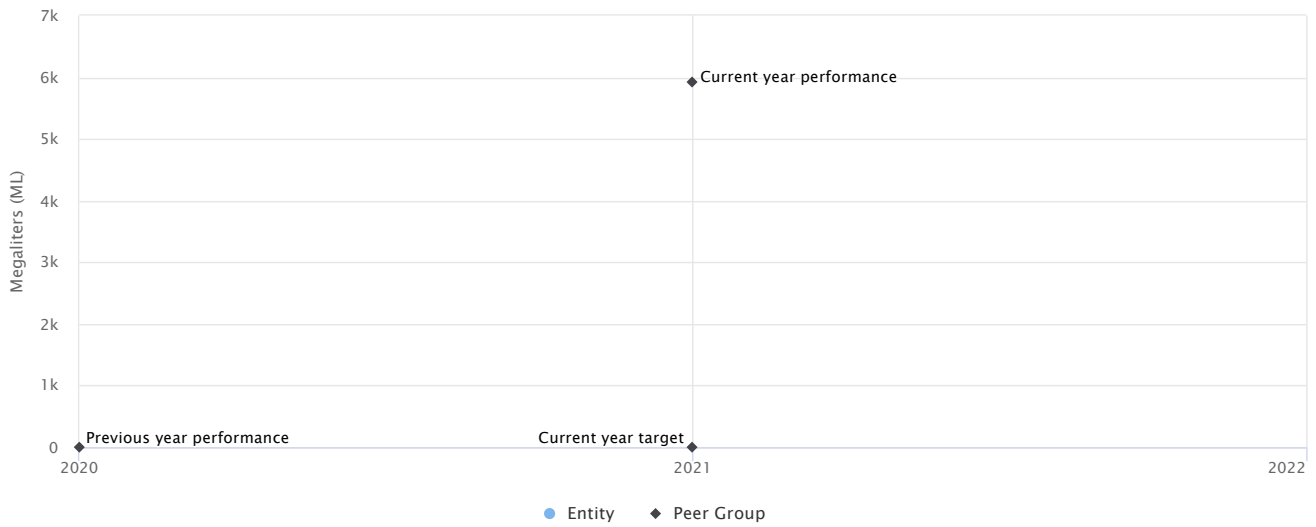
### Total discharge to waterways

### Absolute Performance and Targets

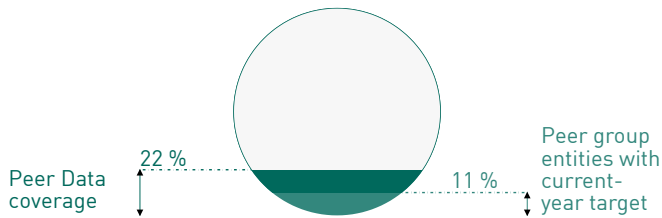
### Total Discharge To Waterways: Trends



### Total water discharged



### Peer Group Performance Targets



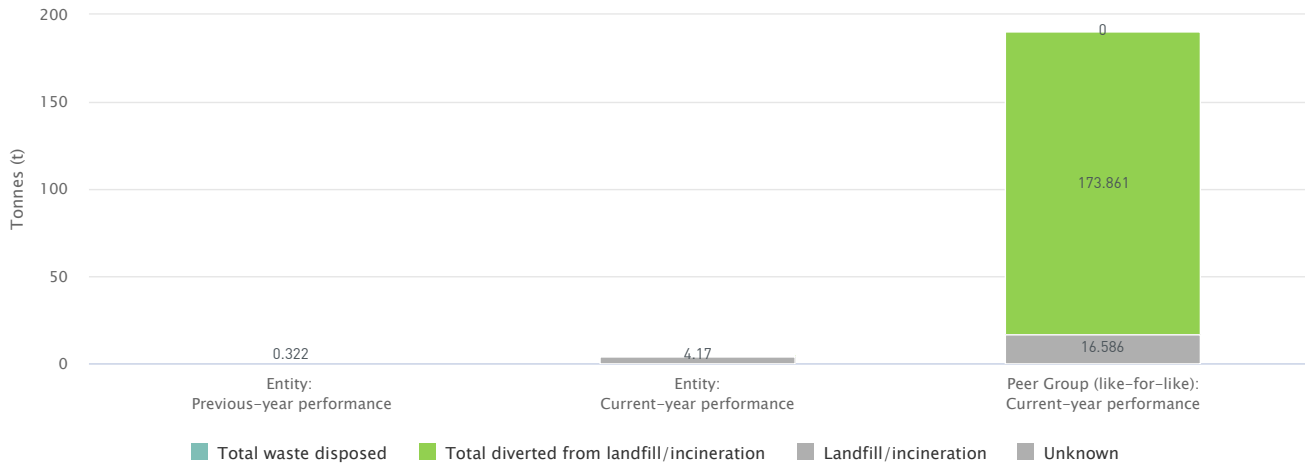
### Intensity Performance

### Waste

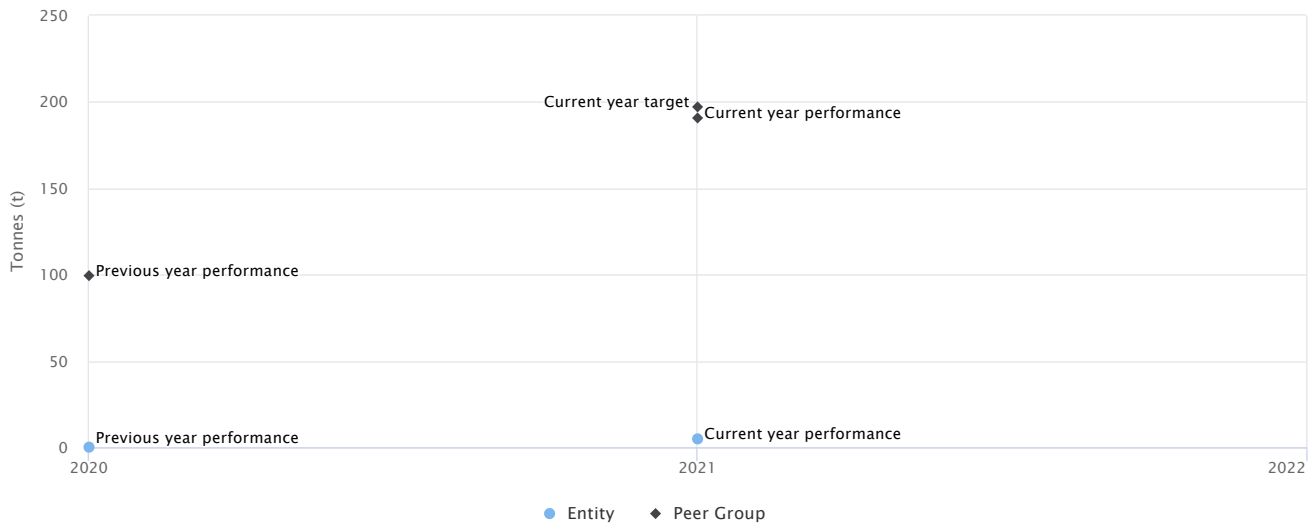
### Total waste disposed

### Absolute Performance and Targets

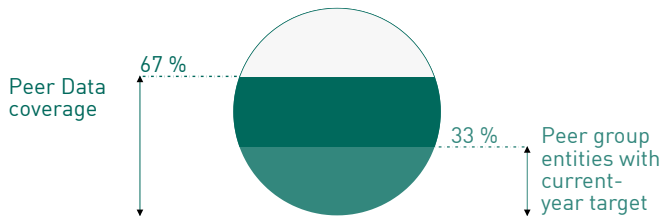
### Total Waste Disposed: Trends



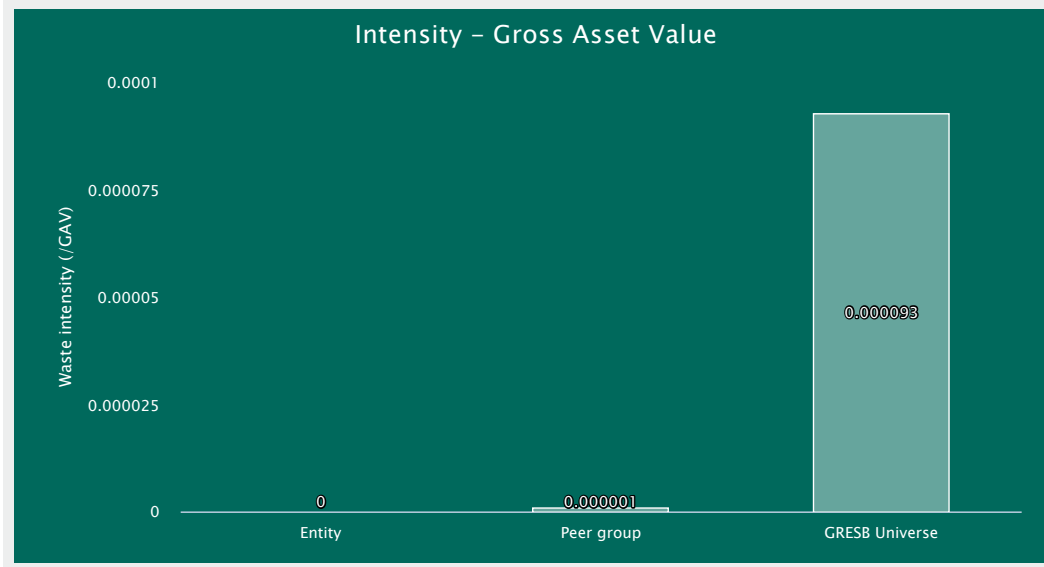
### Total waste disposed



### Peer Group Performance Targets



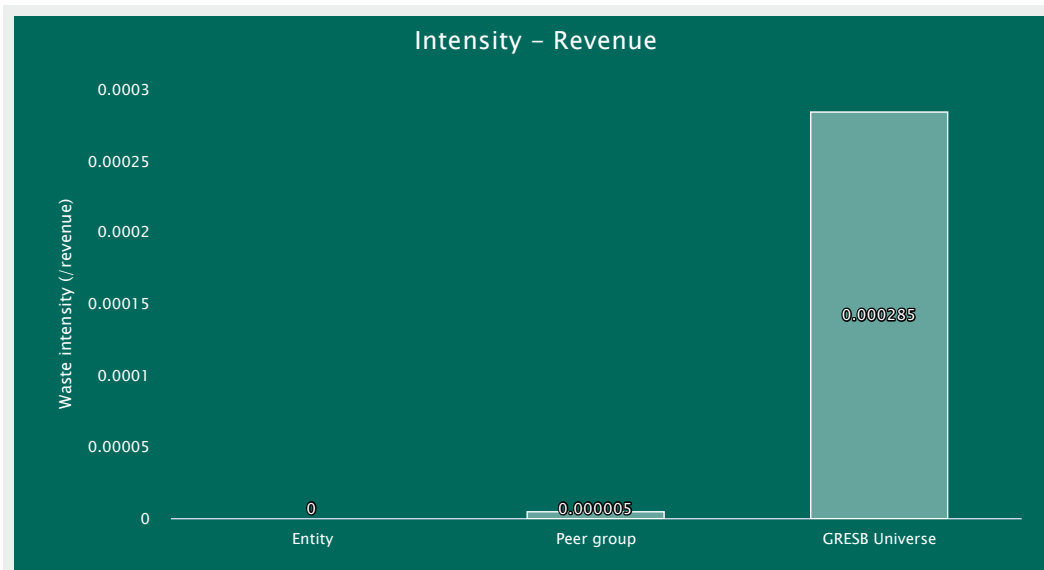
### Intensity Performance



**Total waste (tonnes) / Gross Asset Value (US\$\*)**

The intensity is calculated by dividing the total waste disposed by the entity by the Gross Asset Value (GAV) as provided in the Entity & Reporting Characteristics.

