



Sustainability Report

2022

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+ We create  
community

## About this Report

This Sustainability Report provides information on the overall sustainability performance of Ingenia Communities Group (Ingenia or Group), from 1 July 2021 to 30 June 2022.

This report complements the Group's Annual Report, Corporate Governance Statement, Board Charters and Corporate Policies which are publicly available on our website.

We have considered the Global Reporting Initiative (GRI) Standards and recommendations under the Taskforce for Climate-Related Financial Disclosures (TCFD) Recommendations in preparing this Report.

### Corporate reporting suite

This Sustainability Report is part of our broader corporate reporting suite, including:

**Annual Report:** provides information on the Group's strategy, financial performance, individual business segments, remuneration and the Group's financial statements.

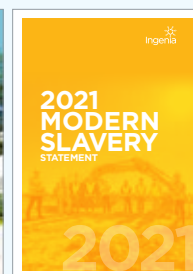
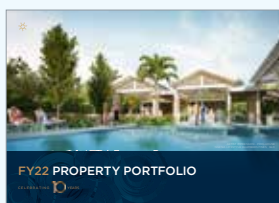
**Results presentations:** Ingenia Communities strategy, financial and operating results for the period, portfolio updates and development pipeline.

**Property Portfolio:** details on real estate assets owned and managed, including detailed development pipeline.

**Corporate Governance Statement:** outlines Ingenia's ASX Corporate Governance Council's Corporate Governance Principles and Recommendations (4th Edition).

**Modern Slavery Statement:** Statement on the Group's actions to assess and address modern slavery risks in Ingenia's supply chain.

**Sustainability Report:** Detailed report providing information on ESG strategy, initiatives and progress.



For guidance on alignment of this Report with the GRI Standards, an interactive GRI index is available at the end of this Report.

This Report covers the sustainability performance of the Group's operations across Australia on 30 June 2022, unless otherwise stated.

Any enquires about this Sustainability Report should be directed to [investor@ingeniacommunities.com.au](mailto:investor@ingeniacommunities.com.au)

# Contents

## About this Report

- 1 Acknowledgement of Country
- 2 A Message from our CEO
- 4 FY22 Highlights
- 5 FY23 Focus

## 7 Business Overview

- 7 About Ingenia Communities
- 8 Our Portfolio at a Glance
- 9 Our Vision and Values
- 10 Memberships and External Initiatives

## 12 Governance

- 12 Board and Committees
- 18 Materiality Assessment
- 21 Stakeholder Engagement

## 24 Environment

- 24 Our Environment
- 31 Energy and Emissions
- 36 Waste Management

## 38 Social

- 38 Our People
- 45 Health, Safety and Well-being
- 46 Diversity and Inclusion
- 48 Our Customers and Communities
- 53 Guests
- 55 Local Communities
- 59 Human Rights

## 61 Appendices

- 61 Appendix A: Emissions Data and Reporting Protocol
- 65 Appendix B: People Data
- 69 Appendix C: Health and Safety Data
- 71 Appendix D: GRI Content Index

## Acknowledgement of Country



As an owner, operator and developer of real estate across Australia, Ingenia Communities acknowledges the traditional custodians of the lands on which we operate.

We recognise their ongoing connection to land, waters and community, and pay our respects to First Nations Elders past, present and emerging.



## A Message from our CEO

Simon Owen

In June 2022 we celebrated **10 years** since Ingenia's creation, and never has our environmental and social focus been more integral to the way we do business.



The Board and our management team have continued to focus on positively impacting the lives of our residents, guests and team members and enhancing our understanding and mitigating the impact of our business on the environment through continual improvement and innovation.

This, our **second Sustainability Report**, describes the progress we have made over the 2022 financial year as we continued on our sustainability journey. I am pleased to say that over the past year we made solid progress on existing initiatives – we continued the roll out of our solar program, built internal capacity and focus, evolved our emphasis on building 'greener', and extended our data collection and reporting – all while ensuring that the people at the heart of our business remained our focus.

Delivering a supportive and engaged environment for our residents and guests and creating an inclusive culture in our workspaces continues to be at the heart of all we do. With a significant acquisition program over the year, we remain committed to integrating the thirty new communities and development sites into our sustainability programs and approach.

Our target to be a carbon neutral operation (Scope 1 and 2) by 2035, which was announced in February 2021, remains a priority. Supporting this commitment, our solar strategy and approach to new developments have continued to evolve. Over 2,080 kW of solar PV has been installed across our operating communities to date and we recently announced the first "Green Star Homes" community in Australia. This master planned community of 261 land lease homes, all with Green Building Council of Australia's (GBCA) Green Star Homes certification and a Green Star - Communities rating, has now commenced at Beveridge, in Victoria. This is an important milestone for the Group in our aim to be a leader in sustainable development projects.

## A Message from our CEO

Diversity remains a source of competitiveness and is one of our greatest strengths. We revised our Diversity and Inclusion policy and also launched a new industry leading parental policy and Ingenia Giving Policy to support caregivers and the local community respectively. We remain a leader amongst ASX200 companies and our sector, having been recognised for the third year by the CEW Senior Executive Census.

Portfolio climate resilience is critical to our customers, investors and other stakeholders. This year, we expanded our exposure assessments to recent acquisitions and identified climate transition risks and opportunities. Additional detail on our approach to climate risk will be in our first TCFD report (Taskforce for Climate Related Financial Disclosures) which will be released following finalisation of our Climate Transition Risk review.

Over FY23, we will expand our approach as we continue to innovate and build on our progress to date. Key priorities for the coming year include an optimisation strategy for energy infrastructure in our projects, a prototype for a net zero cabin, detailed assessments through our acquisition process, and expanding our Solar and LED program. We will also roll out enhancements to our sustainable procurement framework and extend our Modern Slavery reporting.

I invite you to read the remainder of this Report which contains further details on our work, our people, and how our results connect to our stakeholders and to the changes the world needs from all of us.



**Simon Owen** | Chief Executive Officer and Managing Director





# FY22 Highlights

## Environment



- ✓ Solar investment increased to \$2.5 million (52 communities)
- ✓ Over 5,000 LED lights installed across 38 communities
- ✓ Integrated 30 new communities and development sites into our portfolio
- ✓ Completed construction of pilot home under Green Star for Homes Early Access Program and extended focus on Green Star strategy
- ✓ Commenced data capture for water use
- ✓ Announced industry leading commitment to deliver Australia's first Green Star Homes community.



**Commenced**  
data capture  
for water use

## Social



- ✓ Ranked #1 for women in executive leadership roles amidst real estate companies (CEW Senior Executive Census, 2022)
- ✓ Expanded Diversity and Inclusion policy
- ✓ Giving Policy evolved to focus on local communities
- ✓ Ongoing partnership with Ronald McDonald House Charities Australia
- ✓ Increased investment in training to develop the skills and abilities of our people
- ✓ Team engagement score improved to 74%
- ✓ Delivering positive social impact for residents - affordable lifestyle and supported, engaged community living.



**Ranked**

# #1

for women in  
executive leadership  
roles in the real  
estate sector

## Governance



- ✓ Second Modern Slavery statement issued - conducted human rights assessment to inform further development of sustainable and robust responsible sourcing
- ✓ Climate related Resilience and Risk - expanded exposure assessments to recent acquisitions and identified climate transition risks and opportunities
- ✓ Embedded role-specific sustainability focussed objectives across Executive leadership team.



## FY23 Focus

### Environment



- 🔗 Continue solar investment across existing communities and new development to increase renewable energy consumption
- 🔗 Commence construction on leading Beveridge development - 261 Green Star Homes and Green Star - Communities rating
- 🔗 Review energy strategy progress and refine to include new acquisitions and optimise benefit of energy infrastructure for new projects
- 🔗 Evolve approach to biodiversity and nature-related risks, considering Taskforce on Nature-related Financial Disclosures (TNFD)
- 🔗 Scale existing initiatives of waste minimisation, reuse, and recycling
- 🔗 Review water data and define water strategy and reporting
- 🔗 Continue to evolve and refine data capture and reporting.



**Continue solar investment** across existing communities and new development to increase renewable energy consumption

### Social



- 🔗 Implement new leading parental policy to enhance support for working parents
- 🔗 Increase support for local communities through Giving Policy
- 🔗 Begin journey towards inaugural Reconciliation Action Plan
- 🔗 Provide Accredited Mental Health First Aider course for select employees.

### Governance



- 🔗 Whistle-blower Policy - maintain external hotline number to receive whistle-blower complaints
- 🔗 Modern Slavery - enhance sustainable and robust responsible sourcing framework across the business
- 🔗 Extend approach to assess and manage the risks and opportunities posed by a changing climate, further embedding climate review into acquisitions, new project design and asset operations
- 🔗 Publish first report aligned with TCFD recommendations.









## Business Overview

Ingenia Communities Group has a growing Australian based portfolio, providing quality holiday accommodation and residential communities **focussed on the growing senior's market.**



## About Ingenia Communities

Ingenia Communities Group (ASX: INA) is one of Australia's largest owners, operators and developers of seniors' rental, lifestyle, and holiday communities.



Real Estate Portfolio valued at

**\$2.1<sub>bn</sub>**



The Group has 110\* communities across Australia and is included in the S&P/ASX 200.

We also manage and co-invest in communities held within our managed funds and development Joint Venture with Sun Communities.

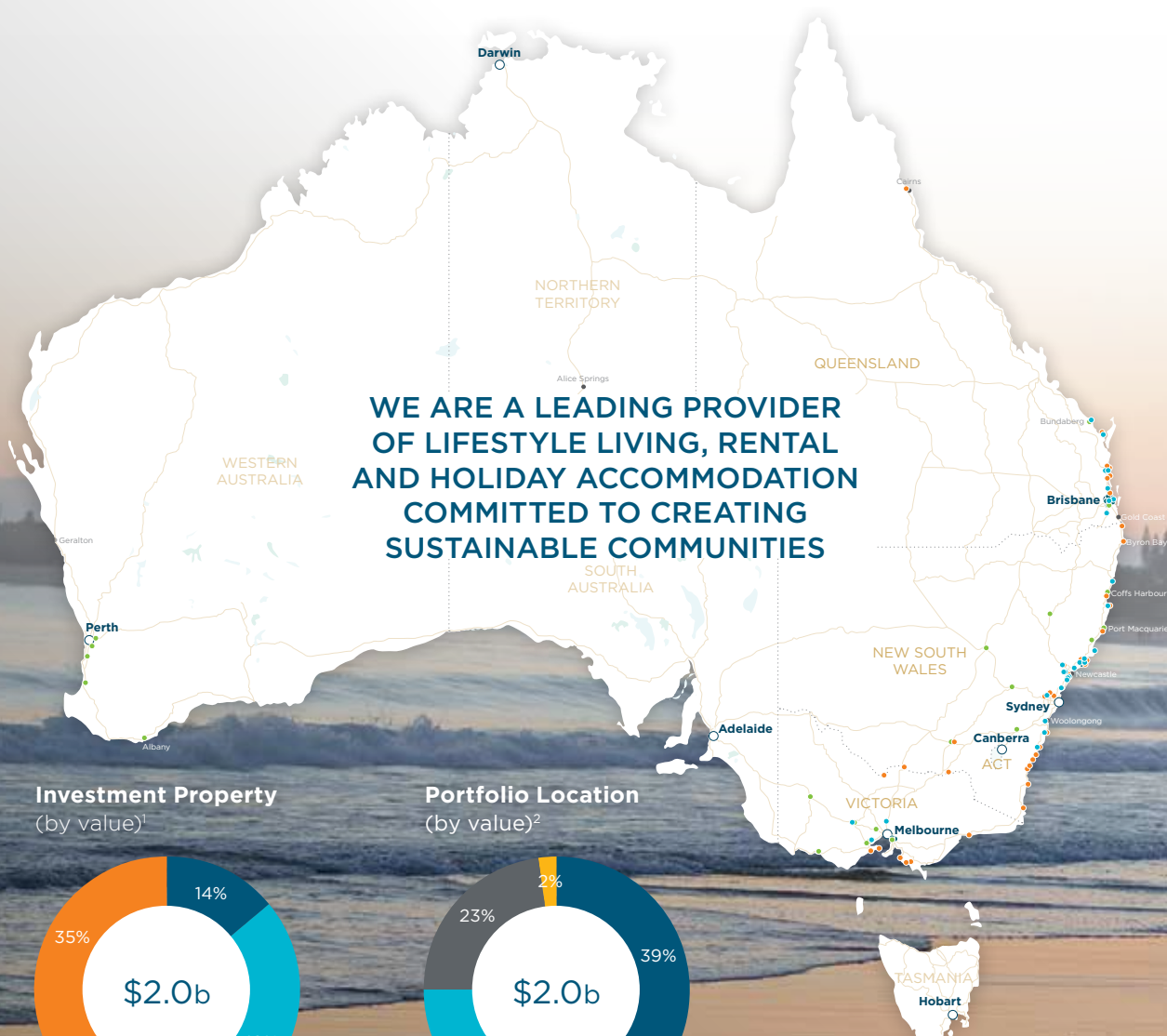
We manage a \$2.1 billion\* property portfolio dominated by cash yielding assets across Ingenia Lifestyle, Ingenia Gardens, Ingenia Holidays, and Ingenia Rental.

