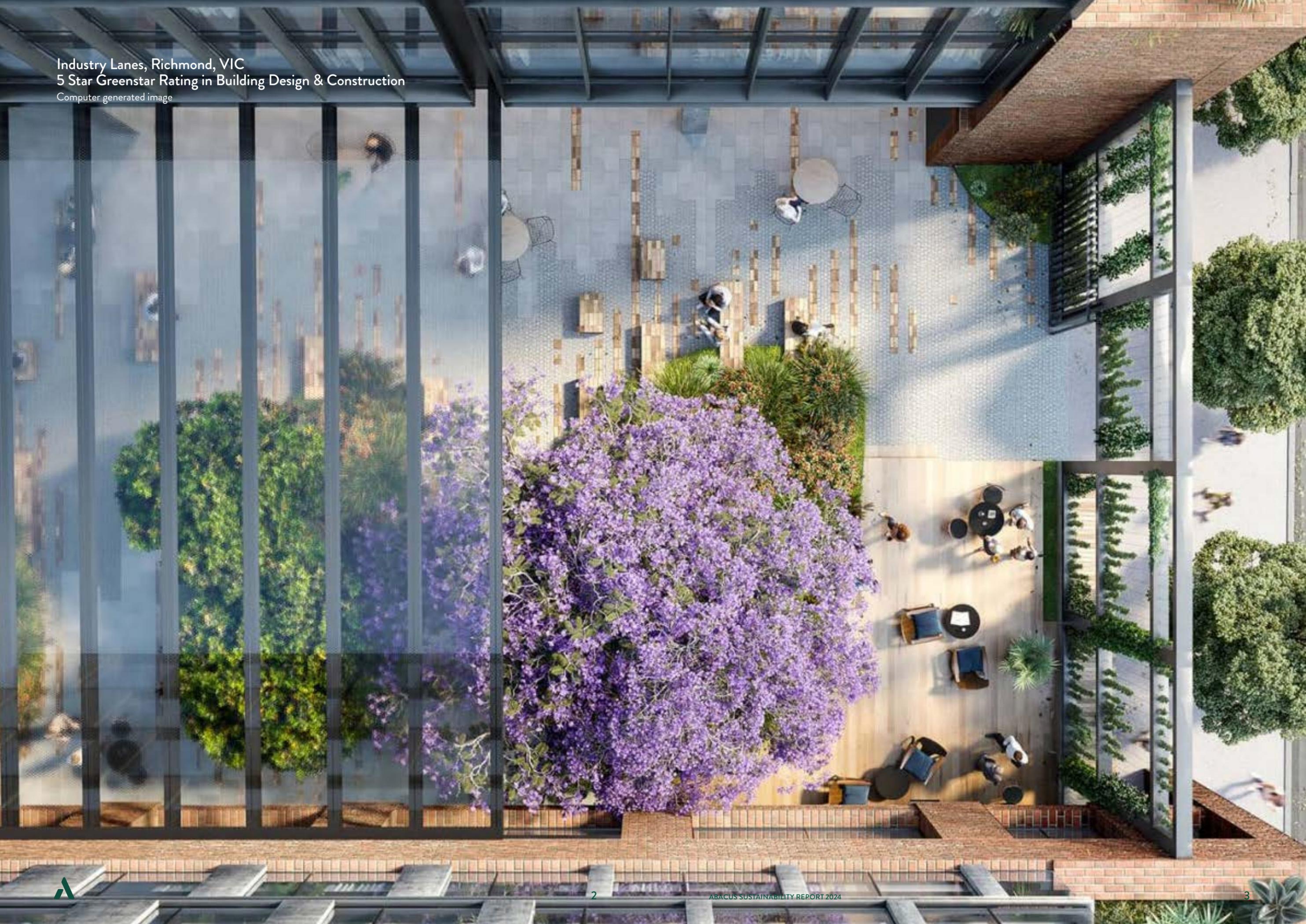




FY24
SUSTAINABILITY
REPORT

ABACUS



ABOUT THIS REPORT

The Abacus Group Annual Sustainability Report has been prepared for the financial year ending 30 June 2024 and should be read in conjunction with our FY24 reporting suite which can be found on our website [here](#).

Our supporting ESG data book can be found [here](#).

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Important information

This Sustainability Report is not intended to provide investment advice. ABG makes no guarantee, warranty or representation as to the contents of this Sustainability Report, or any accompanying information. Where this report includes references to ABG's practices, ABG makes no representation that the practices described will stay the same. ABG's practices may change from time to time at ABG's discretion. ABG accepts no liability whatsoever for any reliance by any third party on the information or illustrations within this Sustainability Report.

This Sustainability Report contains forward looking statements in relation to ABG including statements regarding ABG's intent, belief, targets, objectives, initiatives, commitments and/or current expectations with respect to ABG's business and operations and its sustainability strategy. While this information, including relevant sustainability related targets and metrics has been prepared in good faith, ABG does not give any assurance that relevant targets and metrics will be achieved, or that relevant assumptions in this report will prove to be correct.



FY24 HIGHLIGHTS



EMISSION INTENSITY REDUCTION

36%

reduction in scope 1 and 2 GHG emission intensity (compared to FY19)



WATER REDUCTION

10%

reduction in water intensity (compared to FY19)



CARBON NEUTRAL BUILDINGS

2

assets have been certified by Climate Active



SUPPORTING OUR PEOPLE

94%

of team members believe Abacus is committed to the health and safety of employees



ENERGY AND WATER EFFICIENCY

4.8*

FY25 Target 5 STARS
ENERGY
Average NABERS rating

4.0*

FY25 Target 4 STARS
WATER
Average NABERS rating

MSCI
ESG RATINGS

BBB

CCC B BB BBB A AA AAA

Rating action dated:
22 July 2024



Sustainalytics ESG Risk Rating: Low Risk
Rating action dated: 14 April 2024

Note:

1. Commercial assets under Abacus Groups' operational control.



MESSAGE FROM THE MANAGING DIRECTOR

Welcome to the Abacus Group FY24 sustainability report, highlighting progress and achievements we have made over the year. We have continued to build on embedding sustainable practices across the business by undertaking a detailed review of our sustainability strategy. We undertook an analysis of best practice from other sectors, global trends, and gathered insights from stakeholders, especially customers.

Using this research we held a series of workshops to set out what is material to our business and stakeholders. The outcome was approved by the Board and is presented in this report.

Environment

Our journey towards net zero is anchored in our baseline year of FY19. Since then, we have achieved a 36% reduction in emission intensity and improved our average NABERS energy rating to 4.8. Moving forward, we aim to make strategic decisions to further reduce scope 1 emissions by operational upgrades and scope 2 emissions by purchasing renewable electricity as our contracts come up for renewal later this year. We were also pleased to achieve Climate Active certification on two of our assets at 99 Walker Street and 51 Allara Street, a testament to our commitment to environmental responsibility.

Social

We remain focused on our people and are dedicated to fostering a safe and healthy work environment for our team members, which is reflected in our employee engagement score of 80%. During the year we enacted a number of initiatives designed to develop and enhance our team members' capabilities and effectiveness. These efforts ensure that our team members are equipped with the necessary tools and knowledge to excel in their roles while remaining motivated and engaged, supporting our future success.

Governance

At Abacus, governance is a shared responsibility, involving our Board, Sustainability Committee, management team and all team members. We continue to ensure that good governance applies at all levels of the business, using external frameworks to align our approach to best practice. The team has also dedicated time to preparing for future mandatory commitments with the Australian Sustainability Reporting Standard, set to apply from July 2027.

Looking forward in FY25 our focus remains on assessing potential opportunities to drive improvements across our portfolio and in doing so creating long term value for our stakeholders.

STEVEN SEWELL

Managing Director

ABOUT US

Abacus Group is a strong asset backed, annuity style business model where capital is directed towards assets that provide potential for enhanced income growth and ultimately create value. Our people, market insight and repositioning capability together with strategic partnering are the key enablers of our strategy.

We concentrate on select real estate sectors that deliver long-term, sustainable outcomes through active investment, asset and development management, and a strong focus on customer and brand awareness.

For more information on our Vision and Strategy see [here](#).

As at 30 June 2024 Abacus Group (ABG) was a stapled entity comprised of Abacus Group Holdings Limited ACN 080 604 619, Abacus Trust ARSN 096 572 128, Abacus Income Trust ARSN 104 934 287 and Abacus Group Projects Limited ACN 104 066 104. This report covers the activities as at 30 June 2024 across its Commercial portfolio.

