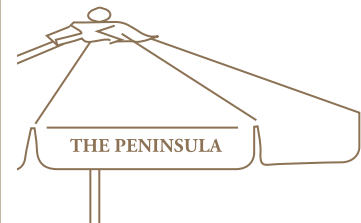


# NON-FINANCIAL HIGHLIGHTS



Energy Intensity  
**1,278** MJ per m<sup>2</sup>  
**-3.5% ▼**

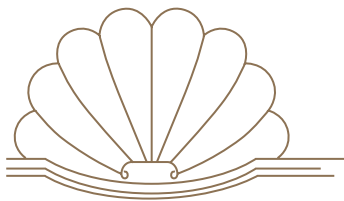
Carbon Intensity  
**150** kgCO<sub>2</sub>e per m<sup>2</sup>  
**-2.7% ▼**



Water Intensity  
(Hotels Division)  
**1,014** litres per guest night  
**-5.6% ▼**

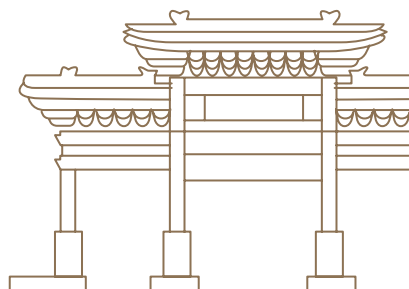
Water Intensity  
(Commercial Properties Division)  
**1,184** litres per m<sup>2</sup>

**+4.7% ▲**



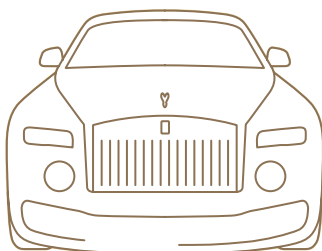
Waste Diversion Rate  
**50.7%**

**-0.1pp ▼**



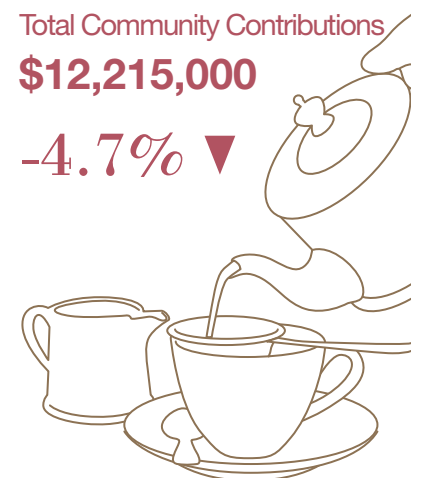
Injury Rate\*\*  
**3.9** injury cases per 100 employees  
Severe cases only: 0.14 injury cases per 100 employees

**+11.0% ▲**



Lost Day Rate  
**74.4** lost days per 100 employees\*\*\*  
**+29.1% ▲**

Staff Voluntary Turnover  
**15.7%**  
**-2.5pp ▼**



Total Community Contributions  
**\$12,215,000**  
**-4.7% ▼**

\* Percentage change refers to year-on-year movement and green denotes improvement. More details can be read in the sustainability data statements on pages 35 to 37 of the online 2019 CRS Report.

\*\* Due to revised methodology in 2019, minor incidents only requiring first aid have been excluded in the scope in line with accepted reporting methodologies. Injury rate increased significantly due to an overall increase of injuries and reporting of these incidents of which over 96% are those that did not require a hospital stay, and thus not considered severe injuries.

\*\*\* For easier reference, this means 0.744 lost day per employee in a year; lost day rate significantly increased due to several prolonged injury cases of staff ranging from strains, fractures, bruises and burns that were carried forward from 2018 and several new prolonged cases reported in 2019.