\* Includes acquisition settled post 30 June and assets held through the Joint Venture with Sun Communities and managed funds. Excludes assets held for sale.

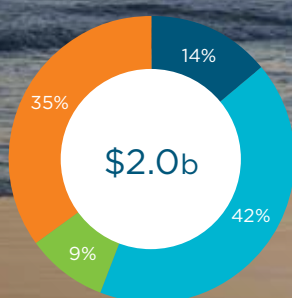
## Our Portfolio at a Glance

Over FY22, we welcomed 1.7 million guests to our Ingenia Holiday Parks, and on 30 June 2022 Ingenia had over 10,850 residents paying rent with a development pipeline of 6,580 potential home sites.

Ingenia is supported by over 4,000 investors and more than 1,250 employees dedicated to creating sustainable and purpose-built communities for our residents and guests. We are committed to creating communities where our residents and visitors can truly belong.

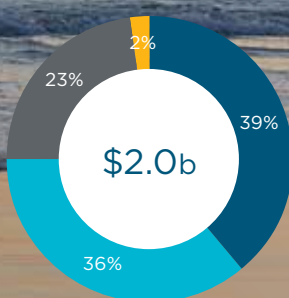


**Investment Property**  
(by value)<sup>1</sup>



- Lifestyle Development
- Lifestyle Rental
- Ingenia Gardens (rental)
- Ingenia Holidays

**Portfolio Location**  
(by value)<sup>2</sup>



- Queensland
- New South Wales
- Victoria
- Western Australia

1. Excludes Joint Venture, managed funds and assets held for sale. Includes assets settled post 30 June 2022

2. Excludes Fuel, Food & Beverage and Capital Partnerships



## Our Vision and Values

Ingenia's communities are places where people have a sense of connection and belonging.

With a positive impact on more than 10,850 residents each and every day, our commitment to our customers, their families and security holders is to perform with integrity, foster respect for all and build community through continuous improvement in everything we do.

The Ingenia purpose, 'To create Australia's best lifestyle and holiday communities', articulates our reason for being. Our purpose works alongside our sustainability approach to inspire our people to create communities that have a positive impact on our planet and stakeholders.

**This Sustainability Report describes how we create long-term value through addressing the environmental, social and governance issues that matter most to us and our stakeholders.**



Lead with  
**INTEGRITY**



**RESPECT**  
for all



Build  
**COMMUNITY**



Continuous  
**IMPROVEMENT**



## Memberships and External Initiatives

Ingenia establishes partnerships at both a corporate and community level and seeks to ensure that we contribute to the sustainability of our industry and the broader community.

Through our partnerships, we actively engage with our peers and other stakeholders to influence and contribute to the operating environment, to support change, contribute to public policy debate and to promote our industry and people.

We seek to partner with and support those who are aligned to our business objectives, who support our values and who assist us in contributing positively to issues that matter to our stakeholders. Through local relationships and our active membership of relevant industry bodies we aim to contribute to our industry and to share information with and learn from our peers. Ingenia employees contribute their time in various areas to support this objective and are represented across industry committees and Boards.

Ingenia contributes to and is a member of the following key industry organisations:





## Memberships and External Initiatives continued

### Our communities and team members continued to be recognised for excellence and their contribution to our industry



**Ingenia Holidays Southwest Rocks won two awards this year** - a Gold Medal for Caravan and Holiday Parks at the 2021 NSW Tourism Awards and a Gold in the Caravan and Holiday Parks category at the 2021 Qantas Australian Tourism Awards.



**Our rental community at Brisbane North won the Caravan Parks Association of Queensland's Gordon Harris Turnaround Award** - recognising the significant positive changes made to the community and its residents.



**The team at Latitude One were finalists in the Best Retirement Living Development category** at the National Retirement Living Awards.



#### The National Retirement Living Awards recognised two of our exceptional team members

Sharon Manson, Community Sales Manager - Ingenia Lifestyle Hervey Bay received the award for Salesperson of the year. Sharon achieves outstanding results in leading and driving sales in Hervey Bay with exceptional customer service, strong engagement, all while maintaining strong governance together with leadership, coaching and mentoring skills.

Matthew Fedrick, Development Director Queensland received the Future Retirement Living Award of the year. Matthew demonstrates excellence through his leadership, technical skills and innovation and has been key to building and supporting a growing team in Queensland where Ingenia is heavily invested in growth via development.



## Governance

We regard good corporate governance as being of critical importance and a fundamental component of our **commitment to our people, security holders, customers and the community.**



## Board and Committees

**The Board continues to review the governance framework and practices of the Group to meet the highest standards of integrity, ensuring that the activities of the Group are conducted in a proper and efficient manner in accordance with all relevant legal and regulatory requirements.**

### **The Board and Committees**

The ultimate responsibility of the oversight of the operations of the Group rests with the Board.

The Board currently comprises of eight directors. Six of the directors are independent

Non-Executive Directors including the Chair. The remaining two directors comprise one Non-Executive Director and one Executive Director. Each Director is qualified with appropriate skills and experience to discharge their respective responsibilities.

The Board has identified key competencies which it considers important for the effective operation of the Board. These competencies are periodically reviewed to ensure collectively directors possess the appropriate skill sets to effectively perform their duties.

The Board has three sub-committees to assist in the execution of its responsibilities: The Audit and Risk Committee; the Remuneration and Nomination Committee and the Investment Committee. Each committee operates in accordance with a specific charter approved by the Board, which can be found on the Group's website.

The Chair of each Committee is an independent Non-Executive Director with the appropriate qualifications and experience to carry out that role.

### **Board Performance Evaluation**

The Board's review process provides a mechanism to enhance the effectiveness of the Board's performance. This is conducted through a formal and structured evaluation on an annual basis. The process typically requires each director to complete a confidential questionnaire covering various aspects of the Board and committee roles and responsibilities, whereafter the Chair discusses the outcome of the review with directors, so as to identify areas that require increased focus or improvement.



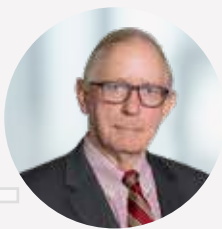
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### Corporate Governance Framework

To clarify the roles and responsibilities of directors and management and to assist the Board in discharging its responsibilities, the Group has established a governance framework as below. More details can be found in the group's Annual Report and website.

### Ingenia Board



**Jim Hazel**  
Non-Executive Chairman



**Robert Morrison**  
Non-Executive  
Deputy Chairman



**Amanda Heyworth**  
Non-Executive Director



**Pippa Downes**  
Non-Executive Director



**John McLaren**  
Non-Executive Director



**Gregory Hayes**  
Non-Executive Director



**Sally Evans**  
Non-Executive Director



**Simon Owen**  
Managing Director and  
Chief Executive Officer

# Board and Committees continued

## Corporate Governance Framework continued

The Board formally delegates certain functions to its committees and to management via the formal Board and Committee charters. The Board directly retains responsibility for a number of matters including:

- **Corporate Strategy** – Evaluation, approval and monitoring of the strategic and financial plans for the Group
- **Corporate Culture and Values** – Approval of the Group's core values and monitor corporate culture of the Group within the framework of the core values identified in the Code of Conduct
- **Oversight of Management** – Guidance and monitoring of management's performance, implementation of strategy, appointment and replacement of the CEO, executive succession planning, performance monitoring and remuneration of the CEO and senior management
- **Oversight of Financial Management** – Review and approval of annual operating budgets and financial reports of the Group, evaluation and approval of all decisions concerning major capital of the Group
- **Oversight of Capital Management** – Approval of changes to the Group's capital structure, Distribution Policy determination and approval of distribution payments pursuant to that policy and approval of the establishment and issue of any equity rights via incentive plans
- **Board Composition and Structure** – Review composition of the Board, succession plans, conducting annual performance reviews and assess establishment, composition, and effectiveness of Board committees
- **Compliance and Risk Management** – Monitoring of strategic risk management systems and the integrity of internal control and reporting systems
- **Investor Communications** – Approval of material reporting and other external communications by the Group, review of policies and procedures to ensure compliance with ASX continuous disclosure requirements
- **Ethics and Responsible Decision Making** – Actively promoting ethical and responsible decision making and monitoring compliance with policies governing the operation of the Group.

### Audit and Risk Committee

Key functions are to oversee and review:

- The integrity of the Group's external financial reporting and financial statements
- The appointment, independence and competence of external auditors
- The effectiveness of systems of risk management and internal controls
- The Group's material exposure to economic, environmental and social sustainability risks
- Systems and procedures for compliance with applicable legal and regulatory requirements
- Ensuring the Group maintains appropriate insurance.

### Remuneration and Nomination Committee

Key functions are to review and make recommendations on:

- Company's approach to culture, including the Group's diversity and inclusion strategy, policy and practices
- Key management personnel and executives remuneration and incentive Policy
- Level of remuneration for non-executive directors
- Design of all equity-based incentive plans
- Board size, composition, independence, and desired competencies of the Board
- Appointment, re-election and succession of directors and key management personnel.

### Investment Committee

Key functions are to oversee and review:

- Investment and capital management
- Asset portfolio construction.
- Investment returns and the cost of capital
- Investment risk
- Acquisition strategy
- Debt portfolio construction and management
- Acquisition and divestments.

### CEO & Other Senior Executives

- Responsible for the day-to-day management of the Company and implementation of the strategic plan.

### Group Risk Management Committee

- Oversee the Group's financial services risk, risk culture and framework.

### Operational Risk Management Committee

- Oversee the Group's operational business risks, risk culture and framework.

### Executive Investment Committee

- Review the Group's investment in assets and make recommendations to the Investment Committee.



## Board and Committees continued

The Governance framework enhances the delivery of our sustainability objectives and the identification and management of risks across the business and in our operating environment. The Group's sustainability approach is overseen by the Group's Audit and Risk Committee and Executive Leadership Team.

The Group's Audit and Risk Committee has responsibility for monitoring the Group's sustainability strategy, initiatives and reporting and recommending the Group's sustainability program to the Board for their endorsement. The members of the Audit and Risk Committee are all independent, Non-Executive Directors.

### Code of Conduct

The Group's values are set out in the Code of Conduct. In particular, the Code of Conduct outlines acceptable behaviour and attitudes expected from all to promote and maintain the confidence and trust of all those dealing with the Group.

We conduct a periodic review of the Code of Conduct to ensure that it covers all relevant issues and sets standards consistent with the Group's commitment to ethical and responsible behaviours. The Code of Conduct is a part of the induction program for all employees, who are also encouraged to revisit it periodically. Employees are required to acknowledge their agreement to the Code of Conduct once reviewed. If an employee is unclear on any details of the policy, they are encouraged to speak with their Manager, Group Compliance Manager or People and Culture.

We have also established an extensive framework of policies and procedures that support our Code of Conduct, including Anti-Bribery and Corruption policy, Whistle-Blower Policy, Supplier Code of Conduct, Diversity and Inclusion Policy, Personal Trading

Policy, Continuous Disclosure Policy and Modern Slavery Statement. These policies are available and can be accessed on our website.