Abacus Group as manager of Abacus Storage King

Abacus Group is the external manager of Abacus Storage King (ASK) and provides corporate strategy, asset/development management, investment expertise and strategic oversight of Storage King.

ASK is a stapled entity comprising of Abacus Storage Property Trust (ASPT) and Abacus Storage Operations Limited (ASOL). Abacus Storage Funds Management Limited (ASFML), a wholly owned subsidiary of Abacus Group is the responsible entity (RE) of ASPT and the Manager of ASOL. Abacus Group is responsible for delivering ASK's sustainability strategy, and pursuant to the management services agreement with ASOL, the strategic oversight of Storage King's sustainability strategy.



Total assets:
\$2.6bn

Office assets:
\$1,510m
14 properties

Retail assets:
\$444m
3 properties

ASK:
\$419m
19.8% share in ASK

Other assets:
\$253m
Non-property assets and
2 greenfield assets

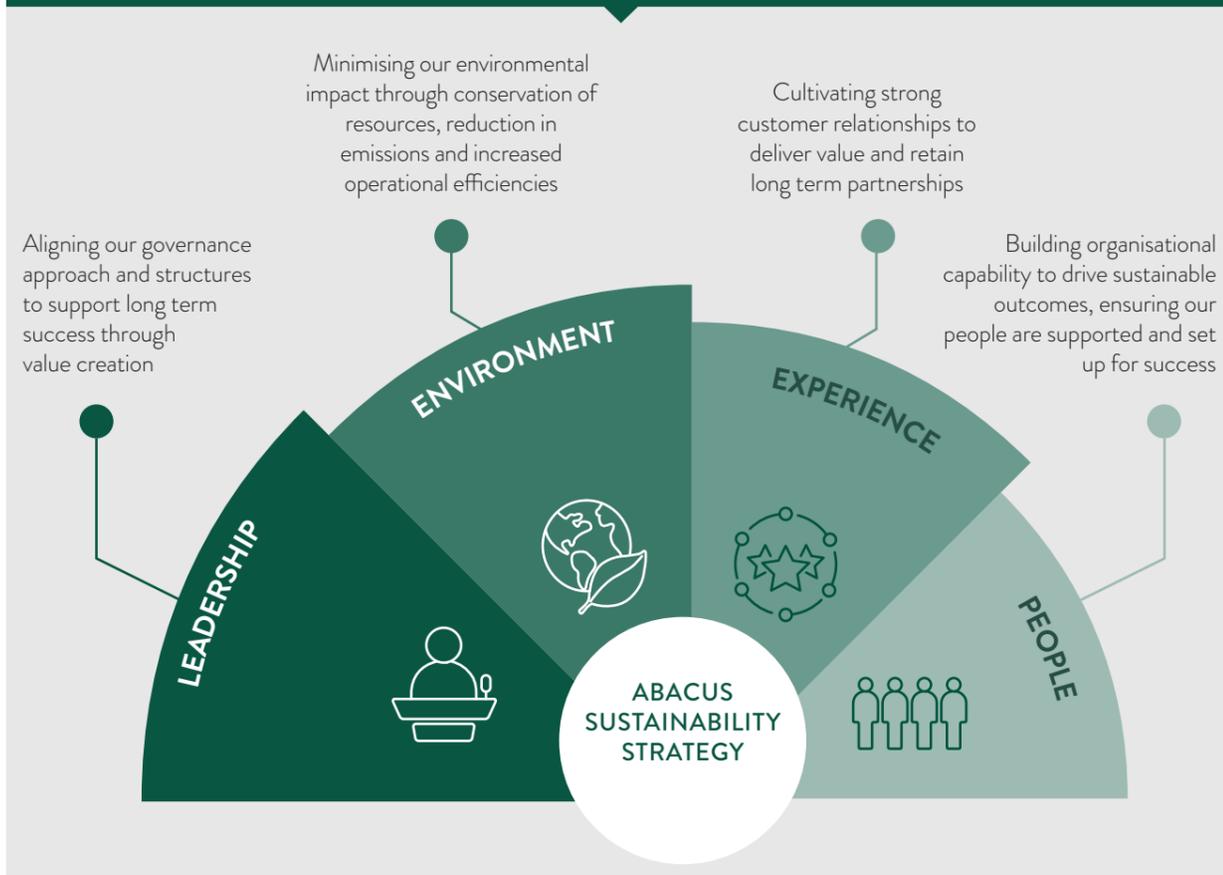
STRATEGIC REVIEW

In FY24 we embarked upon a review of our strategic approach to sustainability at Abacus. Using a collaborative team from across the business we assessed and prioritised our material considerations to create our refreshed strategic plan. Embedding sustainability in our operations and building internal capability to set our people and business up for success was key to our desired outcomes. In line with the emerging legislative landscape and leading practice, the refreshed strategy encompasses governance, social and environmental factors pertinent to Abacus' business.

To ensure our new strategy was based on robust analysis and research we undertook a comprehensive review of best practice globally, peers locally, global trends and importantly we interviewed our key stakeholders both internally and externally. The interviews enabled us to better understand our customer needs, which were then compared to a desktop analysis of key customer commitments. Finally we undertook a review of regulation in Australia and globally to provide insights into trends and expectations. Using a team from across the business we plotted our material topics against impact on our business and impact on our stakeholders.

Our strategy centres across four key pillars:

To concentrate on select real estate sectors that deliver long term, sustainable outcomes through active investment, asset and development management, and a strong focus on customer and brand awareness.



Sustainability commitments

We will work to implement these commitments over time having regard to the nature, context and strategy of individual property assets and the interests of our stakeholders by:

- Implementing the overarching Abacus Group sustainability strategy which is aligned with the Abacus Group business strategy
- Identifying, managing and monitoring environmental risks and opportunities across our portfolio
- Developing targets and strategies to enhance the environmental performance of our assets and developments including energy and water efficiency, greenhouse gas emissions reduction, materials recovery and waste to landfill reduction enabling a more circular economy
- Monitoring and reporting on key environmental and sustainability indicators to benchmark and foster continual improvement in performance

- Adopting sustainable design practices in our asset improvement and development projects
- Reporting on our sustainability progress and performance
- Influencing our employees and other stakeholders to operate in a manner that supports our sustainability commitments
- Ensuring we manage Abacus Storage King in accordance with its sustainability strategy, and pursuant to the management services agreement with ASOL, the strategic oversight of Storage King's sustainability strategy

We continue to report in reference to GRI standards and the GRI reference table can be found in our data pack which accompanies this report and can be found [here](#).

Click [here](#) for our Sustainability and Environmental Policy

99 Walker Street, Sydney, NSW
Climate Active Certified
5 stars NABERS Energy Rating



MATERIALITY

Materiality is core to establishing the priorities that drives our business strategy