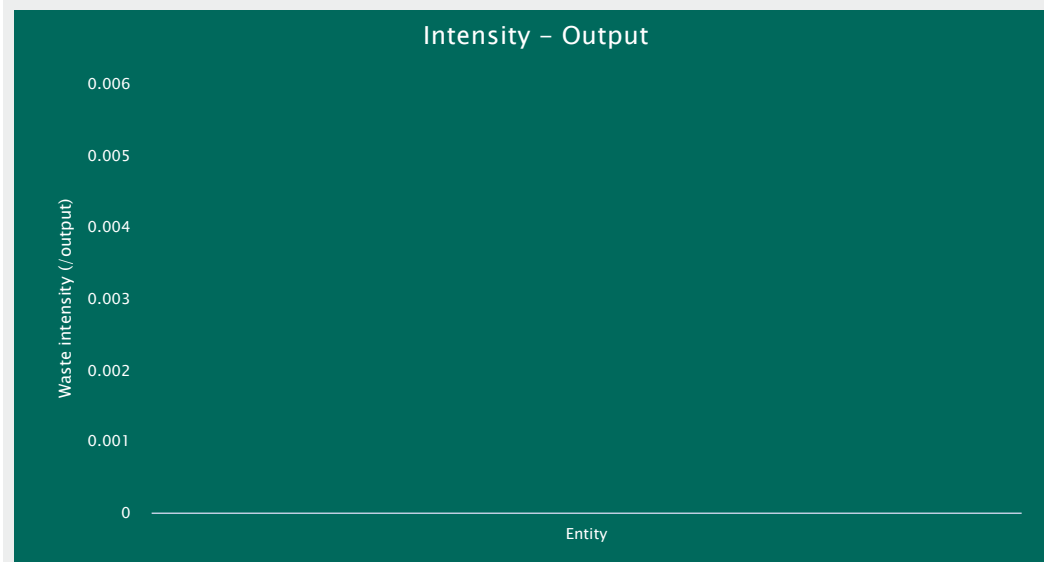
\*GAV has been converted to US dollars (\$) to allow for comparisons to the peer group and the wider GRESB universe.



**Total waste (tonnes) / Revenue (US\$\*)**

The intensity is calculated by dividing the total waste disposed by the entity by revenue as provided in the Entity & Reporting Characteristics.

\*Revenue has been converted to US dollars (\$) to allow for comparisons to the peer group and the wider GRESB universe.



**Total waste (tonnes) / Output Output metric: Energy generated**

The intensity is calculated by dividing the total waste disposed by the entity by the output as provided in Output & Impact. The output metric is determined by the entity's sector.

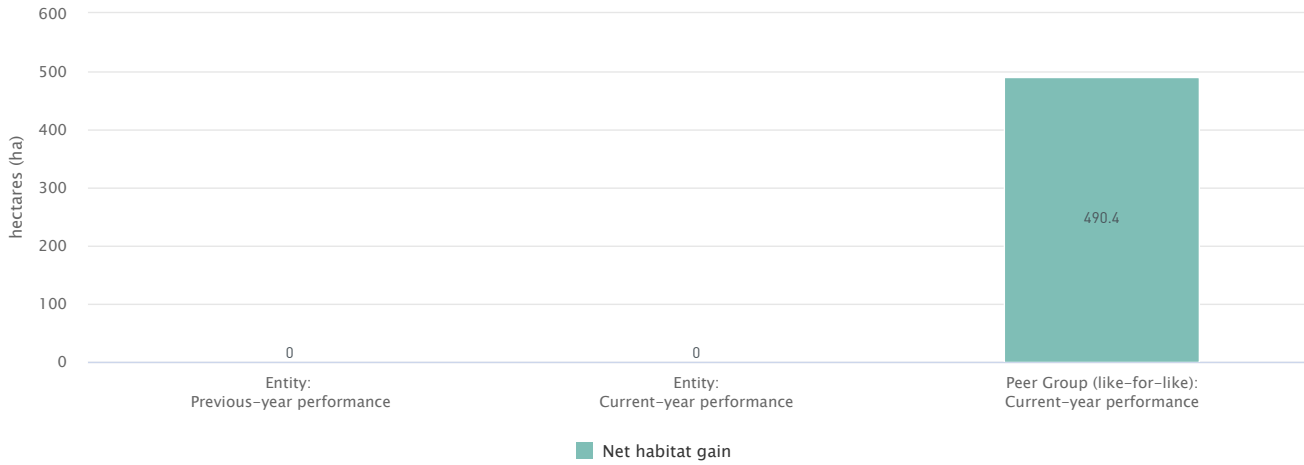
\*A comparison is made to the peer group only if all entities in the peer group share the same output metric.

Biodiversity

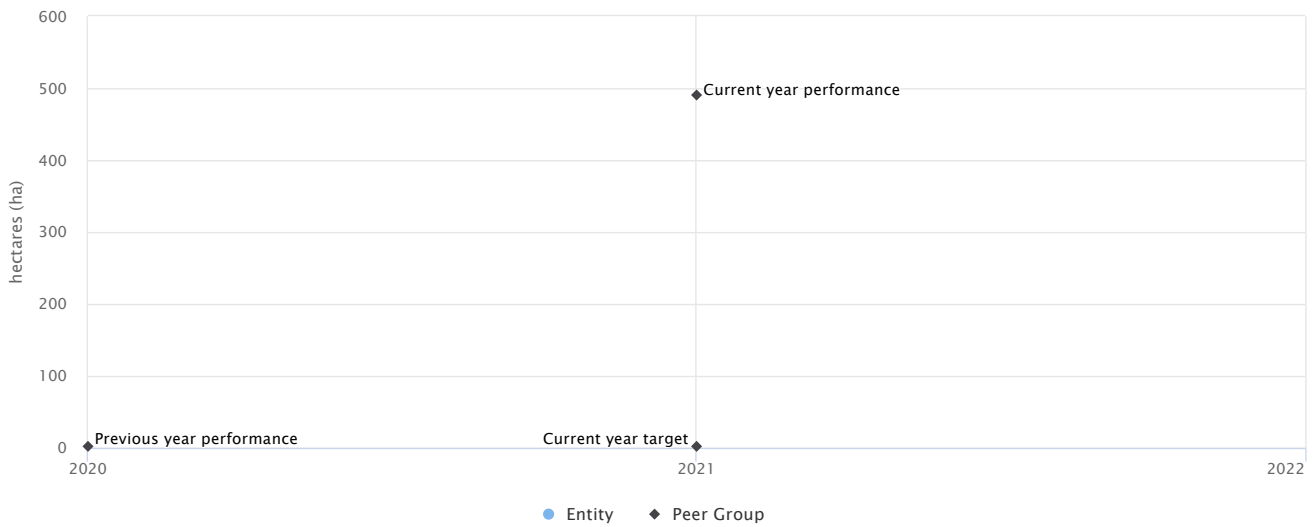
Net habitat gain

Absolute Performance and Targets

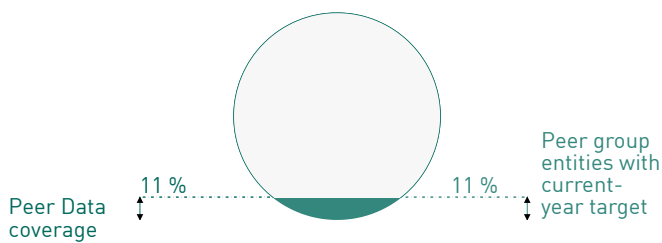
Net habitat gain: Trends



Net habitat gain



Peer Group Performance Targets



Intensity Performance

Health & Safety: Employees

Lost time injury frequency rate (LTIFR)

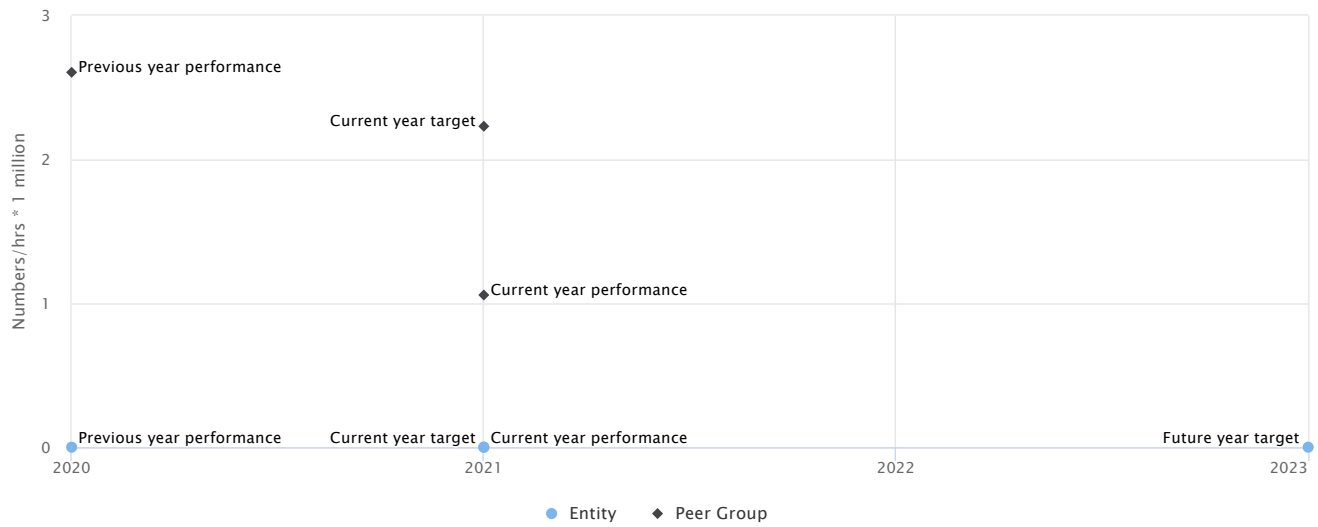
Absolute Performance and Targets



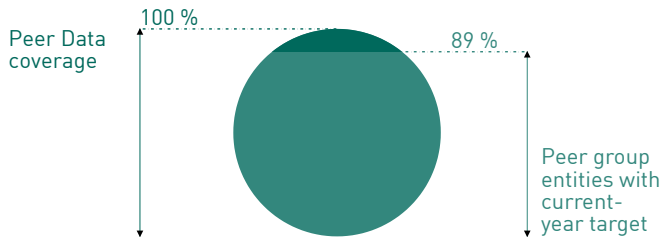
### Lost time injury frequency rate (LTIFR): Trends