### Ethics & Integrity

Employees are expected to treat all other employees and persons with respect and to observe the highest standards of ethics, integrity, and behaviour during their course of employment with the Group. We promote a culture where honesty, empathy and trust are regarded as central values of integrity, encouraging open communication and building relationships on these values.

### Anti-Bribery and Corruption Policy

We are committed to achieving the highest standards of integrity and working against all forms of unethical or unlawful behaviours, including corruption, bribery, fraudulent or dishonest conduct. The Group's Anti-Bribery and Corruption Policy sets out the standards expected of all employees in observing and upholding the prohibition of bribery and improper conduct and provides guidance on how to recognise and deal with instances of bribery and corruption. The Group will thoroughly monitor and investigate any bribery and corruption cases and appropriate disciplinary action would be taken against any employee who is responsible for such conduct.

### Public Policy

Ingenia conducts all its business affairs legally, ethically and with strict observance of the highest standards of integrity and propriety and takes seriously its obligations to comply with all federal, state and local government laws and regulations.

All dealings with politicians and government officials are done with caution and are always dealt with at arm's length to avoid any perception of attempting to gain advantage.

Employees are expressly prohibited from making, promising, offering or authorising a payment of anything of value, either directly or indirectly to a government official except as otherwise set out in Ingenia's Political Donation and Gifts & Hospitality Policies, which limits entertainment, meals and hospitality to low nominal value in accordance with accepted local social custom.

If dealing with suppliers in other countries, care is taken to ensure that local charities are not used as a screen for illegal bribes and that the charity or cause is legitimate. If political and charitable donations are made, they must be authorised at a corporate level, usually by the Group Compliance Manager in conjunction with the CEO and the Board.

No political or charitable donations were made in the reporting period nor were any incidents of non-compliance concerning marketing communications reported. Further information on our public policies is provided in our Anti-Bribery and Corruption Policy.

### Whistle-Blower Policy

We recognise that staff may become aware of serious issues within the workplace which have the potential to cause damage to our people, investors, customers, or the community. The Group has established the Whistle-Blower Policy to provide guidance and protection to whistle blowers. The policy outlines when the escalation of a matter may be appropriate, the process for employees to take if they become aware of reportable issues, details of the external provider of the Ingenia Speak Up integrity hotline, and the protection afforded to them as a whistle blower including the ability to remain anonymous. When concerns are raised management will take responsible, appropriate action in accordance with our policy guidelines.

## Board and Committees continued

Whistle blower policy training was provided to all our employees this year. A new, external provider has also been appointed, ensuring that employees have easy access to report any concerns. A URL/QR code to the hotline and the policy is provided through the employee portal and posters at all sites.

### Conflict of Interest

Employees are required to avoid conflict of interests between their private activities and company responsibilities and not take improper advantage of their position or of information obtained in the course of their employment. Employees are required to disclose actual or potential conflicts to managers. Directors are required to keep the Board advised of any interest that might be in conflict with the Group and restrictions are applied to directors' rights to participate in discussion and to vote when a conflict has been identified.

### Employee Performance Management

We emphasise promoting appropriate remuneration policies and practices while delivering clear and transparent communication of remuneration arrangements.

The Group's Remuneration Policy aims to ensure that remuneration packages properly reflect the person's duties and responsibilities, and that the remuneration is competitive in attracting, retaining, and motivating high calibre people.

Consistent with this commitment, the Remuneration and Nomination Committee (RNC) undertakes regular reviews of the remuneration frameworks and engages with internal management and external advisors and makes recommendations to the Board.

The Board is ultimately responsible for decisions regarding remuneration arrangements.

### Employee Performance and Reward

We aim to achieve and deliver outcomes that strongly align the interests of our employees and security holders. Our remuneration approach is structured to attract suitably qualified candidates, reward the achievement of strategic objectives, and achieve the broader outcome of long-term value creation for security holders.

The remuneration structures consider a range of factors, including the following:

- market benchmarking based on the size and scope of the role
- the Board's view of strategic priorities (balancing short-term and long-term performance)
- level of experience (developing or established in the role) and contribution and value to the business (flight risk, replaceability, succession planning)
- the desire to motivate, retain and reward staff for high performance
- expectations of stakeholders including investors, staff, and regulators.

Our executive remuneration program reflects various components aimed to achieve both short and long-term growth and financial and non-financial aspects.

Key components of our remuneration programs are:

### Total Fixed Remuneration

Fixed remuneration is benchmarked to comparable market roles to be fair and competitive.

### Short-Term Incentives

STIs are measured over the financial year and awarded to eligible participants based on business and individual performance.

### Long-Term Incentives

LTI grants are made to eligible participants to build and develop long-term alignment with security holders interests, focusing on overall financial outcomes of the Group.

To strengthen our focus on sustainability across the business, a portion of Executive STI in FY22 was subject to achievement of non-financial measures including ESG, 'People, Culture, Health and Safety' and 'Operational Systems & Process'.

To further strengthen alignment of employees and security holders' interests, the Group expanded reward programs to the entire organisation. We introduced The Ingenia Valued Employees Share Take up Plan (INVEST Plan) in FY18 and Talent Rights Grant (TRG) in FY21, designed for non-KMP employees to recognise the contribution of staff and enhance alignment with investors by granting employees an ownership interest in the Group. Further information regarding executive director remuneration can be found in the Remuneration section of the Ingenia Communities Group Annual Report.

### Cyber Security

Last year we launched a cyber program with a third-party expert to strengthen and evolve our measures to defend against emerging cyber risk scenarios. We formalised our framework to manage detected cyber incidents with an updated cyber security incident management plan and also introduced a Cyber Supply Chain Risk Management Policy and associated vendor review process. Our approach recognises the importance of training for our teams through the provision of mandatory annual cybersecurity training for all employees. There were no substantiated complaints concerning breaches of customer privacy and losses of customer data over the 2022 financial year.



## Board and Committees continued

During the year we piloted the Sustainable Digitalisation Project's (SDP) Principles Application Framework (PAF) on our Cyber Security program. The SDP is a collaboration of professionals in sustainability, digital technology, social change and other related fields to advance sustainable digitalisation or the use of digital technology in a way that is responsible, ethical and sustainable, providing ESG benefits while carefully managing the risk of harm. The PAF is a research and development project with the objective to provide a practical methodology for developing, deploying, operating and owning digital technology in the built environment in accordance with the SDP's principles. Aside from providing real world feedback to the SDP, the process enabled Ingenia's project team to take a deep dive into our Cyber Security program and challenge the design and delivery of the process through an ESG lens. The application of the PAF enabled the project team to consider the perspective of staff and external customers, as well as broaden the consideration to a whole of life application.

### Climate-Related Resilience and Risk

Climate change has unequivocally emerged as one of the top global risks and we acknowledge how it poses a serious global challenge. Portfolio resilience is critical to our customers, investors, and other stakeholders. Through this year, we have developed a climate review process for new acquisitions, undertaken exposure assessments on recent acquisitions, continued program of vulnerability assessments on operating assets, identified our future climate transition risks and opportunities and undertaken Climate Adaptation and Resilience Assessments on three new development projects aligned to the Green Star Communities Tool.



We have employed a specialist to work with the Executive management and the Board to deepen our understanding and develop a systematic approach to the identification and management of physical and transition climate related risks across the business. Over FY23 we will work with the Audit and Risk Committee to consider the outcomes of this process and to formalise reporting and management processes at both an asset and portfolio level. This approach will be embedded into relevant business practices.

Over FY23 we will continue to work with our external consultant to:

- Review climate related risks in the acquisitions process
- Plan and respond to the risks and opportunities posed by a changing climate at an individual asset and portfolio level

- Build our understanding of physical risks to our communities and the risks to our business overall in the transition to a low carbon economy
- Focus on embedding our climate adaptation and resilience approach and assessment recommendations into our existing acquisitions, development, operations, business strategy and risk management processes
- Provide regular reporting to the Audit and Risk Committee on the ongoing outcomes and progress of asset resilience and transition risk assessments at an individual asset and portfolio level.

Additional detail on our approach to climate risk will be contained in our first TCFD aligned report, to be published in the coming months. This report will provide Ingenia's current response to Climate related issues in relation to Governance, Strategy, Risk Management, and Targets and Metrics.

## Materiality Assessment

The sensitivity of an issue to Ingenia and to its stakeholders, in terms of importance, forms the basis of materiality analysis, which in turn guides the processes for identifying, managing, and devising specific **action plans for addressing our material issues.**

**Material issues are defined as those that are important to our stakeholders and have the greatest impact on Ingenia's business and our ability to create value. Ingenia acknowledges that materiality is specific to every individual company and several discovery phases were undertaken to develop an understanding of what material issues would apply to Ingenia's business portfolio.**

In FY22 we analysed insights and feedback from a range of internal/external sources and stakeholders, including:

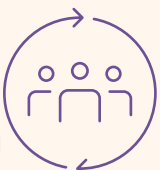
- Investor feedback
- Resident satisfaction surveys and feedback from our guests
- Employee engagement
- Leading frameworks such as the Global Reporting Initiative (GRI), global sustainability outlook and industry-specific trends
- Industry partnership and collaboration
- Community engagement.

Ingenia's Group Executive and internal Sustainability Working Group, which includes relevant executives and members of their senior leadership teams, played a key role in the identification of material issues, which were then reviewed (including analysis of whether the issues present risks/opportunities over the short-term or longer-term) and prioritised by the Group Executive before being presented to the Audit & Risk Committee and recommended to the Board. An annual review of the Group's material issues is undertaken to ensure that emerging issues and stakeholder objectives and concerns are regularly assessed and inform our reporting. Topics emerging outside of the formal annual review are also assessed for materiality and considered in our sustainability strategy.



# Materiality Assessment continued

Ingenia identified the following material issues across the business and a consolidated outcome of the stakeholder engagement process has helped us streamline our focus areas in line with these material issues, as shown in the table below.

Sustainability Framework Pillar	Material Issue	Focus Area	Relevant Sections in this Report
<b>GOVERNANCE</b> 	<b>Creating long term value through delivering economic performance, managing risk, maintaining a high level of governance and transparency and collaborating with industry in sustainable solutions.</b>	<ul style="list-style-type: none"> <li>Ensuring the Group has appropriate risk management, and a high standard of governance and transparency is key to market confidence and the delivery of sustained financial performance.</li> <li>Engaging to influence and support positive industry change through effective partnerships and contribution to industry bodies.</li> </ul>	<ul style="list-style-type: none"> <li>Corporate Governance Framework</li> <li>Climate-Related Resilience and Risk</li> <li>Code of Conduct</li> <li>Ethics and Integrity</li> <li>Anti-Bribery and Corruption Policy</li> <li>Whistle-Blower Policy</li> <li>Memberships and associations</li> <li>Cyber Security.</li> </ul>
<b>ENVIRONMENT</b> 	<b>Creating and operating high quality portfolios that minimise our impact on the environment and meet future needs.</b>	<ul style="list-style-type: none"> <li>Implementing and adopting sustainable practices and technologies in our operations and development activities to deliver high-quality portfolios in the long-term for our customers, our investors and our local communities.</li> </ul>	<ul style="list-style-type: none"> <li>Our Environment</li> <li>Development</li> <li>Energy and Emissions</li> <li>Waste Management.</li> </ul>
<b>SOCIAL</b> 	<b>Supporting the health, safety and well-being of our employees, residents, guests and contractors.</b>	<ul style="list-style-type: none"> <li>Creating communities that support the health, safety and well-being of our residents, guests and employees through fit-for-purpose facilities, activities and services and constant communication and engagement.</li> <li>Strong health and safety systems in place to effectively manage health and safety risks of our employees and contractors' operations.</li> </ul>	<ul style="list-style-type: none"> <li>Health and Safety</li> <li>Our Customers and Communities</li> <li>Local Communities.</li> </ul>
	<b>Retaining, attracting and motivating a purpose-led, high performing team with a strong focus on diversity, engagement, training and recognition.</b>	<ul style="list-style-type: none"> <li>The ongoing growth and success of the Group is supported by the ability to build on proprietary knowledge and to attract, retain and motivate a performance-oriented team who embrace the Group's values.</li> <li>Fostering a diverse and inclusive culture, developing our people capability and recognising their efforts and achievements.</li> </ul>	<ul style="list-style-type: none"> <li>Employee Engagement</li> <li>Diversity and Inclusion</li> <li>Employment, Learning and Development</li> <li>Employee Benefits.</li> </ul>

## Materiality Assessment continued

Sustainability Framework Pillar	Material Issue	Focus Area	Relevant Sections in this Report
<b>SOCIAL</b> continued 	<b>Supporting our local communities through engaging and purposeful contributions from our employees and residents.</b>	<ul style="list-style-type: none"> <li>➤ Ongoing support to our local communities with engaging, meaningful and impactful contributions from our employees and residents through volunteering, fundraising, sponsorship, charity and space provision.</li> <li>➤ Promoting local goods, services and suppliers to provide economic support to our local communities.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Local Communities.</li> </ul>
	<b>Preventing the risks to human rights in our operations and supply chain</b>	<ul style="list-style-type: none"> <li>➤ Developing and implementing processes and systems that prevent modern slavery and other human rights risks in our operations and supply chain.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Human Rights.</li> </ul>

As we build greater knowledge in specific areas and policies evolve, we will continue to review our materiality matrix, ESG objectives and priorities.