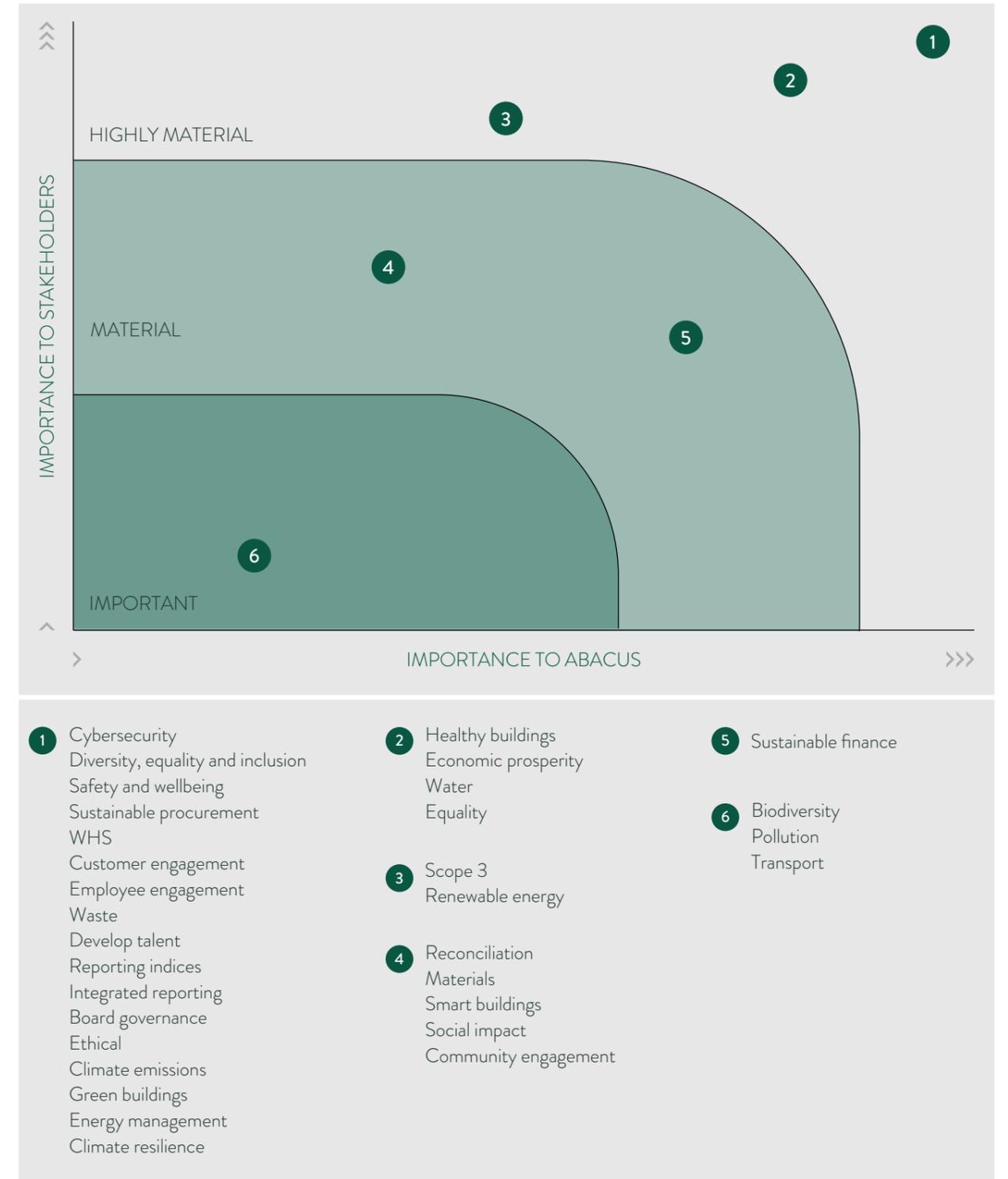
Our materiality assessment process



Prioritising our material topics

Materiality is essential for prioritising the most important issues for our business and informing stakeholders about how these sustainability issues affect our ability to create value and mitigate risk. As mentioned our materiality assessment, shaped by input from a variety of stakeholders, has enabled the revision of our strategy and actions. While our core ESG themes remain consistent with previous years, our priorities have expanded, and the outcomes of this assessment will guide our cross functional approach, reporting and decision-making to ensure we address the most critical ESG topics.

Materiality areas prioritised





The Oasis, QLD



Our strategy initiatives

The following initiatives inform our LEEP strategy, and have been selected as being of material importance to our business. Each topic has a manager assigned who is responsible for goal setting and tracking progress to ensure the success criteria is met. These material initiatives will be reviewed annually to ensure they remain dynamic and relevant to our business needs and the community.

LEADERSHIP	ENVIRONMENT	EXPERIENCE	PEOPLE
OUR MATERIAL TOPICS			
Climate resilience Sustainable procurement Health and wellbeing	Pathway to net zero 2030 Resource management Green buildings	Customer engagement and experience Giving at Abacus	Employee engagement Diversity, equality and inclusion Developing talent
SUCCESS CRITERIA			
<ul style="list-style-type: none"> Climate related risk and opportunities are mapped, managed, and integrated into business operations to ensure sustainable returns Sustainability is embedded into purchasing decisions Health and wellbeing is promoted by our leaders to propel our business forward 	<ul style="list-style-type: none"> Achieving Net Zero by 2030 (or earlier) by reducing carbon emissions Resource conservation achieved resulting in lowered emissions and cost efficiencies Enhance profit and establish operating efficiencies by using green building practices to enhance value and create competitive advantage 	<ul style="list-style-type: none"> Strong partnerships to meet needs, deliver value and retain long term customer relationships Amplify our social impact through contributions of time, real estate, and donations to encourage a prosperous future 	<ul style="list-style-type: none"> Engaged, motivated teams Inclusive and diverse teams and workspaces Harness talent for business success
KEY STAKEHOLDERS IMPACTED			
Securityholders, customers, suppliers, employees, Government and community	Securityholders, customers, Government, industry and community	Customers, employees and community	Employees
REPORT REFERENCE			
See p.12-13, p.20-23	See p.20-23	See p.27-31	See p.27-29
KEY ENABLERS			
Targets/metrics Secure data collection and validation Corporate governance Financial governance Ethics Investor relations Communications			



01

ENVIRONMENT

ENVIRONMENT – TRACKING OUR PROGRESS

We are dedicated to enhancing assets to ensure environmental impacts are minimised.

At Abacus, our environmental strategy priorities include carbon emissions reduction, resource management and climate resilience mitigation and adaptation.

Key improvements in FY24

FY25 TARGETS



met 3 out of 5 targets ahead of FY25

ENVIRONMENTAL ROAD MAP



sustainability road map developed for each asset

INSTALLATION UPGRADES



installed chillers with a more environmentally friendly refrigerant across two assets