### Lost time injury frequency rate (LTIFR)



### Peer Group Performance Targets

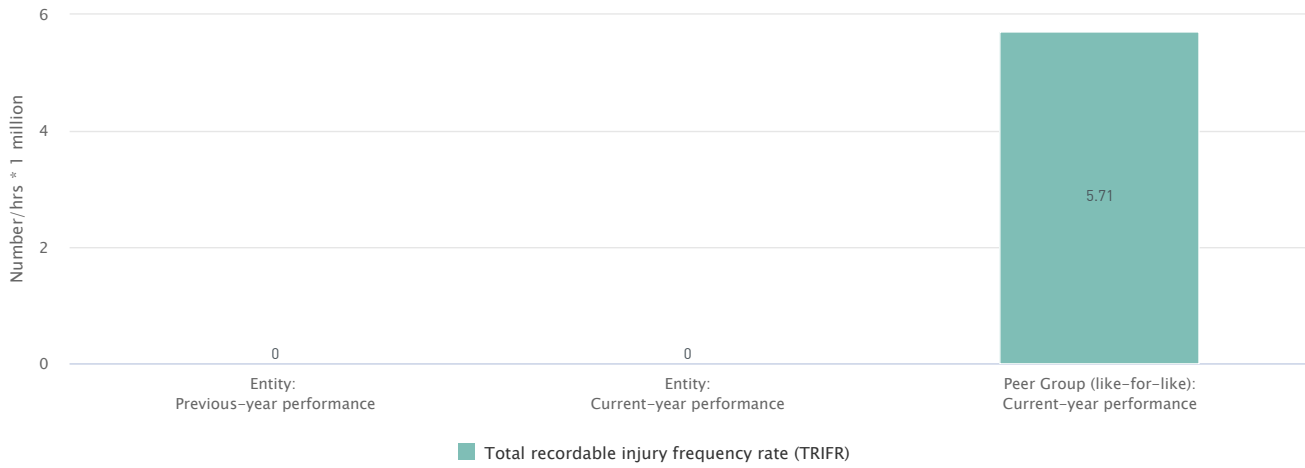


### Health & Safety: Employees

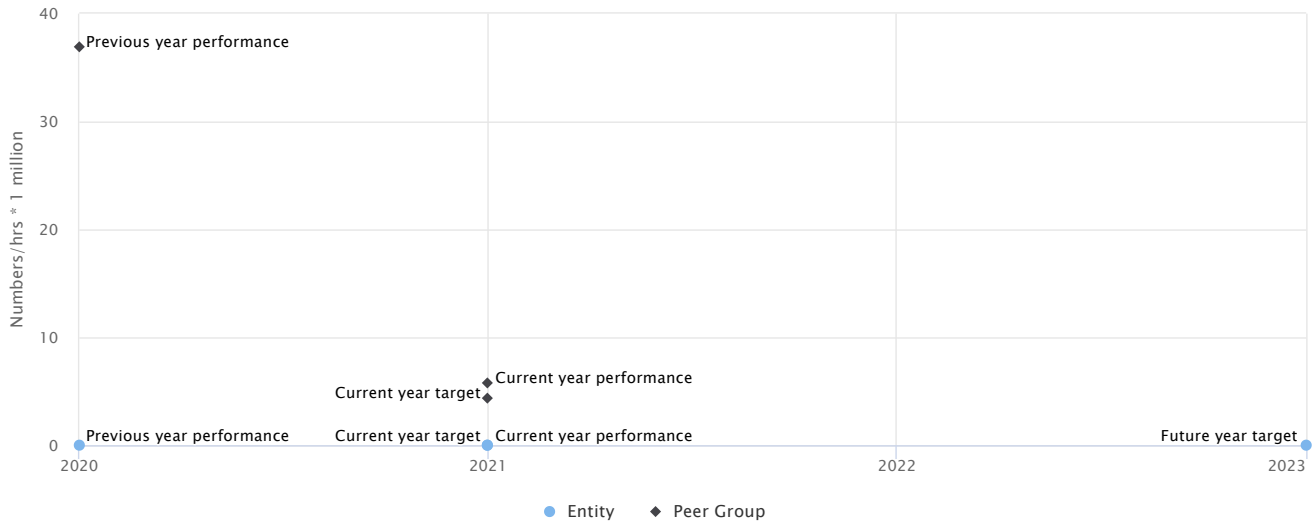
### Total recordable injury frequency rate (TRIFR)

### Absolute Performance and Targets

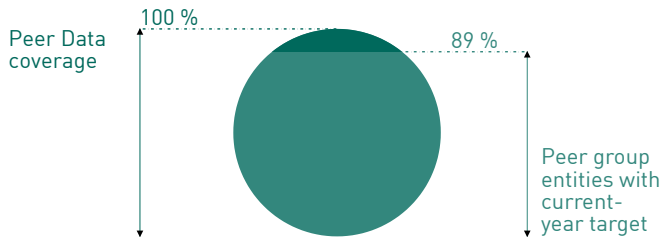
### Total recordable injury frequency rate (TRIFR): Trends



### Total recordable injury frequency rate (TRIFR)



### Peer Group Performance Targets

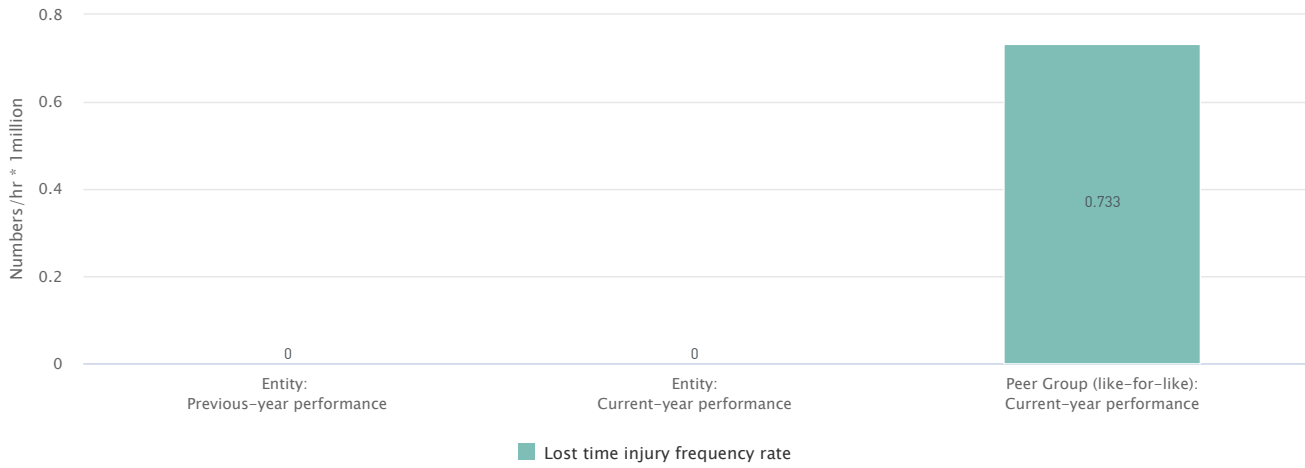


### Health & Safety: Contractors

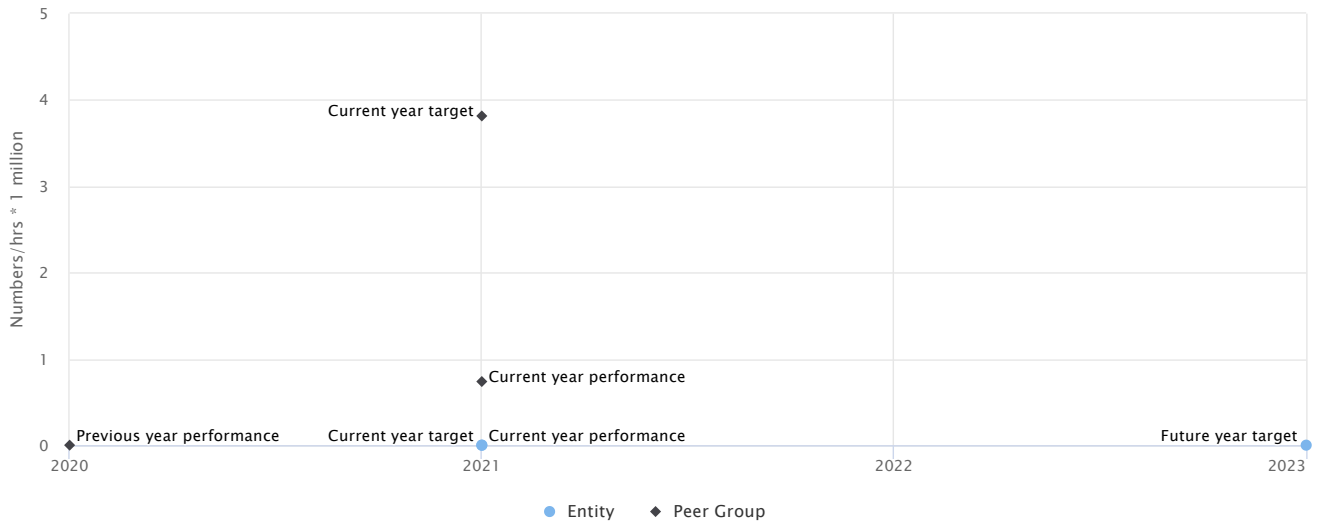
#### Lost time injury frequency rate

#### Absolute Performance and Targets

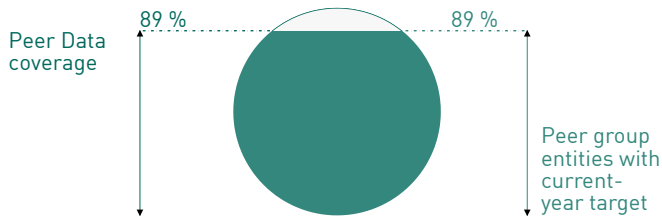
### Lost time injury frequency rate: Trends