## Stakeholder Engagement

Our stakeholder engagement process is guided by our values of **integrity, respect, community, and improvement.**



## Stakeholder Engagement continued

Ingenia's key stakeholder groups include residents and guests, employees, investors, local communities, industry partners and suppliers. We strive to build collaborative relationships with our stakeholders to ensure that we understand their needs and work together to deliver positive sustainability outcomes.

In order to inform our sustainability decision-making and identify the material topics, we engage with our key stakeholders through different channels.

	Residents	Guests	Our Team
<b>How we engaged</b>	<ul style="list-style-type: none"> <li>Resident meetings</li> <li>Meet and greet events</li> <li>Community focused newsletters</li> <li>Direct contact with onsite teams</li> <li>Activity programs (Activate)</li> <li>Social Media.</li> </ul>	<ul style="list-style-type: none"> <li>Initial Inquiry</li> <li>Post stay feedback survey</li> <li>Public platforms such as Google, Trip Advisor or Booking.com</li> <li>Direct communication</li> <li>Regular updates on our website and through our social media channels.</li> </ul>	<ul style="list-style-type: none"> <li>Regular employee engagement surveys</li> <li>Monthly Group wide "Village Updates" with opportunity to hear from business leaders and submit questions for the CEO</li> <li>Business unit team meetings, face-to-face briefings, informal catchups</li> <li>Online platforms (onboarding, learning and development, reward and recognition)</li> <li>Periodic performance reviews</li> <li>Regular social events and learning events.</li> </ul>
<b>Key themes</b>	<ul style="list-style-type: none"> <li>Health and Well-being</li> <li>Connection, Belonging and Inclusion</li> <li>Communication</li> <li>Assistance with government funded care and support services.</li> </ul>	<ul style="list-style-type: none"> <li>Access to high quality facilities</li> <li>High quality and ease of service</li> <li>Sustainability</li> <li>Satisfaction with stay.</li> </ul>	<ul style="list-style-type: none"> <li>Strong commitment and connection with our vision and values</li> <li>Health, safety and well-being</li> <li>Skills and capability development</li> <li>Diversity and inclusion</li> <li>Ongoing career opportunities</li> <li>Building knowledge and awareness across business.</li> </ul>
<b>Our Actions</b>	<ul style="list-style-type: none"> <li><b>ACTIVATE</b> – our complimentary lifestyle program is offered to residents, which not only promotes social connection amongst our residents, but assists with their mental and physical health and well-being</li> <li>Community updates through our Newsletters</li> <li>Accessible, engaged on site teams</li> <li>Ingenia Connect</li> <li>New community design.</li> </ul>	<ul style="list-style-type: none"> <li>Refurbishment and replacement of older style cabins with new efficient cabins and other new accommodation types (eg airstreams and bell tents)</li> <li>Launch of innovative online ordering platform (HungryHungry) for convenience, and great service</li> <li>Transition to solar and LED lighting</li> <li>Implementation of environmental initiatives, including waste reducing bulk refillable amenities dispensers and recycling</li> <li>Training for our teams on service standards</li> <li>Kids Club and in park activities (eg Surf education).</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced communication through our employee platform 'Happy Days'</li> <li>Providing Accredited Mental Health First Aiders</li> <li>Increased investment in Leadership development and training programs</li> <li>Ingenia Giving policy, Parental Leave Policy, Hybrid Working Policy</li> <li>Competitive and fair reward strategies</li> <li>Enhanced Diversity and Inclusion Policy</li> <li>Building internal role-based career paths</li> <li>Regular staff social events promoting collaboration, inclusivity and belonging.</li> </ul>

# Stakeholder Engagement continued

Investors	Suppliers	Government and Industry Partners	Community
<ul style="list-style-type: none"> <li>Full year and half year results announcements</li> <li>Annual and Half Year Financial Reports, Sustainability Report</li> <li>Conference presentations</li> <li>One on one meetings</li> <li>Asset tours and virtual events</li> <li>Annual General Meeting</li> <li>Publication of ASX announcements</li> <li>Investor dashboard on our website</li> <li>Governance Statement, Charters and Policies.</li> </ul>	<ul style="list-style-type: none"> <li>Regular meetings and communication</li> <li>Human rights supplier engagement – Supplier Code of Conduct</li> <li>Communication about future work</li> <li>Industry exhibitions/ events to expand supplier connections.</li> </ul>	<ul style="list-style-type: none"> <li>Memberships and partnerships with key industry organisations, including the Retirement Living Council (RLC), Property Council of Australia (PCA), Residential Land Lease Alliance (RLLA), Caravan and Camping Industry Association (CCIA), Green Building Council of Australia (GBCA), Diversity Council Australia and Leading Age Services Australia (LASA)</li> <li>Speaking at Industry events to share knowledge</li> <li>Electronic media</li> <li>Meetings with government stakeholders</li> <li>Local council engagement at the planning stage of new projects and through operations of our parks and communities.</li> </ul>	<ul style="list-style-type: none"> <li>Community Engagement events</li> <li>Supporting local charities and community groups</li> <li>Social media, electronic and print media</li> <li>Site signage</li> <li>Engaging local suppliers</li> <li>Attendance at conferences and other industry meetings.</li> </ul>
<ul style="list-style-type: none"> <li>Project delivery and asset performance</li> <li>Organisational capability (Executive and Board)</li> <li>Development pipeline and progress</li> <li>Capital strategy and management</li> <li>Current and emerging risks</li> <li>ESG performance and initiatives</li> <li>Long-term value creation.</li> </ul>	<ul style="list-style-type: none"> <li>Financial instability in the broader industry</li> <li>Supply chain and labour disruption</li> <li>Environmental and Human rights considerations</li> <li>Managing risks within supply chains.</li> </ul>	<ul style="list-style-type: none"> <li>Innovative, sustainable, and future ready communities</li> <li>Reduction of emissions and adoption of renewable energy</li> <li>COVID-19 response and recovery</li> <li>Understanding of operating model.</li> </ul>	<ul style="list-style-type: none"> <li>Stimulating local economy – financial benefits and impact</li> <li>Health, Safety and Well-being</li> <li>Impact of development and community benefits/outcomes</li> <li>Provision of affordable accommodation (short and long term).</li> </ul>
<ul style="list-style-type: none"> <li>Continued to execute strategy initiatives and focus on creation of value - increased exposure to domestic travel and demographic trends</li> <li>Delivered FY22 guidance</li> <li>Well positioned balance sheet</li> <li>Progress on development pipeline</li> <li>Addition of quality assets to portfolio – enhancing scale and market reach</li> <li>Continued to evolve ESG strategy, initiatives and reporting.</li> </ul>	<ul style="list-style-type: none"> <li>Balanced and fair supplier contracts</li> <li>Regular communication of development pipeline to assist with planning and forward ordering</li> <li>Worked with suppliers to bring awareness and compliance with the Modern Slavery Act</li> <li>Working with our supply chain to deliver better outcomes for all stakeholders, including reducing environmental impact of business activities.</li> </ul>	<ul style="list-style-type: none"> <li>Continued investment in developing new innovative, sustainable and future ready communities</li> <li>Design evolution</li> <li>Increasing representation on industry bodies and contributing to public policy debate</li> <li>Building industry profile and awareness</li> <li>Focus on sustainability – investment in solar and emission reduction technologies</li> <li>Continued prioritisation of the health and safety of our homeowners and guests.</li> </ul>	<ul style="list-style-type: none"> <li>Engaging local suppliers and providing employment opportunities to locals in a community</li> <li>Events partnerships and donations to local charities</li> <li>Providing affordable rental accommodation within our communities</li> <li>Undertaking community and stakeholder engagement through development planning process</li> <li>Creating sustainable communities.</li> </ul>





## Environment

As a Group we are conscious that the diverse communities we invest in, own, manage and develop can have different environmental profiles.

With a growing portfolio of communities across Australia, we are focused on understanding and assessing our environmental risks and opportunities, mitigating any adverse effects, and realising opportunities towards **creating positive environmental impacts**.



## Our Environment

Our sustainability focus is to ensure that the communities we create today contribute to a better future – for our residents, our guests, our team and society.

### Key FY22 Actions

- Progressed leading approach to sustainable development for new communities – Green Star strategy well advanced with commitment to create first Green Star Homes community and extend Green Star – Communities rating to an additional community
- Ingenia Holidays Byron Bay – the first park to install sustainable ModnPods on a commercial level
- Integrated 30 new communities and development sites
- Commenced data capture for water use.

Our focus is on **creating communities** that are efficient and resilient with a reduced impact on the environment. We are mindful of our environmental impact in our business activities, built communities which are existing assets, ongoing operations, design and development of new assets and acquisitions. We acknowledge that, as we create new communities, we have the greatest ability to understand and influence environmental outcomes.

Our approach to minimising our footprint and creating ongoing positive environmental outcomes is based on the following:

- For acquiring and investing in existing communities, an ESG assessment is part of the due diligence process and feeds into the investment review and approval - we have increased the scope and rigor of our assessments this year and are continuing to evolve this key process

## Environment



### Business Activities

### Built Communities

### Acquisition

### Ongoing Operations



### ENVIRONMENTAL IMPACT & PERFORMANCE

### Design & Development

- Planning, designing, and developing new communities (homes, accommodation, facilities) which harness new technologies and materials to generate greater environmental efficiencies. This includes evolving the building methodology to create more sustainable communities
- Ongoing engagement and collaboration with key industry associations to generate or improve standards and performance tools as well as participation in rating programs
- Continuous improvement of our environmental data collection, tracking and reporting systems and processes
- Establishing appropriate measurements and setting long-term goals for reduction in energy use and waste recycling to reduce environmental footprint and generate financial benefits



## Our Environment continued



- Focusing on impact with direct control (infrastructure and facilities across communities and accommodation) and those we can influence (resident and guest footprint within homes and accommodation)
- Adopting, investing in, and implementing feasible technologies and programs directed at reducing environmental footprint at the source and/or through operational efficiencies. Some of the key initiatives include solar installations, LED lighting rollout, deploying energy efficient maintenance programs and equipment, and use of remote sensors to optimise energy consumption in tourism cabins
- Building internal capability and skills on sustainability practices
- Continuous enhancement of our sustainability reporting practice in line with international frameworks and standards

- Our emission reduction initiatives in operations are aimed at offering residents' benefits around efficiency, lower operational costs, health and well-being.