CLIMATE ACTIVE CERTIFICATION

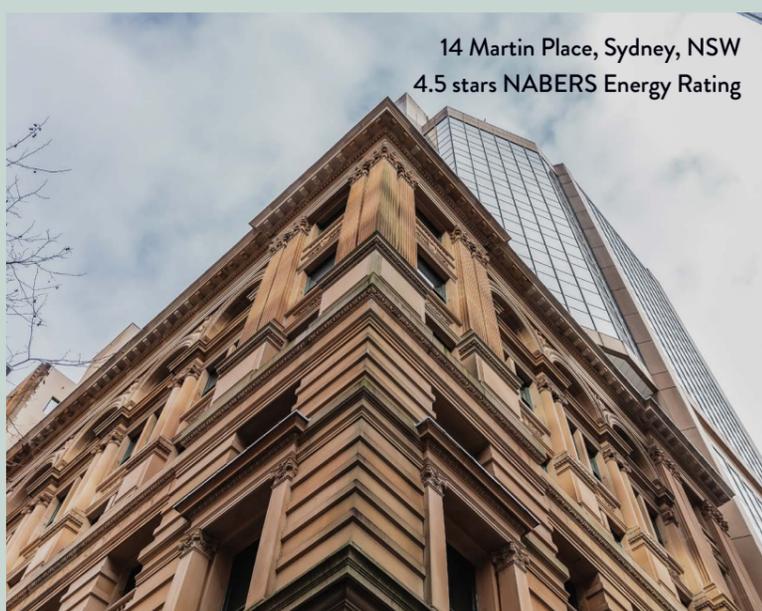


secured for two assets

Embracing Technology

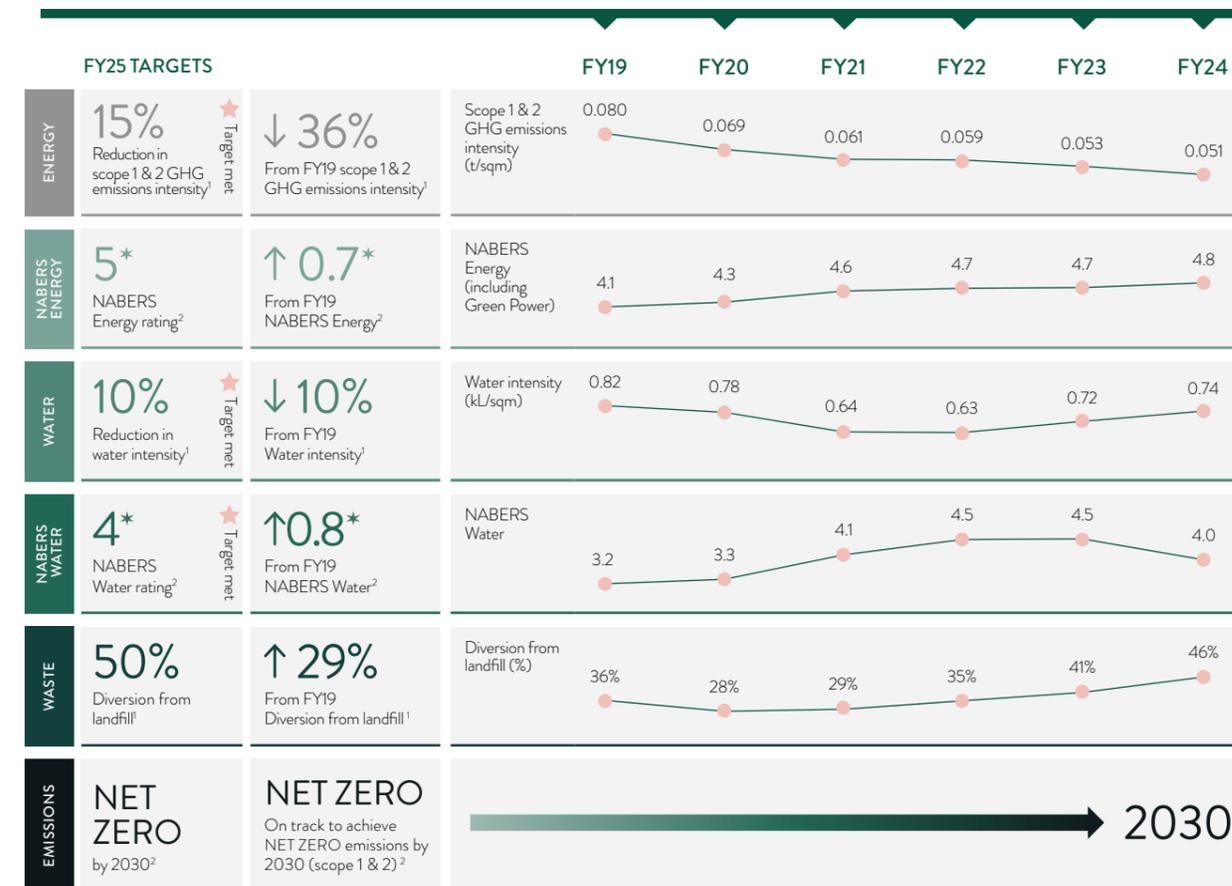
The Oasis Shopping Centre in Broadbeach, QLD and 14 Martin Place, Sydney underwent a mechanical renewal program to replace aging equipment at the end of its lifecycle. In partnership with our incumbent contractors, we installed the latest Airstage Chiller technology, creating an optimised and environmentally responsible solution. This installation enhances occupant comfort, reduces resource consumption, and lowers operational costs. The chosen chillers employ an less harmful refrigerant.

To see more details on these projects see our LinkedIn post [here](#).



In FY24, we continued to make progress on all our targets. Despite the revised strategy, we have maintained our FY25 environmental targets. We continue to work towards achieving our FY25 targets.

TRACKING OUR PROGRESS



¹ Commercial assets (office and retail) under operational control
² Office assets under Abacus Group ownership and control
★ Target met

Pathway to net zero

Abacus is committed to delivering Net Zero emissions across our portfolio by 2030, focusing on scope 1 and scope 2.

Our net zero plan outlines our path to achieving this through:



operational efficiency improvements



upgrading systems



use of renewable energy



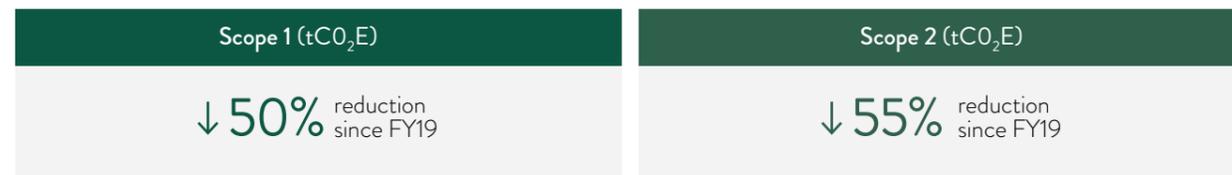
investing into certified nature-based carbon offsets

This coming financial year presents a significant opportunity to transition towards renewable energy for base building operations as our electricity contracts are to be renewed. Through proactive measures and strategic investments, we have already achieved a reduction of 36% emission intensity with the aim to minimise our environmental impact and enhance stakeholder value.

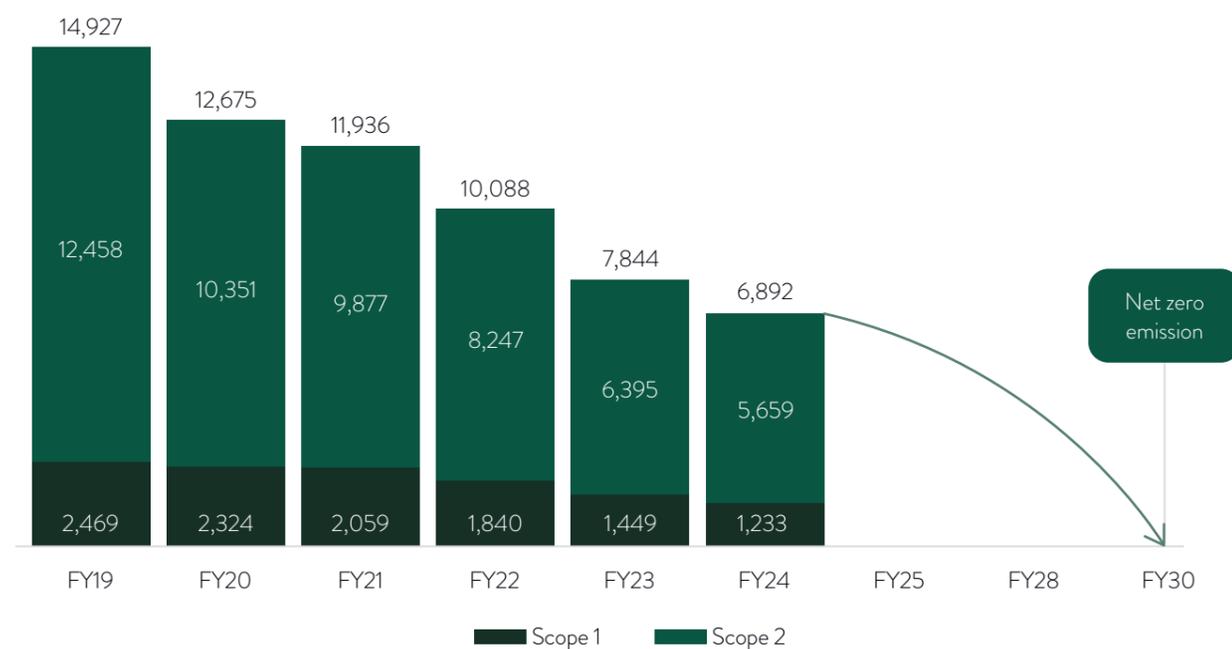
Our immediate focus is to phase out scope 2 emissions as our contracts expire midway through the upcoming fiscal year, as this step will have the greatest impact on reaching our net-zero target.

In FY24, we also achieved Climate Active Certification at 99 Walker Street, North Sydney and 51 Allara Street, Canberra. This was achieved by minimising emissions wherever possible and offsetting the remainder, ensuring a carbon-neutral, or net-zero, status.

Tracking our net zero target¹



Abacus carbon footprint (tCO₂e)



Note:

1. Office assets under Abacus Group ownership and control.

Climate resilience

To ensure our portfolio is future ready, we are building climate resilience into our portfolio by focusing on governance, strategy, risk and opportunity, measurements and targets. Our approach will ensure we are prepared for future climate changes.

The shifting regulatory environment is also an influencing factor in considering climate resilience in our portfolio with the introduction of the mandatory Australian Sustainability Reporting Standards (ASRS). If legislated, Abacus will fall into Group 3 with aligned reporting required in annual financial periods beginning 1 July 2027. We have commenced planning to prepare for this date, and will need to ensure there is business capability to support the incoming standards. The Board Sustainability & WHS Committee, the Executive team and the LEEP initiative leads are all focused on the implementation of the revised FY25–27 Sustainability Strategy which emphasises managing emerging risks in line with existing enterprise risk management frameworks and seeking to capitalise on opportunities.