### Lost time injury frequency rate



### Peer Group Performance Targets

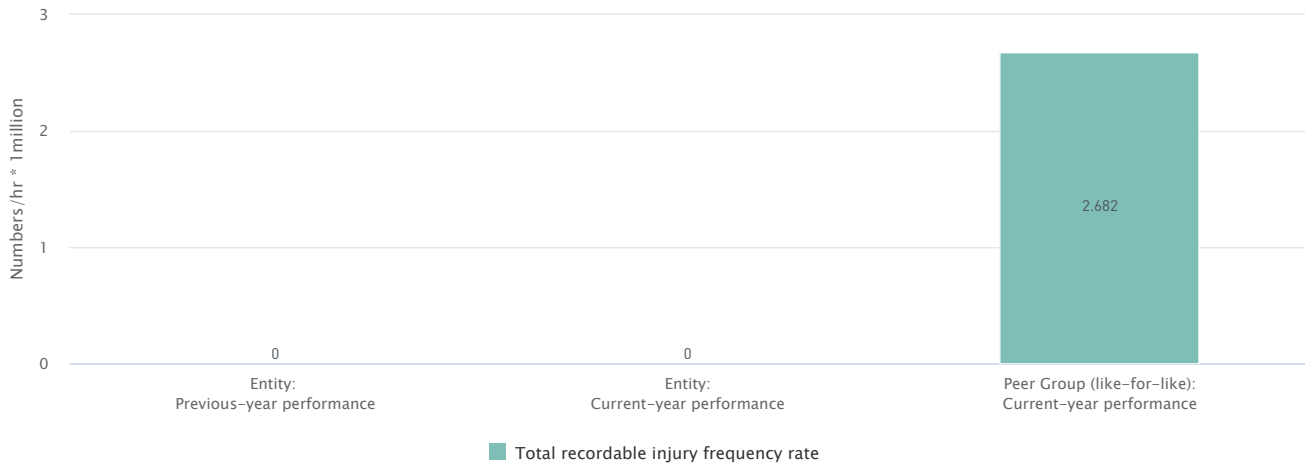


### Health & Safety: Contractors

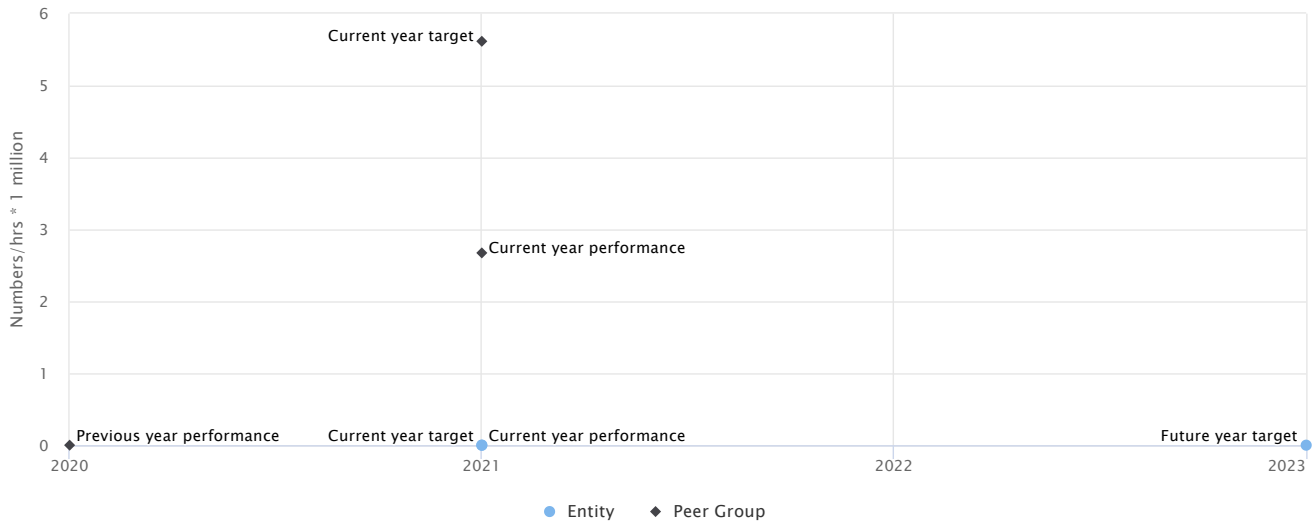
#### Total recordable injury frequency rate

#### Absolute Performance and Targets

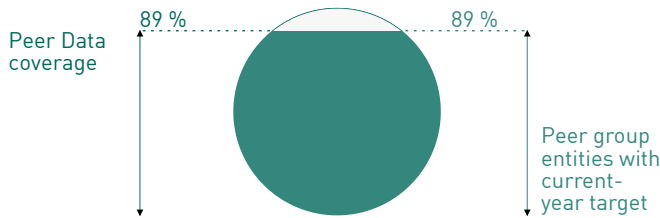
### Total recordable injury frequency rate: Trends



### Total recordable injury frequency rate



### Peer Group Performance Targets

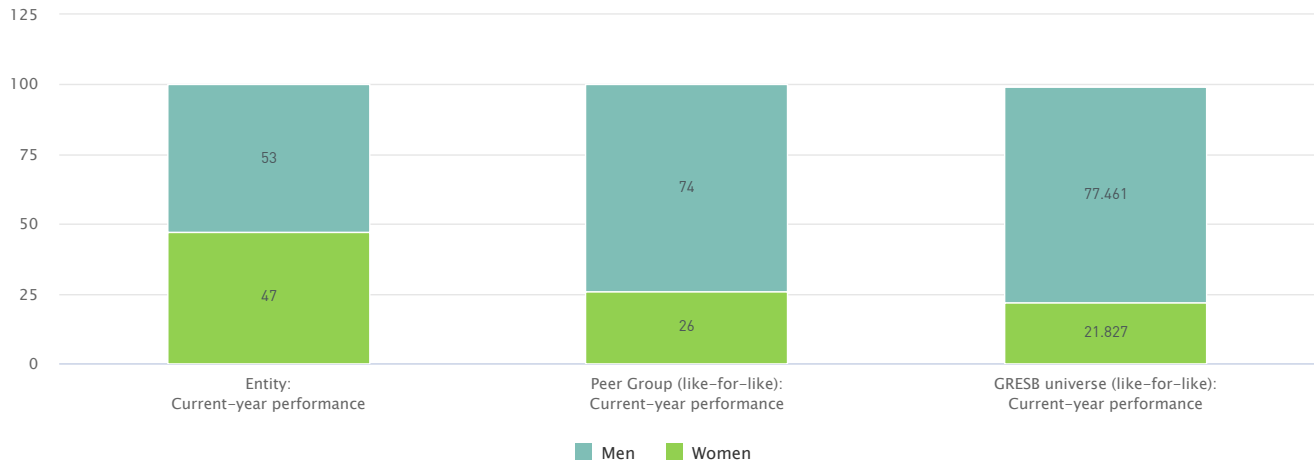


### Diversity of governance bodies

### Diversity Governance: Trends

### Absolute Performance and Targets

### Diversity Governance: Trends

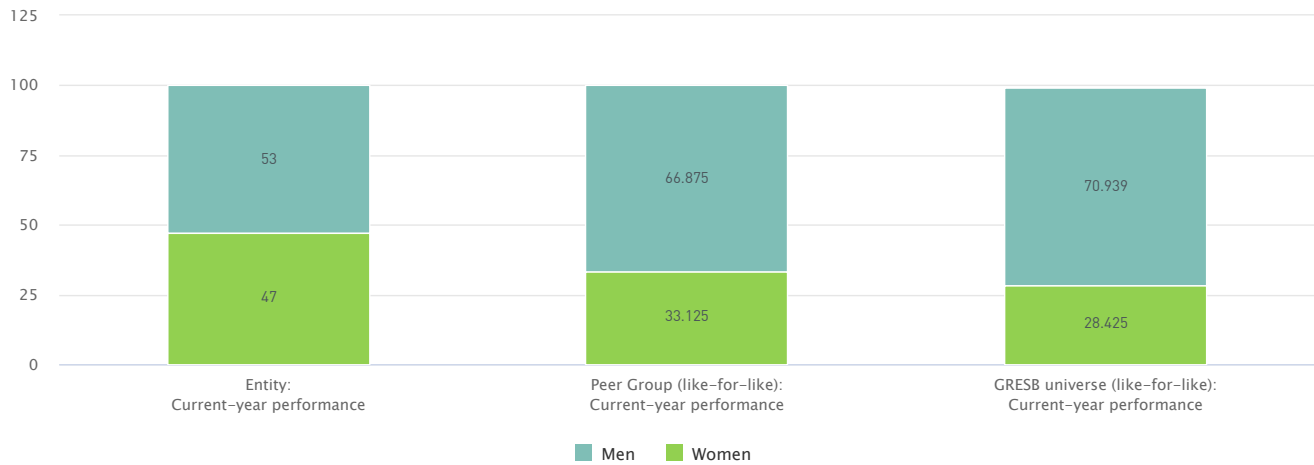


#### Diversity of all employees

#### Diversity All Employees: Trends

#### Absolute Performance and Targets

### Diversity All Employees: Trends



## Implementation

**IM1** Not Scored

#### Implementation of environmental actions

Yes

89%  ^

**Environmental****Issue Addressed**

Physical risk

**Category**

Policy / management approach

**Description**

Instead of housing our own Data Centre ('DC'), PEXA engaged CTM to design, deploy and manage our network infrastructure across our offices and a third-party shared data center.

**Incentive**

Voluntary

**Impact**

This action assists with resilience to disaster/catastrophe in the event of an outage or system failure on our digital network, and uses AWS/cloud infrastructure as opposed to more energy intensive on-premise data centers.

**Monetary Impact**

PEXA monitors monetary impact in the Managed Services Agreement.

**Status**

Completed / operational phase

**Context**

PEXA engaged CTM to manage network infrastructure.

**Issue Addressed**

Waste

**Category**

Policy / management approach

**Description**

Following on from the Collins Square Waste & Recycling Protocol our Workplace Experience team have started further internal initiatives to assist with promoting sustainability – including Paper towel recycling and battery recycling.

**Incentive**

Voluntary

**Impact**

This action reduces the risk and impact of waste and pollution.

**Monetary Impact**

Negligible monetary impact.

**Status**

Completed / operational phase

**Context**

PEXA is a tenant of Collins Square.

**Issue Addressed**

Waste

**Category**

Policy / management approach

**Description**

As an office tenant of Collins Square, PEXA must adhere to the current waste management plan and assist Collins Square in achieving their waste and recycling objectives, which are outlined in this policy. Collins Square management is committed to reducing

the building's environmental impact through an optimized waste management system.

**Incentive**

Voluntary

**Impact**

This action reduces risks associated with waste management, including environmental and safety risks.