Accordingly, key initiatives that we have made progress on this year in creating a more sustainable business and communities include:

- Continued engagement with the Green Building Council of Australia as we participated in the Green Star for Homes Early Access Program, completing construction of our home at Ingenia Lifestyle Plantations and committing to development of Australia's first Green Star Homes community, at Beveridge in Victoria
- Extended our understanding of Green Star ratings and internal capacity through inhouse training conducted by the Green Building Council of Australia – two projects are now registered for Green Star – Communities accreditation

- Increased scope and rigor of our ESG assessment framework for new acquisitions, trialling a more detailed process aligned to development and operating programs
- Continuation of our renewable energy and lighting upgrade roll out
- Continuing rollout of energy saving remotes at our holiday parks
- Upgraded existing electric hot water systems in 430 units at 9 Ingenia Garden sites to more efficient heat pump systems under the Victorian Energy Upgrades program and the Federal Renewable Energy Target Program. This upgrade provided our residents with energy savings and a cost benefit
- Installed 5 eco pavilion cabins with low embodied carbon, passive design, and high thermal efficiency at Ingenia Holidays Byron Bay – the first park to install sustainable ModnPods on a commercial level
- Continued to improve our environmental data collection, tracking and reporting systems and processes
- Battery installation at Seachange Toowoomba and Hervey Bay.

### Environmental Compliance

The Group has policies and procedures in place to ensure that, where operations are subject to any particular and significant environmental regulation under the laws of Australia, those obligations are identified and appropriately addressed. The Directors have determined that there has not been any material breach of those obligations during the financial year 2022.



Environment

# Our Environment continued



## CASE STUDY - INGENIA LIFESTYLE HERVEY BAY



### Design Principles:

Customer-centric home design, maximising natural light, privacy and ease of navigation. Cross flow ventilation, accessibility with no steps to the home allowing residents to comfortably age in place.

### Sustainability:

- Installed 64 kW of solar panels and 118 kW Tesla Powerwall Battery Storage at the clubhouse
- 25,000L water tank for irrigation
- LED sensor lighting
- Private electricity metering to homes and individual solar available.



118 kW

Installed 64 kW of solar panels and 118 kW Tesla Powerwall Battery Storage



## CASE STUDY - INGENIA GARDENS



### Replacement of hot water systems across Victoria and New South Wales

The annual savings for residents was approximately \$500 a year which equates to a 70% hot water energy saving.

#### Ingenia Gardens Case Study

Ingenia Gardens Village Sites	9
Ingenia Gardens units upgraded	430
Weeks to complete the project	8
Annual savings per system	\$500
Hot Water Energy Saving	70%

\$200k

per year

saved in electricity bills across 9 Ingenia communities

3,600

equivalent number of cars taken off the road

12,000

Tons

Greenhouse Gas Emissions abated per annum

## Our Environment continued

### Development

We are focussed on ensuring that our new developments represent sustainable and resilient communities.

In approaching development, we not only consider the creation of the community but, as we continue to own and operate the completed development, the longer-term impacts related to ongoing ownership and operation.

A key focus has been targeting carbon neutral outcomes and this has seen us implement a range of different initiatives, including:

- All electric homes at current projects including Ballarat, Lara, Bob's Farm, Freshwater, Queensland projects and planned at all future communities
- Battery installation at Seachange Toowoomba and Hervey Bay
- Our community hub at Ingenia Lifestyle Nature's Edge will use **geothermal** heating and cooling for the pool as well as air-conditioning of the facilities. We are investigating the further roll-out of geothermal in our future communities
- Electric charging stations at all future communities, electric cars and/or E-bikes for resident use at Ballarat and Lara
- Registering Fullerton Cove and Beveridge for a Green Star - Communities rating
- At Ballarat, NCC Energy Efficiency Compliance for all homes (6-star rating). The homes will have 2 kW solar, heat pumps and will be future proofed for battery installation
- Ongoing training for our team to enhance their knowledge of new technologies and generate consistencies in approach across diverse projects.

New developments will have waterwise landscaping and drought tolerant planting. At Ballarat, to capture and reuse water, a 400m<sup>3</sup> Tank has been installed under the bowling green in the Clubhouse precinct. The Lara community hub bathrooms are planned to have intelligent tapware and fixtures that provide real time data on water consumption, use and alerts. This additional layer of management will provide efficiency improvements in terms of consumption and maintenance. Water storage is also present at Ingenia Lifestyle Hervey Bay and we plan to have water retention initiatives in all future communities.

Recycled water will also be utilised for toilet flushing (with supplementary treatment as appropriate) and irrigation at the community hub.

Our planned community at Bargara is targeting the recycling and reuse of 60% of all construction and demolition waste. Also, composting will be provided in the community garden. All communities will have measures for effective recycling of waste.

During the year, we engaged energy infrastructure consultants to help us build an energy model that we can build into our future community designs. The aim of the model is to ensure we can achieve our carbon neutral ambitions in our new developments, maximise customer benefit through reduced cost and green energy provision whilst ensuring reliability. The model considers capacity requirements for DER (Distributed Energy Resources) inclusion such as solar, batteries, future EV charging and more efficient home designs. We will complete this work in 2023 before reviewing applicability to existing assets.

We are building on the initiatives we have in place and strive to constantly improve our approach as we learn from these initiatives and commence new developments. Over FY23 we will further standardise a range of sustainability elements and processes across future developments.

## Our Environment continued

The first developer in Australia to commit to a master planned community of 261 homes, all with Green Building Council of Australia's (GBCA) Green Star Homes certification, at Beveridge, Victoria. The commitment extends to achieving a Green Star – Communities rating on the project.



We are proud to be the first in the sector to commit to a large-scale development of Green Star Homes combined with a Green Star - Communities rating. This is an important milestone for the Group in our aim to be a leader in sustainable development projects.

This commitment is a further step to our participation in the GBCA Green Star for early homes access program at Ingenia Lifestyle Plantations.

We have commenced civil construction at Beveridge, 37km north of Melbourne's CBD.

Green Star certified homes at the Beveridge Community will achieve NatHERS rating of 7.5 and will feature double-glazed low - e windows, an efficient hot water heat pump, heat recovery ventilation to the entire home, reticulated recycled water line to reduce potable water usage, efficient appliances, and LED lighting.



The homes will be all electric and have Ingenia's solar, micro grid, providing enhanced thermal comfort. This will result in cheaper energy and water bills, making them more affordable to run, healthier and more comfortable. Further, the homes will have thermal and acoustic comfort and low material toxicity.

The Green Star – Communities rating focusses on the environmental, community, governance, and innovation around design and initiatives that target the broader development and will assist in driving efficiencies and creating a sustainable, long-term investment for the Group.

Consistent with our focus on continual improvement we are upskilling our teams and plan to extend the Green Star - Communities ratings to additional community developments, improving the sustainability of future communities. This will enable benchmarking of sustainability practices in our master-planning, design, and operation of greenfield communities in the Lifestyle portfolio.



## Our Environment continued

### A collaboration with Prefabulous, AusIndustry Innovation Connections Program and the SBRC Sustainability Building Research Centre at the University of Wollongong, and Ingenia Communities for research to achieve a **Net Zero transportable cabin prototype**.

Ingenia is pleased to be participating in a research project aimed at benefiting Ingenia and other tourism operators through establishment of Net Zero principles and a template for modular construction for accommodation products in the future.

The project, which combines the design and construction expertise of Prefabulous with Ingenia's goal to deliver a Net Zero prototype for tourism accommodation is due to commence in October 2022 and be completed by July 2023.



This commercially driven research is anticipated to result in a prototype based on the following principles

- High Energy efficiency
- Recyclable & Sustainable materials
- Best in class low carbon and green tag materials
- Reducing impact on environment
- Innovative low-cost heating and cooling solutions
- Low maintenance interior and to exterior
- Supply chain efficiency.

### Biodiversity

The fine balance and innate rhythm in natural ecosystems are the pulse of environmental well-being. We have been conscious of the potential impact of our new developments and have adopted a legislative approach to preserve natural ecosystems across our developments. We are focused on evolving our approach to biodiversity and nature related risks as we consider emerging practices and the work of the Taskforce on Nature-related Financial Disclosures (TNFD) in FY 23.

Some current areas of focus include:

- Altering the plans for the future community at Nambour to increase setbacks to water ways

- Installing nest boxes for local wildlife at Freshwater and Victoria Point
- Working with the Port Stephens Koala Coalition to ensure consideration of the impacts of developments on local wildlife – providing further support through access to feed trees on our sites
- The Lara expansion will include a native themed wetland with a walking track and boardwalk for homeowners to enjoy, complete with outdoor exercise equipment.

### Next Steps

- Commence construction on leading Beveridge development - 261 Green Star Homes and Green Star - Communities rating
- Evolve approach to biodiversity and nature-related risks, considering Taskforce on Nature-related Financial Disclosures (TNFD)
- Review water data and define water strategy and reporting
- Continue to evolve and refine data capture and reporting
- Work with Prefabulous and the University of Wollongong to innovate and offer more sustainable cabins in our Holiday Parks.

## Energy and Emissions

Ingenia is committed to achieving energy efficiencies and **reducing the greenhouse gas emissions** from our built communities and business operations.

### Key FY22 Actions

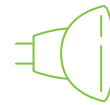
- First detailed emissions disclosures published, aligned to GRI Index
- Continued Solar and LED programs - solar investment increased to \$2.5 million (52 communities) - over 5,000 LED lights installed across 38 communities.

### Emissions reduction and risk management is the core of Ingenia's climate change mitigation strategy.

We have undertaken a multi-pronged approach that includes increased adoption of alternative clean energy options, supporting energy efficiency measures in our built communities and building greener. Ingenia's approach to Climate risk management is outlined in the Governance section of this report.

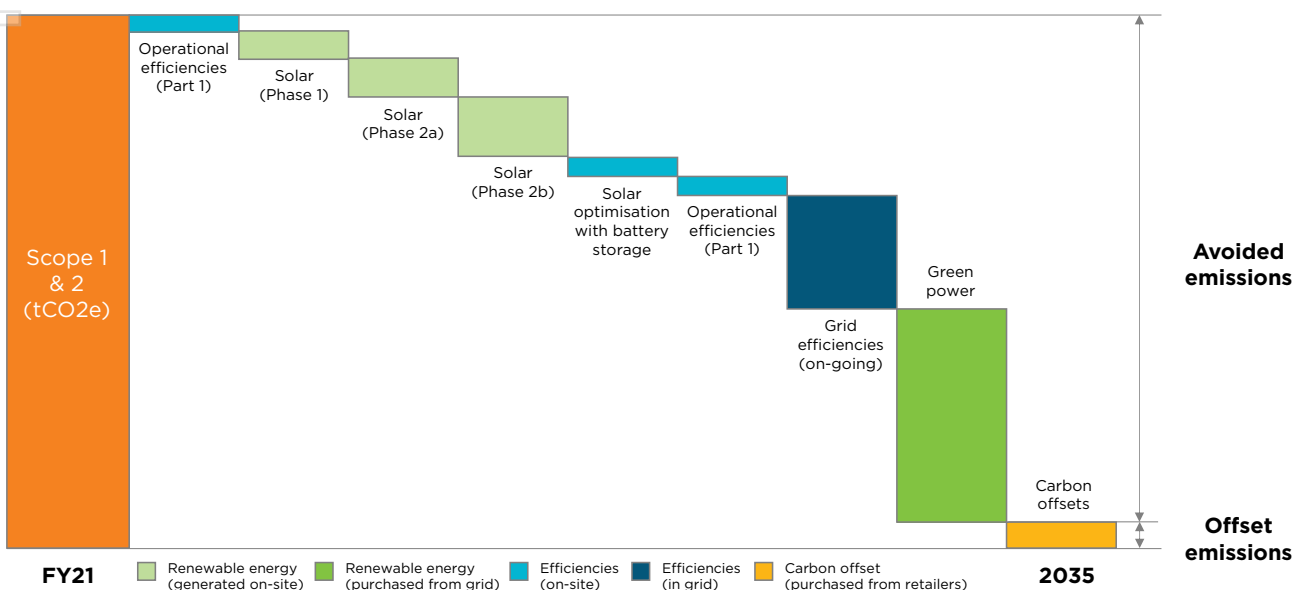
### Emissions Reduction Pathway:

We have continued to progress the Group's commitment to achieve our target to become a carbon neutral operation (Scope 1 and 2) by 2035. This long-term commitment covers our existing operations in Australia and includes an intermediary target of 30% reduction in Scope 1 and 2 emissions (against a 2019



Installation of over  
**5,000**  
LED lights across  
38 communities  
cumulative to date

baseline by 2026), supported by the \$75 million finance facility secured from the Clean Energy Finance Corporation (CEFC). Following a best practice carbon management hierarchy (i.e., avoid, reduce and replaced emissions before purchasing offsets), we are on track to decarbonise our portfolio as much as possible before moving to carbon offset purchasing. An overview of our Emissions Reduction Pathway is shown below.