Climate assessment

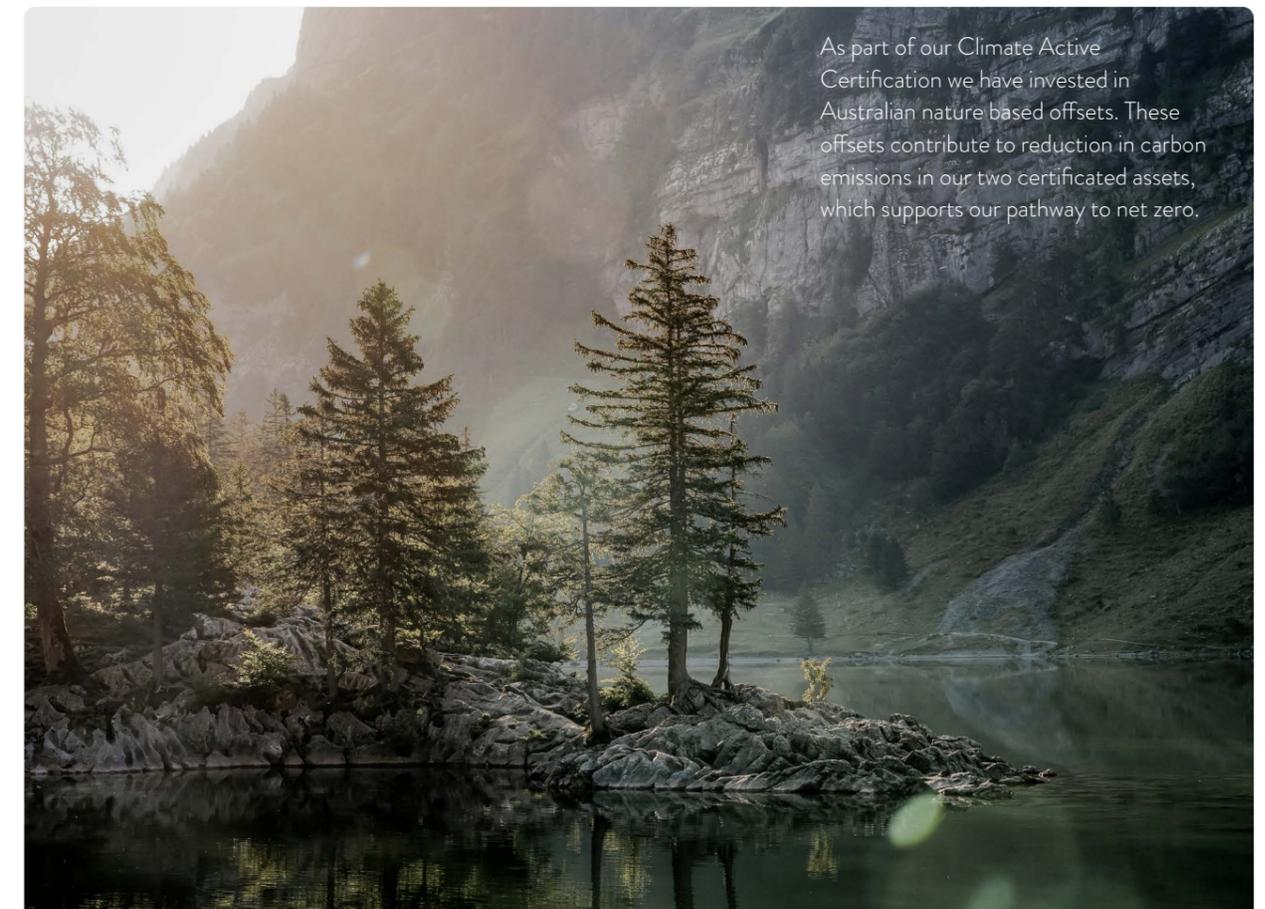
All of our properties have been modelled using climate data collected by our insurance broker, to assess the risk to natural catastrophes. This analysis focused on the current time period. The analysis did not identify any material concerns in regard

to natural catastrophe risk to our buildings, with only some of our assets having a exposure to hail and storms and one with a moderate risk of floods. The majority of our assets are located in major CBDs (where the risk is generally lower) and all assets have appropriate insurance cover. We continue to work with our insurance broker to help understand and mitigate the risk from natural catastrophe. This allows our teams to identify and implement customised solutions for the assets.

Additionally, all acquisitions are subject to due diligence which includes an assessment of climate risk. This allows us to manage our climate risk profile across the portfolio and understand how climate risks could materialise across new acquisitions.

Going forward, we acknowledge the need for scenario analysis to understand the potential risks into the future. We will undertake this assessment having regard to ASRS, including multiple emissions scenarios across defined short, medium and long term time horizons.

We also recognise that it is important to scan for potential risk, undertake assessments to further understand identified risks, and develop mitigation plans for assets and operations. These are to be integrated into our existing enterprise risk management framework where impacts are reduced to an acceptable level in accordance with our risk appetite.



As part of our Climate Active Certification we have invested in Australian nature based offsets. These offsets contribute to reduction in carbon emissions in our two certificated assets, which supports our pathway to net zero.

Renewable electricity

Investing in renewables

Electricity usage is the greatest contributor to carbon emissions across our portfolio. Although currently 26% of our electricity comes from renewable sources, our focus for the coming financial year is to transition to renewable electricity. This shift will accelerate the decarbonisation of our portfolio, helping us reach our 2030 target. Where we have embedded networks, we will be assisting our customers to procure renewable power.



Resource management – our achievements and future priorities

FOCUS	FY24 ACHIEVEMENTS	FY25 PRIORITIES	LOOKING BEYOND
Carbon reduction, climate change and resilience	<p>We achieved a 36% reduction in our carbon emission intensity (scope 1 and 2) during the period compared to our FY19 baseline, a 4% reduction compared to last year.</p> <p>We have achieved this through energy efficiency enhancements and advanced building analytics utilisation for optimised operational performance.</p> <p>We have adopted new technologies by installing energy efficient, eco-friendly chillers in two assets.</p> <p>Carbon Neutral Certification was achieved for 99 Walker Street, North Sydney and 51 Allara Street, ACT.</p> <p>NABERS rating for retail assets was obtained for energy and water performance.</p>	<p>Asset specific net zero plans are under development, focusing on procuring renewable energy, assessing electrification opportunities and plant upgrades to improve energy efficiency and operational performance.</p> <p>Ensure climate related risks and opportunities are considered.</p>	<p>Enhancing on-site solar generation.</p> <p>Exploring technologies and innovative solutions to support our sustainability goals.</p> <p>Establish a scope 3 emissions framework.</p> <p>Continuing to invest in certified nature-based carbon offsets as required.</p> <p>Complete scenario analysis to identify the short, medium, and long term climate-related risks facing the business.</p>
Energy efficiency	<p>The NABERS energy rating has improved to an average of 4.8 stars, increasing from 4.1 in the FY19 base year, through upgrades to energy efficient mechanical and electrical installations and utilising building analytics.</p>	<p>Reduce energy consumption across operations through continuous optimisation and to meet our FY25 NABERS energy target.</p>	<p>Collaboration with key stakeholders to identify further opportunities.</p>
Renewable energy	<p>26% renewable electricity has been consumed in the Commercial portfolio.</p> <p>19% of off-site renewables is based on the mandatory state/territory based renewable energy targets.</p> <p>7% on-site renewable electricity consumed has been supplied by solar panels on four assets.</p>	<p>We are procuring renewable energy used across our assets, to reduce our carbon footprint when our energy contracts expire at the end of the year.</p>	<p>Sourcing 100% of electricity from renewable sources across the group's managed portfolio in the longer-term.</p>
Waste management	<p>46% Diversion from landfill with improved diversion by 13% compared to FY23.</p> <p>Bin Tracker a new waste management system was implemented across all assets, engaging with customers to promote recycling and waste reduction practices.</p>	<p>Improving waste diversion rates through increased segregation streams, customer engagement and training.</p>	<p>Optimising waste management practices with the support of our customers.</p> <p>Understand the opportunities to promote a circular economy.</p>
Water management	<p>We met our FY25 NABERS target early by achieving a 4.0 stars NABERS water rating for office assets under our ownership and operational control. Ratings reduced due to increased occupancy.</p>	<p>Increasing the NABERS water rating by installing new sub-meters and low-flow systems.</p>	<p>Maximising water conservation by using smart water management systems to reduce water consumption.</p>



02

SOCIAL

WE ARE COMMITTED TO A SECURE AND HEALTHY WORKPLACE

People thrive when they feel safe, healthy and a sense of belonging

We believe that a healthy and safe workforce fosters greater individual and collective achievements. Our commitment to health and safety supports our employees, service providers, customers and the communities associated with our operations. This year's achievements underscore the critical importance of physical safety and mental wellbeing to our business.

Key achievements in FY24

ANNUAL PROPERTY RISK AUDITS

92% compliance rate average achieved for all assets under operational control

STRUCTURAL AND FAÇADE AUDITS

100% of assets under management had a structural and facade audit conducted

PSYCHOSOCIAL SURVEY

90% average favourable score achieved to questions aligned to the drivers of psychosocial safety

Our focus for FY24 has been:

- We undertook a review of the HSE enterprise risk register in alignment with the corporate risk register and risk appetite
- We have supported third party agencies to drive continual improvement at an asset level
- To advance organisational capability and embed in our systems, we undertook a review of our HSE capabilities and identified key areas to strengthen and enhance safety leadership in the coming year

Fortifying process integrity

Strengthening our systematic approach, we finalised the revision of our Health, Safety & Environment (HSE) manual to align with ISO 45001: Occupational Health and Safety Management Systems.

