

COMMUNICATION - STAKEHOLDER ENGAGEMENT POLICY

Effective communication with stakeholders at all levels is a key element of our business approach. We recognise it is important to engage with local communities and regulatory bodies, our occupiers, shoppers and staff, and other interested parties so that their views and opinions inform the development of our business.

In support of this, we:

- Engage with our key stakeholders - occupiers, local communities, regulatory bodies and shoppers - on a wide range of issues relating to the development and management of our properties.
- Set long term objectives relating to communications and stakeholder engagement.
- Communicate our Corporate Responsibility (CR) Policies, strategy and objectives to key stakeholders to gain their feedback and support.
- Where relevant, carry out market research to assess customer needs.
- Publish our CR Report.

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.