## Energy and Emissions continued

Over last year, we continued with our efforts and initiatives to reduce the overall emissions of our business operations. Considering the material environmental impacts from our portfolio, we have made progress on the following focus areas to reduce energy consumption and greenhouse gas emissions from our operations:

- Consolidating our energy and emissions data, and reporting our Scope 1 and 2 emissions as disclosed in this Report, in Appendix A
- Installation of more than 3,500 LED lights across 21 communities in FY22, with an estimated energy saving of 257,000 kWh per annum
- Installation of 400 kW of Solar PV across 9 communities in FY22. Total solar energy production across all sites 1.4 million kWh with an estimated annual savings of over \$350,000
- Installation of smart remotes in holiday accommodation – circa 1,000 smart remotes were installed in holiday cabins across the holiday parks. These remotes automatically prevent air conditioning being run at uneconomic hot or cold levels through pre-set minimum and maximum temperatures, thereby improving energy efficiency
- Solar optimisation with battery storage to increase on-site renewable energy use at Hervey Bay – complete in FY22, monitoring of the outcomes and benefits will be key to enhancing our understanding of the potential of this technology
- Implementing our Green Star strategy in new developments. Green Star Homes require all homes to be 'net zero' in operation and our commitment to deliver 261 homes at our Beveridge community is a key step in reducing emissions and benefitting residents.

**Solar investment increased to \$2.5 million (as of June 2022) – 2,080 kW of Solar PV installed across 52 communities.**

**In FY22**



**400 kW**

of Solar PV installed in 9 communities



**1.4m kWh**

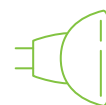
of Solar energy production

**Estimated Savings of over  
\$350,000**

### LED installation cumulative until June 2022

- Investment of over \$600,000 after Govt Rebates - across 38 communities
- Installation of 5,400 LED lights, with an estimated energy saving of over 500,000 kWh per annum.

**In FY22**



**Installation of more than**

**3,500**

LED lights across 21 communities with an estimated energy saving of 257,000 kWh per annum

### Supplier Feature: Austep Lighting



**We are happy to work with a supplier that is aligned with our values.**

Austep Lighting's impact extends beyond energy efficiency. Since commencing, the business has become B Corp certified and has:



**Saved over**

**15m kWh**

of electricity



**Donated**

**50%**

of profits to charity



**Planted**

**5,500**

trees



## Energy and Emissions continued



Current initiatives include:

- Ongoing rollout of solar to our operating communities. With 52 communities now complete, we anticipate integrating new acquisitions to the program as we continue rollout across our communities and include solar through new developments
- Continuing to deliver operational efficiencies – including, but not limited to: LED Lighting upgrades, lighting sensor installation, air-conditioner set points and timers, pool pump timers, hot water heaters and appliances which are more energy efficient
- Evolution of the Group's energy strategy - providing an integrated approach for new developments which will help us to optimise the complex products, services, and systems available in the market, while ensuring compliance, benefit and protection for our communities and residents
- Introduction of more energy efficient cabins and rental homes with key projects including first Green Star Homes at Beveridge, development of a prototype sustainable holiday cabin with Prefabulous and the University of Wollongong and installation of 6 eco 'annuals' cabins at Merry Beach
- Continuing to report on our energy use and emissions.

### Energy and Emissions Performance

The table below captures our performance data on energy consumption and greenhouse gas (GHG) emissions for activities under our operational control<sup>1</sup>.

Occupancy, energy consumption and GHG emissions	FY22	FY21
Nights Occupied	2,823,613	2,234,801
Electricity Usage (MWh)	14,554	12,840
Natural Gas (MWh)	2,036	807
LPG (MWh)	4,418	3,665
Scope 1 emissions (tCO <sub>2</sub> e)	1,454	975
Scope 2 emissions (tCO <sub>2</sub> e)	11,702	10,275
<b>Total GHG Emissions (Scope 1 and Scope 2 (tCO<sub>2</sub>e))</b>	<b>13,156</b>	<b>11,250</b>
<b>Emissions Intensity (Scope 1 and Scope 2 (kg CO<sub>2</sub>e/night))</b>	<b>4.7</b>	<b>5.0</b>
Resident Electrical Usage (MWh)	7,386	5,907
Resident Emissions (tCO <sub>2</sub> e) - (Scope 3 emission for Ingenia)	6,087	4,842

1. Excludes Ingenia Head Office, Funds, Assets under development during the reporting period, Murray Bend and Merry Beach (where metered data for annuals is not available)

2. Increase in Electricity consumption and Scope 2 Emissions due to new acquisitions

3. Increase in Ingenia Holidays Natural Gas usage due to acquisition of BIG4 Inverloch Holiday Park on 1/12/2020

4. Prior year data has been restated to include an estimation of LPG for Marsden Gardens which was not captured in preceding years.

## Energy and Emissions continued

Our total GHG emissions (Scope 1 and Scope 2) for FY22 was 13,156 tCO<sub>2</sub>e. GHG emissions are calculated for the identified material energy sources which includes consumption of LPG, natural gas and grid-connected electricity. Reported Scope 3 emissions are calculated for the electricity consumption by residents only across our communities. For information on the reporting standards and calculation methodology used by Ingenia to report on this performance data, please refer to 'Appendix A - Emissions Data and Reporting Protocol' in this Report.

It is our continuous endeavour to improve our reporting to present our progress towards our emissions reduction targets. However, several factors influence the interpretation of our Emissions data, the purchase of new assets, Covid lockdown, increased occupancy post lockdowns, evolving data capture, solar installation and efficiency measures implemented during the year.



### CASE STUDY - INGENIA GARDENS - EMISSIONS

Our Ingenia Gardens portfolio has remained relatively stable over the past four years, with the acquisition of one community in FY21 representing the key change.

While the portfolio was impacted by operating restrictions associated with COVID, as there are more modest facilities in place and the communities are generally smaller in scale these impacts have been reduced when compared to our other communities. Given the longer period of ownership and the more consistent nature of the communities a range of actions have been progressing over the past few years, with the aim to improve energy efficiency across this portfolio. These include:

- Rollout of solar across the communities – to date solar has been installed at 26 of the 27 communities
- Installation of LED lighting in 20 communities
- Replacement of hot water systems across NSW and Victorian communities – this has contributed to a significant decrease in resident energy usage.

These activities are generating positive outcomes, with overall electricity consumption decreased by 15% against CY 19 (our base year), despite an increase in occupancy (up 5%) in FY 22. This progress is encouraging as we roll out further initiatives across our portfolio to generate additional savings in line with our emissions reduction plan.





## Energy and Emissions continued

INGENIA GARDENS EMISSIONS	FY22	CY19	% Change from CY19
Nights occupied	478,543	457,893	5%
Total Energy Intensity (kWh / night)	3.1	3.6	-14%
Total Scope 1 and 2 (tCO <sub>2</sub> e)	981	1,208	-19%
Total Scope 1 and 2 Intensity (kg CO <sub>2</sub> -e / night)	2.0	2.6	-22%
Resident Emissions (tCO <sub>2</sub> e) - (Scope 3 emission for Ingenia)	10	18	-44%



### Next Steps

- Optimise strategy for energy infrastructure systems for new projects
- Implement next phase of solar and LED in existing assets. Identify future opportunities for solar generation, storage and distribution
- Review of emissions reduction pathway to include 30 new acquisitions
- Continue to evolve and refine data capture and reporting.



## Waste Management

Ingenia is committed to progress towards a circular economy model, **driven by sustainable waste management solutions.**

### Key FY22 Actions

- Engaged residents in waste management at the communities.
- Expanded and evolved our waste data capture and reporting.

At Ingenia, our waste management strategy includes collection, segregation, recycling, and disposal in a scientific manner. We strive to adopt these measures across the entire value chain with an aim to minimise waste generation at our sites and enhance our landfill diversion pathways.

Our waste management contractors support us with the waste data compilation across the majority of our operations, which provides insights into the decision-making process for improving our overall environmental footprint.

We continue to pursue waste reduction solutions, new beneficial uses of waste, and recycling options for our residents and our own operations.

Over the last year, we focussed on:

- Establishing appropriate measurements for our waste data
- Working together with waste suppliers to better understand our environmental impact and identify efficiency opportunities
- Preparing for more transparent and consistent reporting
- Engaging residents to support our efforts, with the provision of organic waste 'sub pods' to encourage composting
- Increasing our waste diversion via initiatives such as Container deposit schemes, garden sub pods, mattress recycling, composting and recycling efforts by residents.

The table below shows the waste data for our asset portfolio in Australia.

The data does not reflect the true nature of the efforts undertaken as we have increased our portfolio by 30 new assets this year, some holiday parks were shut to holiday guests for 4 months, and data for all recycling streams are not captured currently. Similarly, over FY20 and FY21 due to the pandemic, quite a few sites were not operational, and waste was not generated.

Our efforts for the next year are focused on capturing data to depict an accurate picture in the upcoming years as well as consistently expanding our reporting. This is particularly challenging in many regional areas where our centralised waste services are not available.

Waste data - total tonnes by type	FY22	FY21	FY20
Number of assets reported <sup>1</sup>	87	82	65
Energy Recovery	77	111	160
Landfill	3,660	3,151	3,336
Recycling	803	650	602
Diversion % (Tonnage)	19%	19%	19%

<sup>1</sup> The data does not capture all sites as waste in some assets are collected by alternate providers that do not record data. We are in the process of enhancing our data capture.  
The data of FY20 and FY21 has been restated as our provider upgraded to new system to enhance accuracy.

Over the next year we will seek to scale our existing initiatives of waste minimisation, reuse, and recycling across the Group and expand our reporting.

We are dedicated to continually improving our resource efficiency and will seek to introduce waste performance targets within our portfolio over the next few years.

## Waste Management continued



### Ingenia Lifestyle Sunnyslake Shores

Waste Diversion from 16% in FY21 to 30% in FY22

Located on the banks of Lake Munmorah, Ingenia Lifestyle Sunnyslake Shores materially increased landfill diversion to 30% in FY22. The improvement is due to excellent resident engagement and utilisation of all recycling streams to maximum efficiency. This is a great result and one we hope to learn from as we engage with our communities to reduce waste.



A new bulk amenity rollout will take place in our larger holiday parks this year to reduce waste and improve guest experience.

### Waste Initiative in Focus: Resident Engagement

Our Future Leaders program had a project team that explored options to improve our waste recycling and reduce waste generation at source. Through the project, we implemented initiatives with our residents to boost waste diversion. We increased awareness to recycle, created a container deposit scheme and sub pods for composting in our communities.



Sub pods implemented at Ingenia Taree Gardens. Our team have been trialling waste recycle bags as well to encourage residents to separate their rubbish when making a trip to the bins.



Container Deposit Scheme (CDS) at Ingenia Holidays Middle Rock.



CDS for cans and bottle recycling at One Mile Beach Holiday Park. The funds raised will be used to support local organisations.



Waste initiatives at Ingenia Lifestyle The Grange

- CDS cages to raise funds for Community groups
- Green waste is managed by mulching onsite and Green Waste bins have been introduced.



Commingle education at Ingenia Gardens Coffs Harbour.

### Next Steps

- Scale existing initiatives of waste minimisation, reuse, and recycling.
- New bulk amenity rollout in major parks.
- Continue to evolve and refine data capture and reporting.



## Social

Our vision is to **‘Create Australia’s best lifestyle and holiday communities’**.

In delivering that vision we seek to have a positive impact every day on our residents, guests, staff and the communities in which we operate.



## Our People

**At Ingenia, our people are the foundation of our business. They implement our strategy and create value for our customers and investors. Our culture is key: we are committed to creating a high-performance, diverse and inclusive work environment – one where people can bring their ‘whole self’ to work and feel safe, supported, recognised, empowered and motivated to be their best.**

### Key FY22 Actions

- Increased investment in training to develop the skills and abilities of our people
- Our team engagement score of 78%
- Launched leading parental leave policy.