We placed particular focus on enhancing our Contractor Management due diligence providing the business with lead indicators on procedural compliance fostering business confidence and transparency.

Supporting psychosocial safety at work

Psychosocially safe workspaces are essential to a achieving healthy, productive and engaged teams. In FY24 we established a psychosocial framework aligned to HSE standards to assess, monitor and proactively manage potential areas of risk relevant to our employees. This review highlighted that whilst our risk profile is low, deeper understanding was required to validate the experience of our team members.

We surveyed our team in key areas aligned to the psychosocial code of practice, including role clarity, autonomy, work demands, access to wellbeing resources and manager support to gain insights. The results show favourable responses in all these areas and provide a baseline for us to measure against in future.

FY25 priorities

Safety and wellness is a continual evolution and we are looking ahead in FY25 to build upon the year's achievements by:

- Strengthening our safety culture by developing business capabilities to embed employee and leadership behaviours
- Using psychosocial survey insights we will create a roadmap to drive a more targeted wellness program
- Fostering collaborations with our partners to drive our organisational safety commitments to reinforce our low tolerance to risk

INVESTING IN PEOPLE FOR BUSINESS GROWTH

Key achievements in FY24

EMPLOYEE ENGAGEMENT

80% Employee Engagement Score: 10 points above the Australian average

TEAM MEMBERS IN THE COMMUNITY

418 team member volunteer hours for community causes

Our approach

Through FY24, we continued to focus on embedding and enhancing a range of initiatives designed to ensure a contemporary and future focused workplace culture with capabilities in place to deliver on our vision, strategy, and objectives.

Our approach ensures the ongoing success of the business by progressing leading practice initiatives, building organisational capability and continuing to engage and retain high performing teams.

Abacus workforce snapshot (as at FY24)

GENDER SPLIT

52% MALE
48% FEMALE

INTERNAL PROMOTIONS

12 6 MALE
6 FEMALE

WOMEN IN SENIOR MANAGEMENT POSITIONS

38%

GREAT PLACE TO WORK

90% team members would recommend Abacus as a great place to work

ENHANCED COMPREHENSIVE PAID PARENTAL LEAVE POLICY

16 weeks for the primary carer
4 weeks for the secondary carer
Additional access to paid support

During unpaid period of parental leave:

- Continued superannuation contributions
- Continued accrual of personal and long service leave

FY24 progress

MATERIAL TOPICS	INITIATIVE	PROGRESS
Culture and engagement Engaged, motivated teams where every team member contributes to making Abacus a great place to work	Ongoing uplift of team communications to connect team members and support inclusion, collaboration, and productivity	Expansion of information sharing forums and business updates to keep team members informed on key commercial priorities and cross functional projects. 95% of team members rate communication and connection favourably.
	Greater understanding of our team member experience to create targeted initiatives to meet the needs of our diverse team	Action developed by each functional team to address key areas and enhance team engagement. 100% action plans in place across functional teams.
	Broader access to opportunities for team members to participate, collaborate, contribute and lead organisational engagement initiatives	Drawing upon a diverse range of experience with representation from every team, contribute towards positive social and cultural outcomes via team lead advocacy groups, culture and change champion groups and charitable activities. 96% of Abacus Team Members feel they are part of a team.
Diversity and inclusion We value each team member's uniqueness and their diverse contributions to our organisation and communities.	Established Gender Equality, Diversity and Inclusion (GEDI) Advocacy group	Cross business membership representing our diverse team to identify and progress impactful initiatives. Acknowledged and celebrated cultural diversity by holding events such as Harmony Week, International Women's Day, and a range of cultural and religious celebrations and festivals. 90% team members feel that Abacus Group values diversity.
	Delivery of the Respect@Work: Everyday respect and bystander intervention training	Team members equipped with practical tools to support inclusive and respectful environments. 91% of team members feel respected at Abacus.
Organisational capability and development Investing in the development of our people to support business outcomes.	Completed delivery of the organisational wide Abacus Professional and Personal Development Program Investment in targeted technical courses: Continuing Professional Development and Professional Accreditations	Training in key capabilities to equip our team members with skills to develop their careers and future proof Abacus' business. 89% of team members feel they have access to the learning and development they need to do their job well.
	Environment, Social and Governance training delivered to team members to uplift organisational capability in this area	40 Abacus team members undertook bespoke Sustainability skills training to collaborate on the update and delivery of our multi-year Sustainability strategy.
	Continued focus on professional and personal development to enhance individual and organisational strengths	Identification and pilot completed using strengths based development tool.
Wellbeing and social impact Healthy and well people to propel our business forward	Enhanced our team member benefits offering	<ul style="list-style-type: none"> the launch of team member discount platform with 82% utilisation rates the 2nd year of our Abacus Employee Securities Plan with a 100% take up rate Enhanced Paid Parental Leave Policy approved (for launch in FY25)
	Wellbeing resources and advocacy	Continue to educate team members on various health and wellbeing topics including during Men and Women's Health Week. Team members have access to wellbeing resources via wellbeing providers including: <ul style="list-style-type: none"> flu vaccinations resources on emotional wellbeing, physical health, and nutrition 94% of team members feel their manager genuinely cares about their wellbeing
	Social impact through community engagement	Amplify our social impacts through contributions of time, space, and donations to causes that resonate with our team members coordinated by our Giving@Abacus cross functional team. 418 team member volunteer hours for charitable and community causes.

Giving@Abacus

Overview

Giving@Abacus is our social impact committee dedicated to partnering with charitable initiatives and creating sustainable partnerships for the future. Abacus Group employees used their paid volunteer days at our charity partners, Good360 and ReLove, which redistribute and repurpose items to communities in need.

Participation and goals

In FY24, 64% of eligible team members used their paid volunteer day. We aim to reach 75% by the end of next financial year.

Impact and activities

Good360 and ReLove assist vulnerable Australians, including those experiencing homelessness, escaping violence, indigenous communities, and people seeking asylum. Our teams sorted and packed items, assembled furniture, organised warehouse stock, cleaned donated furniture, and delivered items to clients.

These efforts supported our charity partners and reinforced our commitment to social responsibility. We aim to increase participation and continue making a positive impact.



Future priorities

The ongoing engagement, wellbeing and development of our people is a key priority for Abacus. A high-performing and motivated workforce has a direct relationship to performance and business success.

Building on the initiatives implemented as part of the Abacus People and Culture strategy, our key priorities for FY25 include:

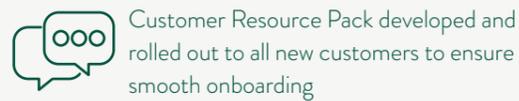
FOCUS AREA	FY25 INITIATIVES
Culture and Engagement	<ul style="list-style-type: none"> Company and Team Engagement Plans in place with resources and success criteria defined and FY25 deliverables met
Diversity and Inclusion	<ul style="list-style-type: none"> Insights gained from the GEDI advocacy group, engagement survey and Respect@work workshops will be used to form targeted initiatives Ongoing training on diversity and inclusion
Organisational Capability and Development	<ul style="list-style-type: none"> Review career and skills development pathways to clarify career and professional progression opportunities at Abacus Strengths based development tool rolled out to Leadership and Management to harness strengths and elevate company performance Design and delivery of management and team member skills building to set our managers up for success
Wellbeing and Community	<ul style="list-style-type: none"> Continued focus on team member wellbeing by leveraging existing service partnerships and ongoing promotion of wellbeing initiatives Increase team member participation in volunteering activities

