

Approach to Shoppers

The customers who visit our shopping centres are major stakeholders in our business. We aim to ensure that the centres are clean, safe, healthy, properly equipped and attractive to provide a high quality retail environment. Although our ability to influence shoppers' decision making is indirect, we seek to identify opportunities to interact with shoppers on a range of issues.

In support of this, we aim to:

- Provide a comprehensive range of services and facilities for our shoppers.
- Maintain high standards of customer service.
- Provide a safe and healthy environment.
- Work to ensure that comprehensive public transport options are available at each shopping centre.
- Carry out market research to monitor shopper needs.
- Communicate our CR strategy to shoppers.

This policy forms part of our overall policy on Corporate Responsibility. The company strives continuously to improve its performance. Management systems and procedures are regularly reviewed to ensure that the company maintains its commitment to this policy.