Our people priorities are reviewed based on regular engagement for long-term sustainable growth.

Our team members provide a competitive advantage for our business, with a high level of sector knowledge and expertise that is critical to our overall business performance. Retaining, attracting and developing a purpose-led team is a key area of focus as a business.

### Employee Engagement

Regular employee engagement surveys serve as an indicator of the level of engagement of our team and provide insights and feedback on a range of topics. Insights from the survey are shared with the whole business (and the Board) and are utilised by management to identify areas of improvement and future needs.

### Highlights from the survey FY22

We ran an in-depth employee engagement survey ‘Your voice’ in September 2021, completed by 75% of our people. Pleasingly this rate was well ahead of our FY21 and FY20 surveys where the completion rate sat at circa 50%. Our engagement score was 74% favourable, which is 2% higher than the benchmark.

The positive things we heard consistently were around a supportive climate, confidence in the company, recognition and feedback.





The key engagement opportunities we will focus on following a review of the feedback include: improving communication across the organisation; increased visibility and support from the leadership team; and providing more development opportunities.

Our monthly 'town hall meeting' - The Village Update was introduced in response to this feedback.

Through this event team members share information across the business and have direct access to the Executive leadership team, including the CEO.

The data obtained from this survey will be used to establish a baseline for reporting as we measure improvement across key people metrics to monitor engagement and the success of our people strategies.

Our aspiration is to continue to improve the engagement score by improving the timing of the survey roll out to avoid peak holiday and business periods. As we move into the new financial year, we are amplifying our culture of belonging and enhancing communication so that our employees feel a deeper alignment with our values and vision.

## Our People continued

### Retention Initiatives

We take a fulsome approach to retention initiatives given labour challenges will be felt for several years. We seek to address all areas that are linked to retention through leveraging our values and purpose, building great careers and leaders, and providing a competitive pay structure where strong performers are recognised.



### Employee Benefits at Ingenia

Ingenia offers a selection of benefits to its employees which are consistent between full and part-time staff, with the latter being pro-rata. These include:

- Paid time off, parental and study leave and company-sponsored volunteer time
- Education Assistance – Leave and Financial
- An employee assistance program that includes mental health services
- Hybrid work option
- Discounted services
- Recognition programs
- Learning and Development
- Career Growth
- Health and financial wellness coaching
- Donation/Charity matching up to \$1000
- Grant of Securities (value of \$1000) to eligible employees annually since FY18.

### Parental Leave

Ingenia recognises the importance of parental leave and is committed to supporting employees during this time and securing their return to the workforce.

Our policy was revised in 2022 to be industry leading and favourable to carers in our team. This materially extends the benefits offered previously, of 8 weeks maternity/parental leave for primary caregivers. The new policy seeks to redress the disadvantage many women face when it comes to retirement savings. At Ingenia primary carers have typically been women and our customer base in our lifestyle and rental communities is predominately women. We are aware of the gender pay gap experienced by women at large, specifically those over 55 years old who may struggle in retirement and wanted to address the lag in retirement savings affecting women, as well as provide additional paid leave.

Offering additional support for new parents is both culturally and commercially the right decision for Ingenia. It enables us to attract, and importantly, retain talent and to support those who take parental leave to return at the earliest opportunity and in a positive and productive manner.

## Our People continued

### FY23: Leading Parental leave policy



26

weeks of paid  
primary carer's  
leave

2

weeks of paid  
secondary  
carer's leave

12

months of paid  
superannuation

10

days 'transition to work'  
leave to assist with the  
transition back to work  
(for primary carers)

5

days personal/carers leave to assist with supporting  
your child to alternate care arrangements (this is for  
both primary and secondary carers)

Our 'People Data' tables in Appendix B provide a view of the number of employees entitled to take parental leave and those who took parental leave as well as the return-to-work rate and parental leave retention rate for FY21 and FY22. We are pleased to note that we had a retention rate of 50% after 6 months and 100% after 12 months, and we strive to further improve this rate over the years to come. We note that to date we have had a very small number of employees take parental leave, however we remain committed to ensuring this leave is accessible across our workforce and parents are supported to return to work through our policies and approach.

### Hybrid Working Arrangement

Ingenia recognises the significant competing demands that are placed on employees outside of work and has developed initiatives towards supporting effective work-life balance. Through COVID as we adapted to a changing environment, we identified the value for our business of coming together collectively as a team, but also of providing space for people to work independently.

Our new Hybrid Work Policy was introduced to provide flexibility for our team while maximising the benefits to the business of both collaborative and independent work. Through the policy, employees whose roles allow for it, are offered the opportunity to work from the office for 3 days and from home for 2 days every week.

In FY22, almost all of our employees participated in formal or informal hybrid work practices either regularly or on an ad hoc basis. To date, fifty employees have accessed a formal Hybrid arrangement and almost all employees worked from home during FY22.

We continue to work with our people to refine our work practices to ensure a balance of personal productivity and collaborative efficiency while maintaining the required flexibility to work in a rapidly changing environment.

More details are available in our 'People Data' tables in Appendix B.



## Our People continued

### Programs and discounted services

We offer employees discounted accommodation at our holiday parks and encourage Corporate and Service Centre staff to undertake 'work experience' in a community to ensure that there is greater understanding across teams of different parts of the business.

Over FY22, Ingenia employees enjoyed more than 1,500 room nights across our holiday parks. Employees receive a heavily discounted rate to stay in our parks, providing an affordable holiday and the opportunity to experience our customer offer. Our Team also receive access to discounts with leading brands through our Happy Days platform. In FY22 our team members saved over \$20,000 through discounted goods and services offered on this platform.

### Employee recognition, reward and awards

The 'Happy Days' platform, an online communication platform accessible by all staff (including site-based employees) provides regular up to date communication and employee reward and recognition (including peer to peer recognition).

Ingenia has introduced the 'Employee of the Month' and 'Employee of the Year' to recognise and reward the performance of team members who embody the Group's values and achieve excellence in their role.

A 'Grant of Ingenia Communities Group Securities' (value of \$1,000) has been made available to eligible employees annually since FY18 through the INVEST Plan. This grant of securities provides alignment with investors and the opportunity to participate in returns delivered by the Group. Over the last year, this grant allowed 420 employees across the business to acquire equity in the Group.



### Employee Support During COVID-19

During a time of unprecedented market turbulence and challenges faced by businesses globally, Ingenia was able to adjust its existing procedures to ensure all staff were supported to continue carrying out their daily tasks during this difficult time. Last year, our holiday parks in NSW and Victoria were shut to holiday guests for 4 months. Our employees were retained and supported during this period.

Ingenia's approach to flexible work practices was essential during the COVID-19 pandemic, allowing our office-based teams to efficiently move to a work from home model supported by increased use of in place technology. Recognising the appeal of more flexibility we introduced a new Hybrid Work Policy in 2022 to allow ongoing access to flexible work practices for many of our employees.

### Well-being

Our success depends on our employees, who drive our strategic vision, manage our operations, and create communities. Their holistic well-being is of critical importance.

We continued to promote access to the Employee Assistance Program (EAP), which gives employees and eligible family members free access to professional, confidential coaching and support for their mental health

and well-being needs. We have further strengthened support to our employees with an employee health and well-being portal with access to education, support and tools to help them live a healthier and happier life. This portal was actively and highly utilised by employees during the height of the COVID-19 lockdown period.

In addition, the Group accessed further resources for employees over the past year, recognising the additional challenges for our teams. These included, for site teams, awareness and practical strategies to manage Vicarious Trauma and Compassion Fatigue and, for all staff, an online Mental Health Learning Pathway comprising the following five sessions aimed at supporting mental health:

- The Foundations of Mental Health
- Building Mental Health Fitness and Self-Care
- How to Share My Mental Health with Others
- How to Have the Conversation "R U OK?"
- How to Contribute to a Mentally Safe Team Culture.

We have also offered the opportunity to 20 employees to complete an Accredited Mental Health First Aider course by MHFA Australia to provide initial support to co-workers who may experience a mental health crisis.

## Our People continued

### Employment, Learning and Development

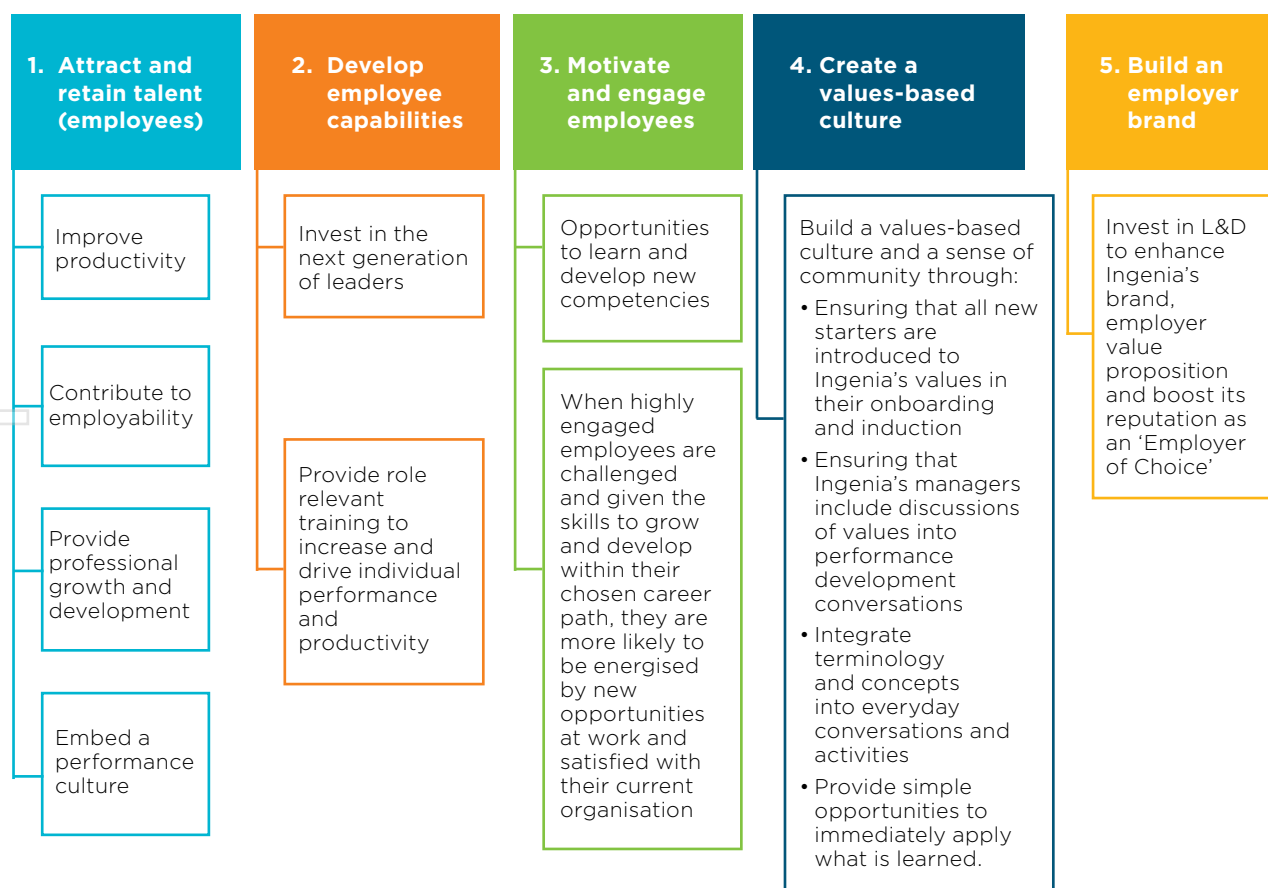
As our business grows so does our workforce. Our team increased from 639 in FY21 to over 830 in FY22, with 636 new hires in FY22. This increase reflects the Group's significant acquisition program which has added new assets to the portfolio and additional roles to support business growth.