CUSTOMER ENGAGEMENT

CUSTOMER RETENTION



CUSTOMER SUPPORT

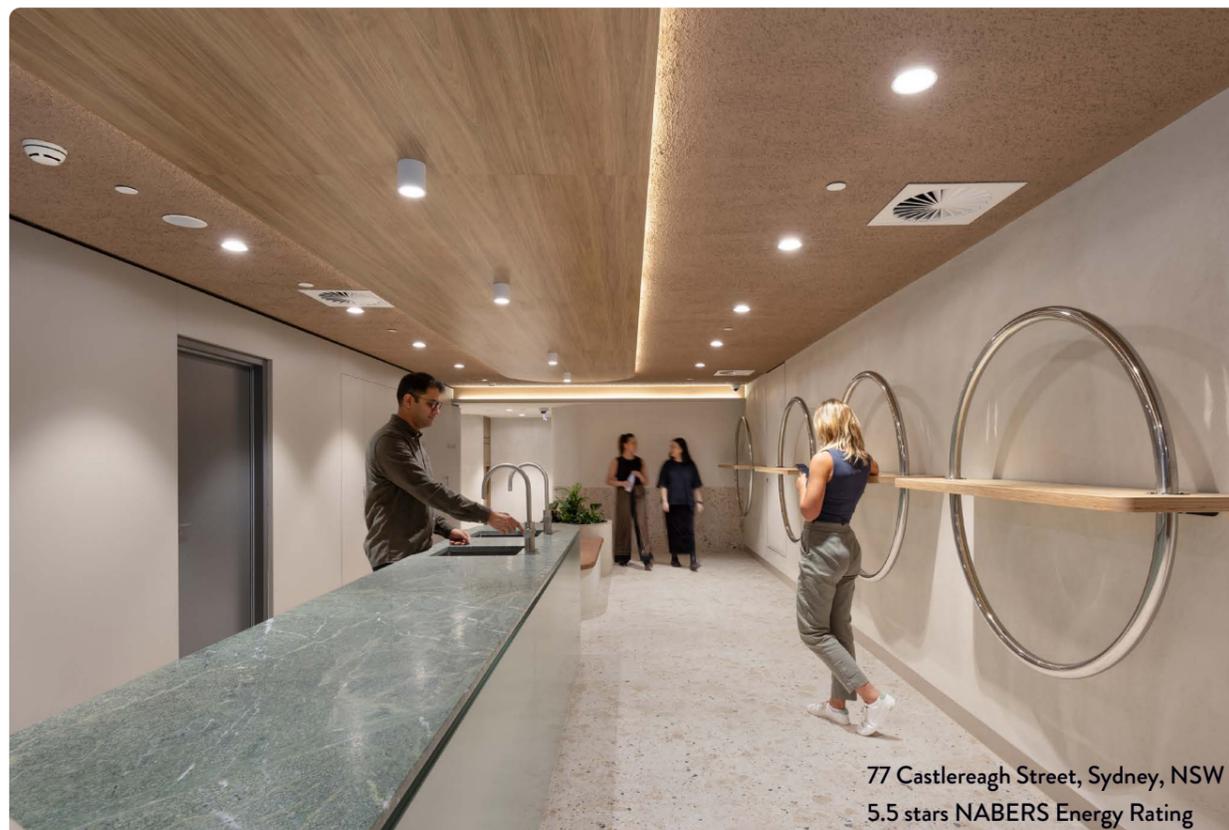


What it means to us

Customer Engagement is the cultivation of relationships between our business and our customers. It surpasses the transaction, and aims to provide comfort, support, and stability for our customers, and in return improves customer retention, loyalty, and a positive reputation.

We are focused on building a deeper understanding of our customers' business so we can tailor solutions to best support their goals. We are achieving this through customer surveys and benchmarking, customer journey mapping, and enhancing our key touchpoints throughout the customer lifecycle to create a better experience.

Recently we conducted a survey on ten assets under our operational control. The results display a marked improvement on the prior year, reflecting the quality of our assets, our management platform and the myriad of portfolio initiatives rolled out during this time.



77 Castlereagh Street, Sydney, NSW
5.5 stars NABERS Energy Rating

What we have focused on

The below list outlines the measures we have taken over the past 12 months to enhance customer engagement throughout our business. This forms part of a staged approach to activate Abacus' presence in the digital realm, enhance awareness of our capability and provide transparency for our customers.

ITEM	PURPOSE	RESULT
Launch of Individual Asset Web Pages and Removal of Individual Websites	To maintain greater control of the content online, reduce cyber risks, reduce hosting costs, and encourage users to visit our website for enquiry, boosting our digital presence.	We have found this to be a useful tool for maintaining accuracy and quality of information for their assets. Availability data is fed directly from Anaplan and the asset pages can be shared as an online information memorandum.
Portfolio Imagery Upgrade	Enhancing the visual professionalism of our portfolio.	New standard for asset presentation established.
3D Building Stacks and Virtual Tours	Enhancing digital presence and providing alternative virtual access to available spaces.	Appointed agents have been onboarded and are using this software as a leasing tool.
LinkedIn Launch	Improving digital presence and providing transparency for the business whilst raising awareness of our service offering, drive traffic to our website and highlight non-material (ASX Listing rules) achievements.	On 02 August 2023, Abacus began to post content on its existing company LinkedIn page. In the 10 months to June 2024, Abacus has made 14 content posts averaging 1.4 posts per month. During this time, we have seen engagement from staff, customers and the industry grow from non-existent figures to over 9,500 physical interactions and over 79,700 visual impressions. The total followers gained during this time is 1,198 followers, averaging 120 followers per month.
Customer Service training and guidelines	To improve our employee's and service providers' customer service skills and shape our approach to managing assets.	Increased frequency and quality of dialogue and engagement with our customers and a refreshed approach to leasing.
New Customer Handbooks	To improve consistency and reducing risk across the portfolio by informing tenants of building rules.	On trial.
New Customer Resource Packs	To improve version control and quality of service offering.	Positive feedback has been received from customers now using these packs, including: "Overall, I am very impressed with the new portal. Navigating and finding the information we're looking for is much easier." 99 Walker customer
New Customer Event Calendars	To improve awareness, involvement, and wellbeing with our customers.	On trial.
Digital Access Control	To improve convenience and security for our customers.	On trial.

Within our managed portfolio, we host a comprehensive calendar of events and initiatives to encourage engagement with occupiers and build a strong community within the buildings.

Future priorities

Continued refinement of our customer engagement approach will be much of our focus going forward, establishing added value and a strong customer base. We aim to achieve this through:

- Establishing a benchmark to better measure our customer engagement levels
- Continuing a digital rollout (customer engagement app and online presence, email database and marketing)
- Expanding our customer knowledge through continued collaboration (pulse surveys, regular meetings, exit interviews, events) to drive better decision making
- Helping to promote our customers' business throughout the portfolio and wider community
- Detailed customer journey mapping and framework of customer engagement
- Office fitout guides to help assist customers in undertaking fitout works to help drive sustainability (economic and environmental)

03

GOVERNANCE



GOVERNANCE FRAMEWORK SUPPORTING SUSTAINABLE PRACTICES

Commitment to strong governance practices

Our governance policies and procedures include a comprehensive framework for managing sustainability across our business.

1

Risk management, including the identification and mitigation of ESG risks, is a shared responsibility across our organisation. Our Board, Sustainability & WHS Committee, management team, and all team members play integral roles in this process. The ASRS framework will guide us in systematically assessing and managing climate-related risks and opportunities, ensuring we remain resilient and forward-thinking.



GOVERNANCE STRUCTURE

2

We acknowledge that sustainability leadership at the Board and Executive team levels is critical for integrating sustainability management and performance into our business operations. Our governance framework influences how our objectives are set and achieved, how risk is monitored and assessed, and how performance is optimised. The adoption of ASRS disclosures from July 2027 onwards will reinforce this commitment, promoting investor confidence and meeting stakeholder expectations.



LEADERSHIP AND ACCOUNTABILITY

3

Our Code of Conduct articulates our commitment to honesty, integrity, and trust, guiding our efforts to deliver value and service to our stakeholders. Going forward as we incorporate the ASRS climate-related disclosures into our processes, this will continue to enhance our transparency.