**Monetary Impact**

There is no monetary impact as it is included in tenancy of CSQ.

**Status**

Completed / operational phase

**Context**

PEXA is a tenant of Collins Square.

**Issue Addressed**

Greenhouse gas emissions

**Category**

Policy / management approach

**Description**

PEXA has conducted a Carbon Emission report for FY2020. Finding in this report have been used to support PEXA environmental impact strategy for 2021 – 2023.

**Incentive**

Voluntary

**Impact**

This action reduced risks associated with greenhouse gas emissions and long-term climate change.

**Monetary Impact**

Ongoing investment into reduction of PEXA's greenhouse gas emissions

**Status**

Completed / operational phase

**Context**

PEXA engaged an external consultant, Balanced Sustainability Pty Ltd, to complete this reporting on their behalf.

No



**Additional context**

[Not provided]

**IM2** Not Scored

**Implementation of social actions**

Yes



## Social

**Issue Addressed**

Labor standards and working conditions

**Category**

Policy / management approach

**Description**

The purpose and intent of PEXA's responsible sourcing policy is for suppliers of goods and services to PEXA to align with PEXA values, adhere to high standards, maintain environmental sustainability practices, and comply with labour standards and business integrity.

**Incentive**

Voluntary

**Impact**

This action reduces risk associated with PEXA's suppliers of goods and services.

**Monetary Impact**

Ongoing operational adherence

**Status**

Completed / operational phase

**Context**

PEXA seeks to ensure all sourcing practices are responsible as outlined in this policy.

**Issue Addressed**

Forced or compulsory labor

**Category**

Policy / management approach

**Description**

PEXA's Modern Slavery Statement provides an outline of the actions taken by PEXA to identify, access, and address modern slavery risks across its operation and supply chain.

**Incentive**

Voluntary

**Impact**

This action reduces risk associated with Modern slavery across PEXA's operation and supply chain.

**Monetary Impact**

Investment in supplier reviews across PEXA's full supply chain.

**Status**

Completed / operational phase

**Context**

PEXA seeks to avoid modern slavery.

**Issue Addressed**

Health and safety: employees

**Category**

Training / development

**Description**

PEXA employees are entitled to take up to 4 wellness days per calendar year to take when they feel overwhelmed, stressed out, tired and need a break to reset their headsapce.



**Incentive**

Voluntary

**Impact**

This action improves social performance through official oversight.

**Monetary Impact**

Investment of up to 4 days' expense for each employee.

**Status**

Completed / operational phase

**Context**

PEXA offers wellness days to employees.

**Issue Addressed**

Inclusion and diversity

**Category**

Policy / management approach

**Description**

Equal Employment Opportunity section included in HR Policy Suite specifies the prevention of Discrimination, Harassment & Bullying.

**Incentive**

Voluntary

**Impact**

This action reduces risk of discrimination through official oversight.

**Monetary Impact**

Negligible

**Status**

Completed / operational phase

**Context**

PEXA seeks to prevent discrimination, harassment and bullying.

**Issue Addressed**

Employee engagement

**Category**

Policy / management approach

**Description**

Provides for generous childcare allowance to eligible employees.

**Incentive**

Voluntary

**Impact**

This action improves social performance through official oversight.

**Monetary Impact**

PEXA provides an allowance for childcare.

**Status**

Completed / operational phase

**Context**

PEXA provides childcare allowance to employees who are working on a permanent basis and have been employed for a minimum of 12 months.

#### Issue Addressed

Employee engagement

#### Category

Policy / management approach

#### Description

Provides for significant improvement to parental leave above legislated requirements.

#### Incentive

Voluntary

#### Impact

This action improves social performance through official oversight.

#### Monetary Impact

PEXA provides primary caregivers paid parental leave and flexible days upon return to work. Secondary caregivers are also provided paid leave that is able to be used within 18 months of a child's birth.

#### Status

Completed / operational phase

#### Context

PEXA provides parental leave above legislated requirements.

#### Issue Addressed

Customer satisfaction

#### Category

Policy / management approach

#### Description

Guarantee that if funds are lost for specified reasons, PEXA will reimburse the customer for that loss. Designed to give customers greater piece of mind when settling through PEXA.

#### Incentive

Voluntary

#### Impact

This action gives customers a greater piece of mind, increased trust in the PEXA process and reduces risk associated with customer satisfaction and loss of property.

#### Monetary Impact

PEXA monitors the monetary impact avoided per incident.

#### Status

Completed / operational phase

#### Context

PEXA will reimburse customer for losses for specified reasons.

No

11% 

#### Additional context

[Not provided]

**IM3** Not Scored

---

### Implementation of governance actions

Yes

100%  ^

**Governance****Issue Addressed**

Cybersecurity

**Category**

Policy / management approach

**Description**

PEXA cybersecurity policies and standards provide a standard for minimum security requirements, both internally and externally, in order to maintain the overall security of the PEXA system.

**Incentive**

Voluntary

**Impact**

This action reduces risk associated with cyber security through official oversight.

**Monetary Impact**

Significant ongoing investment is made in cybersecurity by PEXA.

**Status**

Completed / operational phase

**Context**

Due to its digital nature, it is important for PEXA to provide cyber security policies.

**Issue Addressed**

Fraud

**Category**

Policy / management approach

**Description**

Provides an application for customers to securely enter financial details, removing an avenue for fraud to occur.

**Incentive**

Voluntary

**Impact**

This action reduces risk associated with fraud through official oversight.

**Monetary Impact**

Investment in development and uptake of this application.

**Status**

Completed / operational phase

**Context**

Due to its digital nature, it is important PEXA take precautions against fraud.

**Issue Addressed**

Whistleblower protection

**Category**

Policy / management approach

**Description**

Provides an outline of available protections and reporting avenues for anyone looking to report inappropriate activities.

**Incentive**

<b>Voluntary</b>
<b>Impact</b>
This action reduces risk and increases safety for employees who report inappropriate activities.
<b>Monetary Impact</b>
Negligible
<b>Status</b>
Completed / operational phase
<b>Context</b>
PEXA provides whistleblower protection.
<b>Issue Addressed</b>
Bribery and corruption
<b>Category</b>
Policy / management approach
<b>Description</b>
Outlines acceptable standards to avoid actual or perceived bribery or corruption in the course of business operations.
<b>Incentive</b>
Voluntary
<b>Impact</b>
This action reduces risk associated with bribery or corruption through official oversight.
<b>Monetary Impact</b>
Negligible
<b>Status</b>
Completed / operational phase
<b>Context</b>
PEXA seeks to avoid bribery or corruption.

No

0%

**Additional context**

[Not provided]

**Output and Impact**

**011** Not Scored

**Output and impact**

Metrics	Activity Metric	Units	Previous-year performance 2019	Reporting-year performance 2020	Reporting-year target 2020	Future-year target
Capacity	Bandwidth	Megabits/second	N/A	0	N/A	N/A

Metrics	Activity Metric	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
			2019	2020	2020	
Output	Data Transmitted	Terabits (Tb)	N/A	0	N/A	N/A
Impact value	Currency	AUD	N/A	N/A	N/A	N/A

Output and impact intensities

Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	
Output intensity (/GAV)	Terabits (Tb)/AUD	N/A	0	N/A	N/A
Output intensity (/revenue)	Terabits (Tb)/AUD	N/A	0	N/A	N/A
Impact intensity (/GAV)	AUD/AUD	N/A	N/A	N/A	N/A
Impact intensity (/revenue)	AUD/AUD	N/A	N/A	N/A	N/A
Impact intensity (/output)	AUD/Terabits (Tb)	N/A	N/A	N/A	N/A

Does the entity's data reported above cover all, and only, the facilities (as reported in RC3) and activities (RC4) for the entire reporting year (EC4)? (for reporting purposes only)



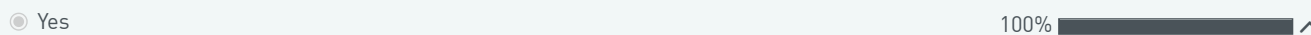
Additional context

PEXA is a network business that owns and operates a system that includes an electronic lodgement network. Due to the software/digital infrastructure, the ability to measure input/output and impact is not possible.

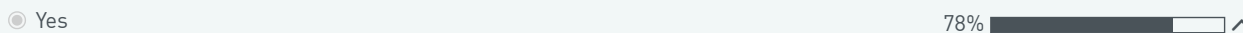
## Energy

**EN1** Points: 7.14/7.14

Reporting on energy performance



Has the entity imported or purchased energy?



Energy imported/purchased

Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	
Biofuels	MWh	0	0	N/A	N/A
Renewable hydrogen	MWh	0	0	N/A	N/A
Waste (non-biomass)	MWh	0	0	N/A	N/A
Renewable electricity	MWh	0	0	N/A	N/A
Renewable steam, heating and cooling	MWh	0	0	N/A	N/A
Coal	MWh	0	0	N/A	N/A
Diesel	MWh	0.7	0	N/A	N/A
LPG, butane or propane	MWh	N/A	0	N/A	N/A
Motor gasoline	MWh	0	0	N/A	N/A
Natural gas	MWh	180	0	N/A	N/A
Non-renewable hydrogen	MWh	0	0	N/A	N/A
NA	MWh	N/A	N/A	N/A	N/A
Non-renewable electricity	MWh	74	171	N/A	N/A
Non-renewable steam, heating and cooling	MWh	0	0	N/A	N/A
Total energy imported / purchased	MWh	254.7	171	N/A	N/A
% Renewable electricity imported / purchased	%	0	0	N/A	N/A
Benchmark group average (Total energy imported / purchased)	MWh	23,598.0612	26,796.8236	35,117	N/A
Benchmark group average (% Renewable electricity imported / purchased)	%	0	12.1714	3.3334	N/A