TRUST AND TRANSPARENCY

4

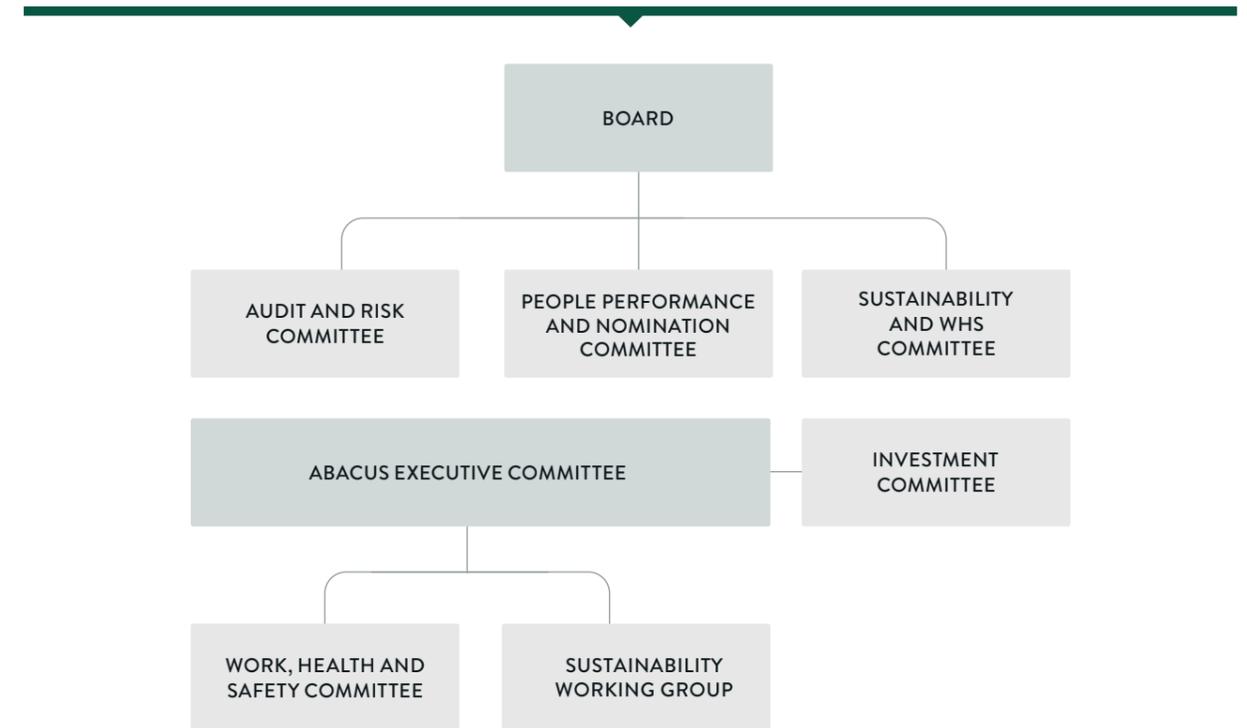
We are committed to continuous improvement in governance practices. We regularly review and update our policies and procedures to ensure we remain at the forefront of best practices in corporate governance and sustainability. Our focus over the next few years is to enhance our resilience to climate risks whilst contributing to a more sustainable future for our stakeholders and the broader community.



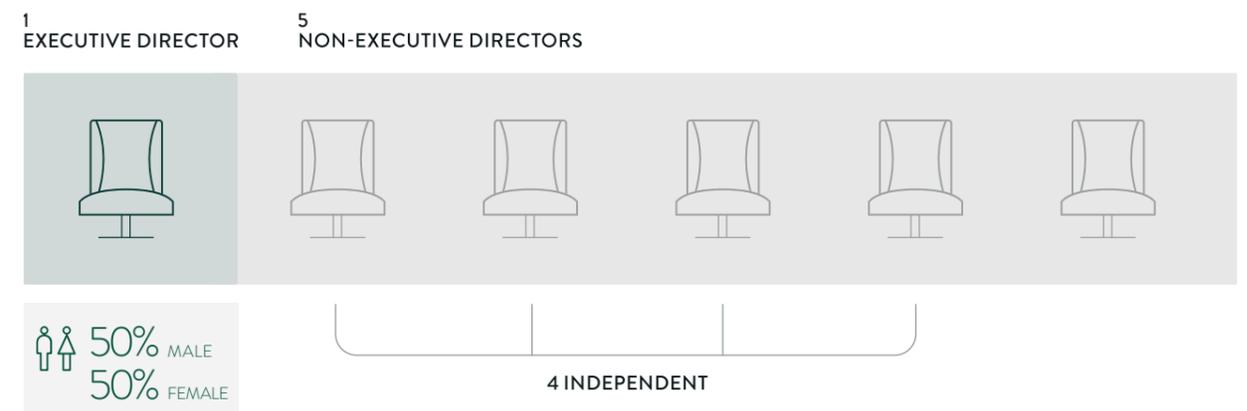
CONTINUOUS IMPROVEMENT

 Abacus Group Board and Committee Charters and our full suite of publicly available policies can be found [here](#).

OUR CORPORATE GOVERNANCE FRAMEWORK



OUR BOARD COMPOSITION



 Further details can be found in our [Abacus Group Corporate Governance Statement](#) on our website.

RISK AND COMPLIANCE

Key achievements in FY24

- Abacus Group has further operationalised its Risk Management Framework to improve governance over risk and compliance management. This will ensure an efficient and transparent picture of how risks and compliance obligations are managed through the performance, testing, and monitoring of control measures.
- Abacus Group has successfully embedded its new Governance, Risk and Compliance system into each business area to ensure a consistent approach, single source of truth, and effective oversight of risk and compliance obligations. The new system has enabled better reporting, visibility, and notification workflow across risks, obligations, and governance requirements.

Abacus Group's Risk Management Framework involves different tools and techniques to identify, assess, monitor and report on risk and compliance, with a dedicated Risk and Compliance team in place to provide independent oversight.

Abacus has in place within its Risk Management Framework an escalation plan to ensure that risks are escalated based on their materiality against its approved appetite.

RISK MANAGEMENT FRAMEWORK



Risk controls

Abacus Group has been able to successfully develop its risk management maturity with the following aspects now in place.

RISK REGISTER



CONTROL FRAMEWORK



OBLIGATIONS



KEY RISK INDICATORS



INCIDENT MANAGEMENT



RISK APPETITE



LINE 2 ASSURANCE



POLICY FRAMEWORK



Our commitment to honesty, integrity and trust

Our approach to governance, risk, and compliance is important to supporting the success of our strategy. It ensures that management are guided and appropriately monitor risks when making material business decisions in response to changing operational conditions and opportunities.

Non-compliance with laws and regulations

To date, Abacus has not had any material fines and /or non-monetary sanctions for non-compliance with laws and/or regulations in the social, environmental, and economic area.

Compliance training

Compliance training was delivered to all Abacus employees in May 2024, which focused on the fundamental areas of Abacus' obligations. The training was tailored to the specific activities and operations at Abacus so to improve its relevance and understanding by all employees.

100% attendance was achieved by all Abacus employees, and all employees completed their annual attestation of compliance with the Code of Conduct.

Cyber risk management

Abacus is cognisant of the evolving cyber risk landscape, and so is continuing to monitor and adapt to the changing cyber-threat environment in line with industry best practice.

Abacus has successfully completed a program of work to uplift its cyber maturity. This has resulted in:

- The development of new controls to oversee the performance of critical aspects of cybersecurity
- Implementation of a cyber governance framework that promotes a clear strategy, accountability, roles and responsibilities, and effective decision making
- Introduction of new cybersecurity solutions to support effective cyber risk management
- Design and operation of resilience strategies to prepare for and rehearse material cyber incidents
- Improved training and awareness that is tailored to the context of Abacus Group, achieving 92% participation in November 2023

Future priorities

In line with our commitment to continually strengthen governance in order to influence how objectives are set and achieved, how risk is monitored and assessed and how performance is optimised we aim to focus on:

- Continuing to embed and support risk management across the business
- Continuing to assess existing and emerging risks by regular monitoring and oversight
- Further develop an Abacus risk culture aligned to the Board's risk appetite – a culture that is transparent, integrated, and dynamic

Responsible procurement

What we do

Responsible procurement relates to engaging with suppliers to ensure they operate in a manner consistent with our Supplier Code of Conduct, and ensuring the procurement process adheres to the international standards against criminal conduct and human rights abuses such as the UN Guiding Principles on Business and Human Rights and our obligations under the Modern Slavery Act 2018 (Cth). Further information on our approach and guiding principles can be found in our latest Modern Slavery Statement.

Key achievements in FY24

- Successful Modern Slavery Contractor Workshop conducted with six key contractors across Abacus Group and Storage King
- Increased the pool of high risk suppliers selected within our supply chain for further review
- Consulted with two of our joint venture partners to discuss best practice and experiences in addressing shared modern slavery risks



[FY23 Modern Slavery Statement](#)

Future priorities

Abacus Group will continue to incorporate human rights and supply chain due diligence into our business practices and will continue with the following priorities:

- Annual risk assessment of our operations and supply chains and our methodology to assess suppliers across our highest risk categories to monitor changes in our risk profile.
- Continue collaboration with and verification of high risk suppliers, leveraging existing supplier relationships.
- Continue industry participation and collaboration through the Property Council of Australia's Modern Slavery working group as well as the internal Abacus Modern Slavery Working Group.
- Further supplier reviews and deep dives in our procurement high risk categories to identify areas of improvement and opportunity.

2 King Street, Fortitude Valley, QLD

6 stars NABERS Energy Rating