Mandatory cells

No 22%

**Has the entity generated energy onsite?**

Yes 11%

No 89%

**Has the entity exported or sold energy?**

Yes 0%

No 100%

Energy consumed

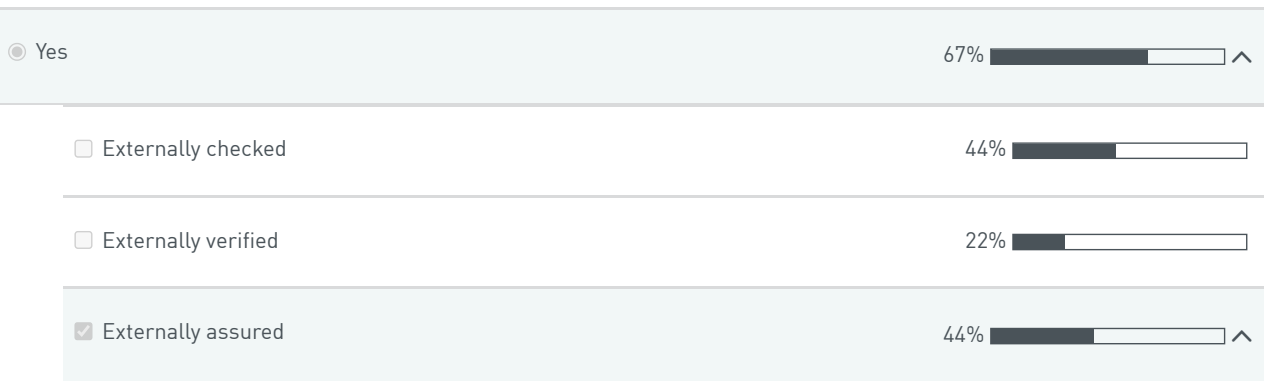
Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	2023
Renewable energy consumed	MWh	0	0	N/A	N/A
Non-renewable energy consumed	MWh	254.7	171	N/A	N/A
Total energy consumed	MWh	254.7	171	260	260
% Renewable energy consumed	%	0	0	N/A	N/A
Benchmark group average (Total energy consumed)	MWh	15,741.9458	20,842.085	19,260.7	N/A
Benchmark group average (% Renewable energy consumed)	%	0	12.1714	1.6667	N/A

Scored cells for all other sectors

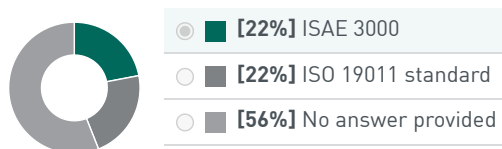
Energy intensities

Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	
Energy consumption intensity (/GAV)	MWh/AUD	0	0	N/A	N/A
Energy consumption intensity (/revenue)	MWh/AUD	0	0	N/A	N/A
Energy consumption intensity (/output)	MWh/Terabits (Tb)	N/A	N/A	N/A	N/A
Energy export intensity (/GAV)	MWh/AUD	0	0	N/A	N/A
Energy export intensity (/revenue)	MWh/AUD	0	0	N/A	N/A
Energy export intensity (/output)	MWh/Terabits (Tb)	N/A	N/A	N/A	N/A

Has the data reported above been reviewed by an independent third party?



Using





### Applicable evidence

Evidence provided (but not shared with investors)

No 33%

**Does the entity's data reported above cover all, and only, the facilities (as reported in RC3) and activities (RC4) for the entire reporting year (EC4)? (for reporting purposes only)**

Yes 78%

No 22%

No 0%

### Additional context

Variation year over year is a result of a change in methodology. In 2019, PEXA had reported data supplied by the landlord of the building for which they were a tenant. In 2020, PEXA conducted an inventory of its specific operations, resulting in better data transparency and accuracy than in 2019. Natural gas consumption in 2020 was found to be de minimis and therefore not applicable.

## Greenhouse Gas Emissions

**GH1** Points: 7.14/7.14

### Reporting on greenhouse gas emissions

Yes 100%

#### Total greenhouse gas emissions

Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	2023
Emissions from combustion of fuels	tCO <sub>2</sub> e	34	0	N/A	N/A
Process emissions	tCO <sub>2</sub> e	0	0	N/A	N/A
Fugitive emissions	tCO <sub>2</sub> e	0	0	N/A	N/A
Total scope 1	tCO <sub>2</sub> e	34	0	N/A	N/A
Scope 2	tCO <sub>2</sub> e	76	169.57	N/A	N/A
Total Scope 1 + 2	tCO <sub>2</sub> e	110	169.57	N/A	N/A
Scope 3	tCO <sub>2</sub> e	0	3,004.78	N/A	N/A
Total Scope 1, 2 + 3	tCO <sub>2</sub> e	110	3,174.35	N/A	N/A
On-site offsets	tCO <sub>2</sub> e	0	0	N/A	N/A
Offsets purchased	tCO <sub>2</sub> e	0	0	N/A	N/A
Net GHG emissions (Scope 1 + 2)	tCO <sub>2</sub> e	110	169.57	120	120

Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	2023
Net GHG emissions (Scope 1, 2 + 3)	tCO <sub>2</sub> e	110	3,174.35	N/A	N/A
Emissions avoided* (renew, energy export)	tCO <sub>2</sub> e	N/A	0	0	0
Benchmark group average (Total Scope 1 + 2)	tCO <sub>2</sub> e	10,880.7697	3,369.2978	17,135.9278	N/A
Benchmark group average (Net GHG emissions [Scope 1 + 2])	tCO <sub>2</sub> e	10,880.7697	3,369.2978	10,799.3554	N/A

Mandatory cells
  Scored cells for all other sectors
  Scored cells for Renewable Power sectors

**Can the entity report on scope 3 greenhouse gas emissions?**

Yes



**Scope 3 greenhouse gas emissions**

Metrics	Units	Previous-year performance	Reporting-year performance
		2019	2020
Purchased goods and services	tCO <sub>2</sub> e	N/A	2,172.64
Capital goods	tCO <sub>2</sub> e	N/A	N/A
Fuel- and energy-related activities	tCO <sub>2</sub> e	N/A	17.03
Upstream transportation & distribution	tCO <sub>2</sub> e	N/A	N/A
Waste generated in operations	tCO <sub>2</sub> e	N/A	21.79
Business travel	tCO <sub>2</sub> e	N/A	680.19
Employee commuting	tCO <sub>2</sub> e	N/A	113.13
Upstream leased assets	tCO <sub>2</sub> e	N/A	N/A
Downstream transportation & distribution	tCO <sub>2</sub> e	N/A	N/A
Processing of sold products	tCO <sub>2</sub> e	N/A	N/A
Use of sold products	tCO <sub>2</sub> e	N/A	N/A
End-of-life treatment of sold products	tCO <sub>2</sub> e	N/A	N/A
Downstream leased assets	tCO <sub>2</sub> e	N/A	N/A
Franchises	tCO <sub>2</sub> e	N/A	N/A
Investments	tCO <sub>2</sub> e	N/A	N/A
<b>Total Scope 3 emissions</b>	<b>tCO<sub>2</sub>e</b>	<b>0</b>	<b>3,004.78</b>
Benchmark group average (Total Scope 3 emissions)	tCO <sub>2</sub> e	0	2,159.7933

No



**Greenhouse gas emissions intensities**

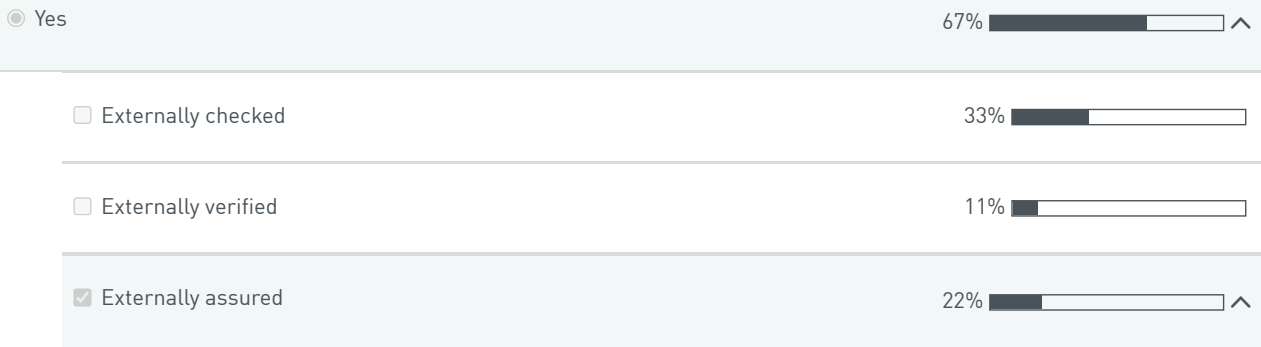
Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	
Gross emissions intensity (/GAV)	tCO <sub>2</sub> e/AUD	0	0	N/A	N/A
Gross emissions intensity (/revenue)	tCO <sub>2</sub> e/AUD	0	0	N/A	N/A
Gross emissions intensity (/output)	tCO <sub>2</sub> e/Terabits [Tb]	N/A	N/A	N/A	N/A
Net emissions intensity (/GAV)	tCO <sub>2</sub> e/AUD	0	0	N/A	N/A
Net emissions intensity (/revenue)	tCO <sub>2</sub> e/AUD	0	0	N/A	N/A
Net emissions intensity (/output)	tCO <sub>2</sub> e/Terabits [Tb]	N/A	N/A	N/A	N/A

**Indicate which of the following approaches was used to calculate the scope 2 emissions reported above:**



- [89%] Location-based
- [11%] Market-based

**Has the data reported above been reviewed by an independent third party?**



**Using**



- [11%] ISAE 3000
- [11%] ISO14064-3
- [78%] No answer provided

**Applicable evidence**

Evidence provided (but not shared with investors)



**Are any of the targets reported in the table above approved by the Science-Based Targets Initiative?**



No 100%

**Does the entity's data reported above cover all, and only, the facilities (as reported in RC3) and activities (RC4) for the entire reporting year (EC4)? (for reporting purposes only)**

Yes 78%

No 22%

---

No 0%

**Additional context**

Variation year over year is a result of a change in methodology. In 2019, PEXA had reported data supplied by the landlord of the building for which they are a tenant. In 2020, PEXA conducted a greenhouse gas inventory of its specific operations, resulting in better data transparency and accuracy than in 2019.

## Air Pollution

**AP1** Points: 0/0

**Reporting on air pollution**


Yes 22% ^


**Air pollution**


Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	2023
SO <sub>x</sub>	kg	N/A	N/A	N/A	N/A
NO <sub>x</sub>	kg	N/A	N/A	N/A	N/A
PM2.5	kg	N/A	N/A	N/A	N/A
PM10	kg	N/A	N/A	N/A	N/A
Ozone (O <sub>3</sub> )	kg	N/A	N/A	N/A	N/A
Lead (Pb)	kg	N/A	N/A	N/A	N/A
Mercury (Hg)	kg	N/A	N/A	N/A	N/A
Ozone-depleting substances (ODS)	kg	N/A	N/A	N/A	N/A
Non-compliances	Number	0	0	0	0
Benchmark group average (Non-compliances)	Number	0	0	0	N/A


Scored cells for all other sectors

**Has the data reported above been reviewed by an independent third party?**

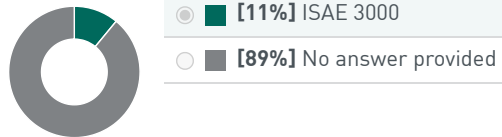
Yes 11% 

Externally checked 0% 

Externally verified 0% 

Externally assured 11% 

Using




Applicable evidence


Evidence provided (but not shared with investors)

No 11% 

Does the entity's data reported above cover all, and only, the facilities (as reported in RC3) and activities (RC4) for the entire reporting year (EC4)? (for reporting purposes only)

Yes 22% 

No 0% 

No 78% 

Additional context


[Not provided]

Water


WT1 Points: 0/0

Reporting on water inflows/withdrawals

Yes 33% 

No 67% 


Additional context

 Due to the digital nature of the asset, PEXA does not directly report on water inflows/withdrawals separately from its building managed by Collins Square Management.

**WT2** Points: 0/0

**Reporting on water outflows/discharges**

Yes 22% 

No 78% 


**Additional context**

 Due to the digital nature of the asset, PEXA does not directly report on water output separately from its building managed by Collins Square Management.

**Waste**

**WS1** Points: 0/0

**Reporting on waste generation and disposal**

Yes 67%  ^

**Generation/import**

Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	
Hazardous	Tonnes (t)	0	0	N/A	N/A
Non-hazardous	Tonnes (t)	0.322	5.59	N/A	N/A

Mandatory cells

**Disposal/export**

Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	2023
Re-use	Tonnes (t)	0	0	N/A	N/A
Recycling	Tonnes (t)	0.156	0.6	N/A	N/A
Composting	Tonnes (t)	0.045	0.23	N/A	N/A
Waste-to-energy	Tonnes (t)	0	0	N/A	N/A
Incineration	Tonnes (t)	0	0	N/A	N/A

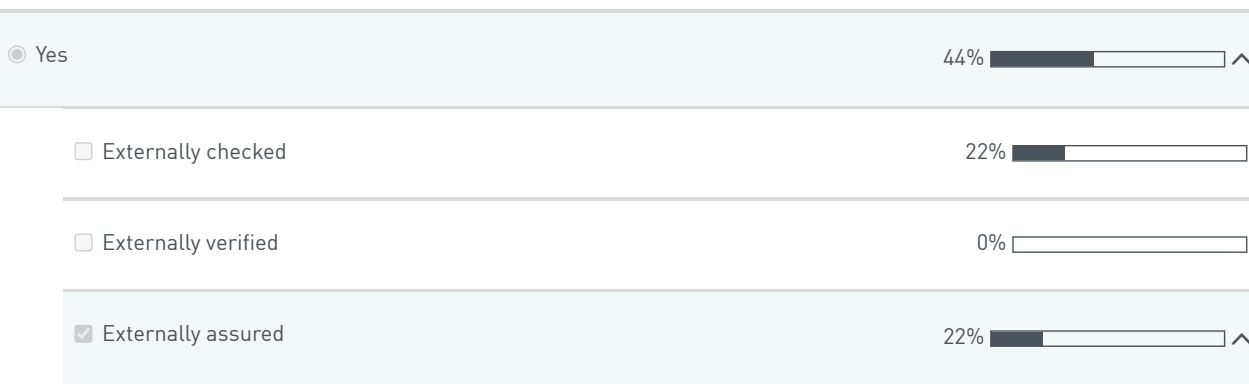
Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	2023
Landfill	Tonnes (t)	0.121	4.17	N/A	N/A
Unknown	Tonnes (t)	N/A	0	N/A	N/A
Total waste disposed	Tonnes (t)	0.322	5	N/A	N/A
Total diverted from landfill/incineration	%	62.4224	16.6	62	62
Benchmark group average (Total waste disposed)	Tonnes (t)	99.5464	190.4466	197.2	N/A
Benchmark group average (Total diverted from landfill/incineration)	%	62.3284	67.8281	83.6641	N/A

Mandatory cells  Scored cells for all other sectors

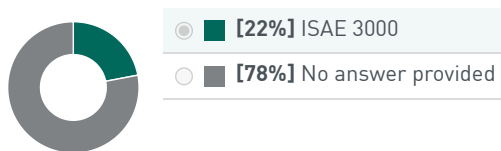
Waste intensities

Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	
Waste intensity (/GAV)	Tonnes/AUD	0	0	N/A	N/A
Waste intensity (/revenue)	Tonnes/AUD	0	0	N/A	N/A
Waste intensity (/output)	Tonnes/Terabits (Tb)	N/A	N/A	N/A	N/A

Has the data reported above been reviewed by an independent third party?



Using



Applicable evidence

Evidence provided (but not shared with investors)

No 22%

**Does the entity's data reported above cover all, and only, the facilities (as reported in RC3) and activities (RC4) for the entire reporting year (EC4)? (for reporting purposes only)**

Yes 44%

No 22%

No 33%

**Additional context**

Variation year over year is a result of a change in methodology. In 2019, PEXA had reported data supplied by the landlord of the building for which they were a tenant. In 2020, PEXA conducted an inventory of its specific operations, resulting in better data transparency and accuracy than in 2019.

## Biodiversity & Habitat

**BI1** Points: 0/0

**Reporting on biodiversity and habitat**

Yes 11%

No 89%

**Additional context**

Due to the digital nature of the asset, PEXA does not directly interact with or report on biodiversity and habitat.

## Health & Safety

**HS1** Points: 14.28/14.28

**Reporting on health and safety performance: employees**

Yes 100%

**Employees**

Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	2023



Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	2023
Fatalities	Number	0	0	0	0
Lost time injuries	Number	0	0	N/A	N/A
Total recordable injuries	Number	0	0	0	0
Near miss incidents	Number	0	0	N/A	N/A
Hours worked	Number	571,210	577,188	N/A	N/A

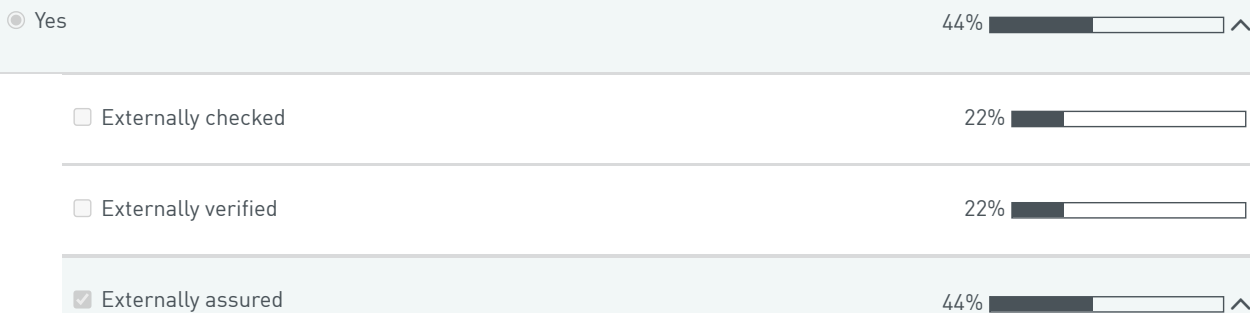
Mandatory cells

Employee intensities

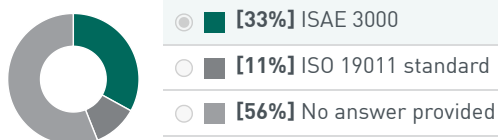
Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	2023
Lost time injury frequency rate (LTIFR)	Number/hrs * 1 million	0	0	0	0
Total recordable injury frequency rate (TRIFR)	Number/hrs * 1 million	0	0	0	0
Benchmark group average (Lost time injury frequency rate (LTIFR))	Number/hrs * 1 million	2.6033	1.0608	2.2329	N/A
Benchmark group average (Total recordable injury frequency rate (TRIFR))	Number/hrs * 1 million	36.8695	5.7103	4.4072	N/A

Scored cells for all other sectors

Has the data reported above been reviewed by an independent third party?



Using




Applicable evidence

Evidence provided (but not shared with investors)



**Does the entity's data reported above cover all, and only, the facilities (as reported in RC3) and activities (RC4) for the entire reporting year (EC4)? (for reporting purposes only)**

Yes 78% 

No 22% 


No 0% 

**Additional context**

[Not provided]

**HS2** Points: 0/0

**Reporting on health and safety performance: contractors**

Yes 89% 

**Contractors**


Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	2023
Fatalities	Number	0	0	0	0
Lost time injuries	Number	0	0	N/A	N/A
Total recordable injuries	Number	0	0	0	0
Near miss incidents	Number	0	0	N/A	N/A
Hours worked	Number	N/A	25,675	N/A	N/A


Mandatory cells


**Contractor intensities**


Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	2023
Lost time injury frequency rate	Numbers/hr * 1million	N/A	0	0	0
Total recordable injury frequency rate	Numbers/hr * 1million	N/A	0	0	0
Benchmark group average (Lost time injury frequency rate)	Numbers/hr * 1million	0	0.7332	3.8138	N/A
Benchmark group average (Total recordable injury frequency rate)	Numbers/hr * 1million	0	2.6818	5.6194	N/A

**Has the data reported above been reviewed by an independent third party?**

Yes 33% 

Externally checked 0% 

Externally verified 0% 

Externally assured 33% 

Using



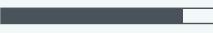
- [33%] ISAE 3000
- [67%] No answer provided

Applicable evidence

Evidence provided (but not shared with investors)

No 56% 

Does the entity's data reported above cover all, and only, the facilities (as reported in RC3) and activities (RC4) for the entire reporting year (EC4)? (for reporting purposes only)

Yes 78% 

No 11% 

No 11% 

Additional context

[Not provided]

HS3 Points: 0/0

Reporting on health and safety performance: users

Yes 33% 

No 67% 

Additional context

🔒 Customers do not interact directly with PEXA, due to the software/digital nature of this asset.

**HS4** Points: 0/0

**Reporting on health and safety performance: community**

Yes 22%

**Community**

Metrics	Units	Previous-year performance	Reporting-year performance	Reporting-year target	Future-year target
		2019	2020	2020	2023
Fatalities	Number	0	0	0	0
Total recordable injuries	Number	0	0	0	0

Mandatory cells

**Has the data reported above been reviewed by an independent third party?**

Yes 11%

Externally checked 0%

Externally verified 0%

Externally assured 11%

**Using**



**[11%]** ISAE 3000

**[89%]** No answer provided

**Applicable evidence**

Evidence provided (but not shared with investors)

No 11%

**Does the entity's data reported above cover all, and only, the facilities (as reported in RC3) and activities (RC4) for the entire reporting year (EC4)? (for reporting purposes only)**

Yes 22%

No 0%

No 78%


**Additional context**

Total recordable injuries are not relevant for PEXA because this type of infrastructure is not considered a risk to community health and safety.


# Employees

**EM1** Points: 4.76/7.14

## Reporting on employee engagement

Yes 100%  ^

### Does the entity provide training and development for employees?

Yes 100%  ^


Average amount spent per FTE on training and development (using the currency as given in RC1): 1000


Percentage of employees who received professional training in the reporting year: 20%

Percentage of employees who received ESG-related training in the reporting year: 100%

### The ESG-related training focuses on the following elements (multiple answers possible)


Environmental issues 67% 

Social issues 100% 

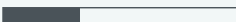
Governance issues 89% 

No 0% 

### Has the entity undertaken employee satisfaction surveys within the last three years?

Yes 89%  ^

### The survey is undertaken (multiple answers possible):


Internally 33% 

Percentage of employees covered: 100%

Survey response rate: 80%


By an independent third party 67% 


### Does the survey include quantitative metrics?

Yes 89%  ^

### Metrics include:

Net Promoter Score 33% 

Overall satisfaction score 89% 


Other 33% 

Quantitative scores on various dimensions of the employee experience, company programs and service to customers. [NOT ACCEPTED]

No 0% 

No 11% 


**Does the entity's data reported above cover all, and only, the facilities (as reported in RC3) and activities (RC4) for the entire reporting year (EC4)? (for reporting purposes only)**

Yes 78% 

No 22% 


No 0% 


**Additional context**

 It is a mandatory condition of the STI bonus scheme that all employees must complete compliance training that covers important policies, workplace conduct, privacy, cyber security and risk management. PEXA runs company-wide Employment Engagement Surveys to understand pain points of employees bi-annually. Results and initiatives have been provided in supplementary documentation. In April 2020 PEXA launched the "how are you" survey to gain insight on a weekly basis to how employees were coping during the first COVID lockdown and gather improvement. Employee participation varied between 10% and 50% of the organisation on a weekly basis. The supporting commentary was analysed, themed and distributed at all employee forums and executive forums to look at how to best support PEXA employees throughout COVID. PEXA consistently scored above 90% favorable for employee pride to work for the organization. The survey provided key insights on how to support PEXA people leaders, and parents throughout 2020 COVID impacts. Off the back of PEXA's 2019 employee engagement survey and due to the changing COVID landscape PEXA also introduced a new survey framework delivered across four, shorter pulse surveys. Two of these were a deep dive into a specific topic to continually support and enhance employee experience.

**EM2** Points: 14.28/14.28

**Reporting on inclusion and diversity**


Yes 89%  ^

Diversity of the entity's governance bodies 67%  ^

**Select all diversity metrics (multiple answers possible)**

Age group distribution 11% 

Board tenure 44% 

Gender pay gap 22% 

<input checked="" type="checkbox"/> Gender ratio	44%	
Women: 47%		
Men: 53%		
<input type="checkbox"/> International background	11%	
<input type="checkbox"/> Racial diversity	0%	
<input type="checkbox"/> Socioeconomic background	0%	

<input checked="" type="checkbox"/> Diversity of the entity's employees	89%	
---	-----	--

Select all diversity metrics (multiple answers possible)

<input checked="" type="checkbox"/> Age group distribution	78%	
Under 30 years old: 18.5%		
Between 30 and 50 years old: 75%		
Over 50 years old: 6.5%		

<input type="checkbox"/> Gender pay gap	11%	
---	-----	--

<input checked="" type="checkbox"/> Gender ratio	89%	
Women: 47%		
Men: 53%		

<input type="checkbox"/> International background	33%	
---	-----	--

<input type="checkbox"/> Racial diversity	33%	
---	-----	--

<input type="checkbox"/> Socioeconomic background	22%	
---	-----	--

Does the entity's data reported above cover all, and only, the facilities (as reported in RC3) and activities (RC4) for the entire reporting year (EC4)? (for reporting purposes only)

<input checked="" type="radio"/> Yes	67%	
--------------------------------------	-----	--

<input type="radio"/> No	22%	
--------------------------	-----	--

<input type="radio"/> No	11%	
--------------------------	-----	--

Additional context


PEXA's diversity and inclusion program, delivered through their employee-led D&I working group, has developed key work streams across the following pillars: Gender Equality, Culture & Linguistics, LGBTQI+ Pride, Disability & Wellness and Reconciliation. Through these pillars PEXA is actively building our strategic initiatives and objectives to connect our employees and embrace diversity within the workplace, advocate for change, drive progress and support inclusion. PEXA's D&I working group is also responsible for maintaining an annual calendar of events which support and celebrate key international days such as; International

Women's day, Chinese New Year, IDAHOBIT, reconciliation week. PEXA is striving to mature their level of diversity reporting through their diversity and inclusion program.

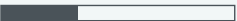
## Customer

**CU1** Points: 5.55/7.14

### Customer satisfaction monitoring

Yes 67%  ^

#### The survey is undertaken (multiple answers possible):


Internally 33% 

Percentage of customers covered: 50%


Survey response rate: 12.5%


By an independent third party 56% 

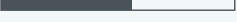
#### Does the survey include quantitative metrics?


Yes 67%  ^

#### Metrics include (multiple answers possible)


Net Promoter Score 67% 

Overall satisfaction score 67% 


Satisfaction with communication 56% 

Satisfaction with responsiveness 56% 

Satisfaction with asset management 33% 

Understanding customer needs 56% 

Value for money 44% 

Other 11% 

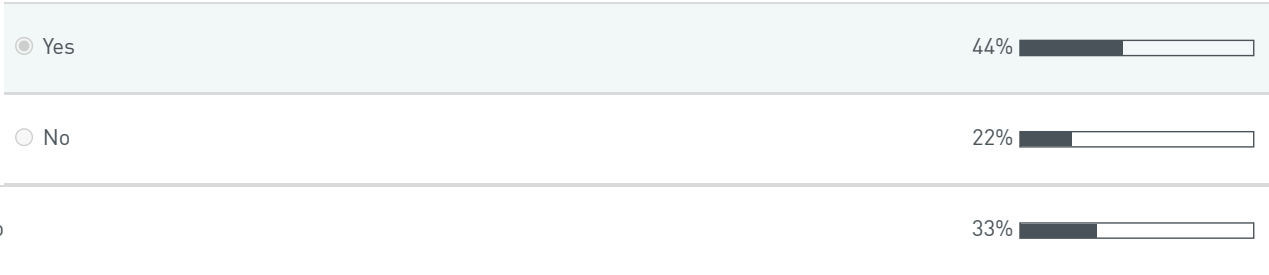
Ease of platform use

[ACCEPTED]

No 0% 

**Does the entity's data reported above cover all, and only, the facilities (as reported in RC3) and activities (RC4) for the entire reporting year (EC4)? (for reporting purposes only)**





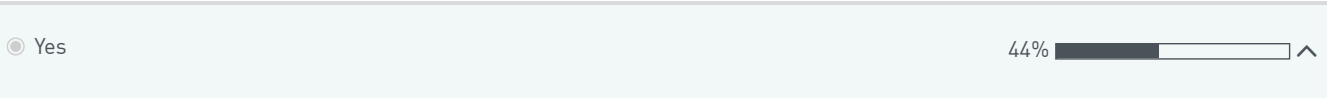
Additional context

PEXA's customer surveys cover 50% of their customers, and achieve 10-15% response rate, depending on the survey type and state/location of customer. PEXA's surveys are integrated across the entirety of the main product suite. Customers are surveyed across different points in the customer journey to ensure responses captured are an accurate reflection of sentiment throughout their experience. PEXA has introduced a relationship survey which is rolled out across the year to 70% of their account-managed customers. This survey is specifically designed to gain insights into their customers opinions on their entire PEXA experience at a point in time. PEXA has a mature closed-feedback-loop framework which is active across all survey programs. This framework supports their front-line teams to address feedback in the moment and provide customers with a solution or outcome. This is achieved through an automated alert system, enabled by Medallia, PEXA's customer experience partner. The performance and adherence of closed-loop-feedback framework is monitored through regular reporting and included in frontline team's key performance indicators.

## Certifications & Awards

CA1 Points: 2.88/2.88

### Infrastructure certifications



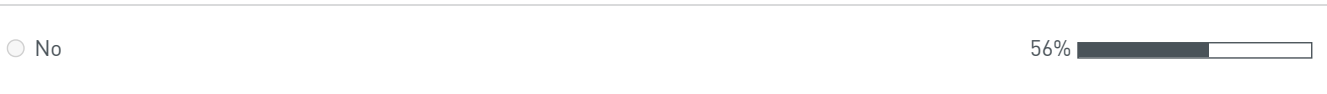
List certifications achieved

Award name	Date of award	scheme	phase
Collins Square, Tower 5	2016	(Infrastructure) LEED (Leadership in Energy and Environmental Design)	Operations

### Applicable evidence

Evidence provided

<https://new.gbca.org.au/case-studies/building/stars-each-collins-squares-5-towers/>




Additional context

PEXA is headquartered in Collins Square - an office complex which has achieved a 5 Star Green Star rating from the Green Building Council Australia (similar to LEED), and a NABERS Energy 5 Star Rating.

CA2 Not Scored

### Awards for ESG-related actions, performance, or achievements

Yes
33%  ^

### Information about third-party awards

Award name	Date of award	Organization Issuing award	Basis for award
International Business Awards	2017	Stevie Awards	Innovator of the year
Technology Growth Company of the Year	2018	Hamilton Locke	Australian Growth Company Awards celebrate excellence in the mid-market. They recognize companies that demonstrate high rates of growth, as well as innovation, integrity, contribution to community and sustainable growth.
Women in Financial Services Awards	2017	Money Management	IT innovator of the Year
Best Place to Work Awards: between 100-999 employees	2017	Great Place to Work	To be eligible for a Best Workplaces List, Company must be Great Place to Work-Certified™ at the time of the deadline (www.greatplacetowork.com/list-calendar) for that Best Workplaces List and meet specific criteria. Specific criteria and methodology for each Best Workplaces List can be found at www.greatplacetowork.com and is subject to change.
Top 40 Places to give back	2020	The Good Company	Ranked at 28 on the top 40 places to give back for 2020. At Best Workplaces to Give Back we strive to shine a spotlight on the companies that step up for their staff and give back to the communities who need it most. This can be done through volunteering fundraising, donating, sponsorship and more.
AFR Boss Most Innovative Companies 2020 - Best Service Innovation	2020	Run by Inventium, sponsored by AFR	The Australian Financial Review BOSS Most Innovative Companies (previously the BRW Most Innovative Companies list) is now in its ninth year. Up until 2018, The list ranked the most innovative organisations from across industries in Australia and New Zealand. In 2019 the AFR BOSS Most Innovative Companies moved to industry specific lists and is the only national, competition of its kind.
Australian Service Excellence Awards – Customer Service Executive of the Year, Customer Service Manager of the Year	2020	Customer Service Institute of Australia	The Australian Services Excellence Awards (ASEAs) are Australia's premier customer service awards program, attracting hundreds of nominations each year and culminating with attendees coming together each year at the ASEAs Gala Dinner to recognise best practice, performance and innovation in customer service, highlighting their importance in today's business climate.

 No
67% 

### Additional context

[Not provided]

# GRESB Partners

## Global Partners



## Premier Partners



## Partners