	FY22		FY21		FY20	
Recruitment	Male	Female	Male	Female	Male	Female
Total New Hires	204	432	134	242	72	119

We recognise the importance of investing in our people and growing talent. This year, we increased our investment in training to develop the skills and abilities of our people. We believe that developing our people will support their individual growth, preparing them for future roles in the business and delivering sustainable results. Over FY22, 78 employees received a promotion or moved internally, demonstrating that our investment in our people is delivering future leaders of our business.

In addition to a defined performance measurement framework and regular reviews which set and measure individual goals, we introduced the Ingenia Academy in FY21, to support the delivery of our learning and development framework and to assist in tracking and recording learning and development across the Group.

Our learning and development framework seeks to ensure that we maximise learning and progression for our people and continue to attract and retain individuals aligned with our vision and values. The framework has 5 pillars.



## Our People continued

Based on the framework, we provide all employees with a suite of courses that build skills in support of core competencies and traits in all programs. Ingenia Academy is key to managing completion of Compliance Programs and has extended access to a range of programs to employees across the Group.

Core Programs	Cohort Based Programs	Strategic Programs	Compliance Programs
<p>Welcome to Ingenia Online</p> <p>Hire Right – Recruitment Training Online</p> <p>Driving Performance</p>	<p>Inspire – Executive Leaders Program</p> <p>Empower – Senior Leadership Program</p> <p>Strive – Foundations of Leadership</p>	<p>Life-Style Inventory (LSI)</p> <p>Women in Property Program</p> <p>Mental First Aid Accreditation</p> <p>Benestar – Mental Health Programs</p>	<p>Information and Cyber Security</p> <p>Modern Slavery</p> <p>Privacy Awareness in the Workplace</p> <p>Bullying and Harassment for Employees &amp; Managers</p> <p>Your Safety in Ingenia</p> <p>Fire Awareness and Fire Extinguisher Training</p> <p>Manual Tasks for Workers</p>

A suite of new leadership programs was developed in FY22 – Inspire, Empower, and Strive. The new programs are underpinned by 360 degree feedback from different groups to the individual participant which gives them deeper insight to their leadership styles. This builds greater awareness and facilitates growth of a constructive leadership style aligned to our vision and values.

**Our learning programs reflect our continued focus on meeting staff desires for development, creating clear pathways for growth, embedding our vision and values and supporting enhanced opportunities for internal promotion and personal career growth.**

### Next Steps

- Continue to invest in training and develop our team members
- Improve engagement score and amplify our culture of belonging
- Implement new leading parental policy to enhance support for working parents.



## Health, Safety and Well-being

We aim to **create and maintain safe and healthy environments**, ensuring that the operations of the Group are conducted in a manner which safeguards the health and well-being of our teams, residents, guests, contractors and other visitors to our communities.



### Key FY22 Actions

- A review of online staff training modules around safety and development of safety Key Performance Indicators (KPIs) across the Group
- Inclusion of a Contractor Management Module within the HSE management system and online contractor induction and check in aligned to our approval process for new contractors
- Updated portfolio risk registers for residential and holidays businesses
- Additional functionality within the HSE management system focussed on safety observations, injury and claims management
- Development of mobile friendly audit and inspection checklists for ease of use by Operational Managers, Development team and HSE.

As a company operating in the property management space, the health and safety of our people is of paramount importance and as our development increases across the Group, we are continuing to put measures and policies in place to ensure the occupational health and safety of our workforce. This year our focus has been on integration, systems efficiency, functionality and interfacing systems across all levels of the business. We have also worked to expand the inclusion of contractors in our remit of induction and registrations, which will support additional disclosures over time.

Relevant executive, staff and site managers have role specific KPIs which are related to health and safety, reinforcing the importance of our health and safety framework. Our dedicated Health, Safety and Environment (HSE) Team is responsible for:

- Providing support and training to on the ground teams
- Identifying and mitigating health and safety risks
- Providing resources and processes to address risks to health and safety
- Ensuring compliance with relevant legislation
- Ensuring contractors who have operational control of development activity hold appropriate accreditation standards for safety, environment and quality and are appropriately inducted on work practices required at our sites

- Responding to any issues in a timely manner and reporting to management and the Audit and Risk Committee.

Throughout FY22 we have continued to expand our work around health and safety and increased our Group wide focus and reporting system in this important area. For FY22, consistent with FY21, we are pleased to report that there were no occupational diseases or fatalities within the Group. This includes our employees as well as our contractors.

### Next Steps

In FY23 work on the HSE Transformation Roadmap will continue to evolve our systems. Priorities include:

- Delivery of onsite inductions for contractors and simplified contractors QR code login process
- Continued evolution of the Safety Management System to incorporate additional functionality
- More detailed site risk registers and ongoing engagement with site specific and development teams around safety.

More information on our work health and safety performance can be found in the 'Health & Safety Data' tables within Appendix C.

## Diversity and Inclusion

**We embrace and value all employee differences** including gender, age, culture, disability and lifestyle choices and support each of our employees to achieve their potential and their career goals.

### Key FY22 Actions

- Ranked #1 for women in executive leadership roles amidst real estate sector (CEW Senior Executive Census, 2022)
- Expanded Diversity and Inclusion policy.



Ranked

**#1**

for women in executive leadership roles in the real estate sector

We updated our Diversity and Inclusion policy with refined priorities and objectives. The new policy has also evolved to broaden focus on less represented groups.

The current diversity and inclusion objectives, endorsed by the Ingenia Board are to:

- Maintain our gender representation, with a target of 40% male, 40% female and 20% either
- Focus on gender pay equity, through thoughtful consideration of pay parity in every pay decision
- Deliver initiatives that support the diversity of our people and build inclusion at all levels

- Support our communities through recognition of cultural diversity, charity and volunteering
- Create employment opportunities for disadvantaged groups
- Communicate internally and externally to promote a diverse and inclusive workforce.

In order to achieve these objectives, we are:

- Providing diversity and inclusion education, training, mentoring programs and other developmental awareness programs

- Building the talent pipeline within the company to assist our people to develop the skills and experience needed to progress to more senior roles at all levels of the organisation
- Raising awareness of the advantages of diversity and inclusion through training
- Monitoring recruitment, promotions and turnover, particularly in relation to gender and generational
- Identifying employment opportunities for disadvantaged groups
- Creating a culture that empowers and rewards people to act in accordance with these objectives.

We are also trialling a disability focussed employment project in our Ingenia Gardens communities.

The percentage of female representation across the business is represented in Table 1 below.

### Ingenia female representation in FY22

Group	Percentage
Board	50%/37.5% <sup>2</sup>
Executive Committee	64%
Management	66%
Whole organisation	67%

1 & 2. Excluding/Including the CEO and Nominee Director from Sun Communities.

## Diversity and Inclusion continued

Our 'People Data' tables in Appendix B provide historical data for a year-on-year change view as well as breakdown by location and employee type. As shown, our commitment to diversity extends to all aspects of the business, from recruitment to development, promotion and remuneration. We are pleased to see female employees continuing to be represented in all areas of the business with remuneration outcomes aligned to roles rather than gender. We continue to focus on growing the number of female employees in traditionally male dominated roles, such as development and were pleased to increase the number of females in our development team over FY22 including appointing a female to lead this team.

Ingenia was ranked first amongst Property companies by the Chief Executive Women Senior Executive Census 2022<sup>1</sup> for female representation in Executive Leadership Teams. This was the third time Ingenia achieved recognition in the Census.



Kerryn Deacon is the Operations Manager for 10 of Ingenia's Lifestyle communities in NSW, home to more than 1,500 residents. She is also involved in the planning of new communities.

A single working mum at 17, Kerryn is now an executive with a focus on the growing residential business across New South Wales which includes lifestyle and rental communities as well as new community developments.

Her career journey was recently featured in the Newcastle Herald.

In 2020, Kerryn was a part of the Group's Future Leaders program. The program was created to nurture, develop and promote team members who consistently demonstrate Ingenia's values and have the talent, drive and potential to grow.

Following the program, she has continued to grow in her role, and is a key representative for Ingenia in the region, is growing and nurturing her own team and is contributing to a wide range of projects. Kerryn, along with John Bolton (Development Manager) was a key driver of a range of waste initiatives implemented across the business, helping to identify opportunities and embed practices to support increased waste diversion.

"Having strong women around you encourages you to step out of your comfort zone and believe in yourself."

### Next Steps

- Provide diversity and inclusion education and mentoring programs
- Monitor recruitment, promotions and turnover, particularly in relation to gender and generational
- Identify employment opportunities for disadvantaged groups.

1. Ingenia ranked third overall, following ranking second in 2021 and 2020. See Chief Executive Women Senior Executive Census 2022 Report (<https://cew.org.au/wp-content/uploads/2022/09/census2022.pdf>).



# Our Customers and Communities

At Ingenia, **our purpose – to create community**, is achieved through executing our strategic objective – providing high quality, affordable community living options for Australian seniors and providing great breaks in great places for our holiday park guests.

**Key FY22 Actions**

- Ingenia Connect team supported 1,193 residents, and client numbers continue to grow
- Launched online ordering HungryHungry platform
- Expanded tracking of overall guest satisfaction.

Through this purpose and strategy, we have a positive impact on society. Our business reaches people every day as our teams engage with residents in our communities and guests in our holiday parks. We continue to build safe and welcoming communities for all our customers that promote health and well-being, and we are always looking at ways to improve our customer satisfaction.

**Residents**

Ingenia is committed to providing senior Australians with quality homes to suit their different lifestyles and pursuits within connected and engaged communities. We offer three different communities to residents depending on their needs, each with onsite management teams – Ingenia Lifestyle, Ingenia Rental and Ingenia Gardens. Across these communities our business supports more than 10,850 residents.

**Ingenia Residential Communities**

	Ingenia Rental	Ingenia Gardens	Ingenia Lifestyle*
Total Residents	>1,300	>1,350	>8,200
Average Tenure	-	3.4 years	15+ years
Residents utilising Ingenia Connect	6	556	526

Note: Ingenia rapidly increased the Rental portfolio over FY22 with the acquisition of a further 3 communities. Detailed resident data is not yet available. \*Ingenia Lifestyle includes residents in Mixed-use communities.



## Our Customers and Communities continued

Our communities attract a high portion of single females who value the security and peace of mind of living in a supportive environment while preserving their independence with comfort and confidence. As a resident in our communities, our customers are offered a range of benefits that support mental health and physical well-being.

These include:

- Facilities that support a healthy lifestyle including walkable streetscapes, cycle ways, lawn bowls and other recreational activities, community gardens and dog parks
- Activate program which encourages social interaction, resident engagement and a sense of belonging
- A safe and secure environment with an approachable, engaging, dedicated on-site team
- Regular communication through community focused newsletters and direct contact with on-site teams
- The Ingenia Gold Card which gives residents discounted travel to Ingenia Holidays parks
- Access to Ingenia Connect, which provides free expert support to access health services and live independently.

As we have entered into a more challenging macroeconomic environment, we remain conscious of the impact on our residents and maintaining the affordability of our communities, balancing rent increases over this period of high inflation with resident needs. We have a formal Hardship Policy to assist eligible residents that experience financial difficulty which provides residents with various types of assistance, based on their circumstances and needs.



### Resident Well-being

We recognise the age and circumstances of many of our residents places them in a position of vulnerability, as such, we have clear processes in place to manage issues and concerns. The COVID-19 pandemic has demonstrated the importance of maintaining a proactive approach to stakeholders across the business through times of crisis.

During the COVID-19 pandemic Ingenia acted quickly to restrict access to certain areas of the communities (e.g., gyms), put additional hygiene measures in place and effected a total lock down of facilities and suspension of group activities when required. To support residents, activities were reimaged with community teams undertaking a range of innovative ways to engage while maintaining social distancing.

As restrictions eased our teams have continued to respond to health requirements and resident's needs, supporting residents who contracted the disease and were isolating, and ensuring clear operating protocols were in place.

Our on-site teams' diligence and continued responsiveness to residents' concerns during the period contributed to a strong sense of community with many residents highlighting to friends and family the benefits of being in an engaged, and supportive community environment.

We are also considering the impact on our residents of our changing climate, incorporating a range of initiatives in future community design and management of existing communities to address the impacts of climate change. Our efforts involve:

- Creating resilient new communities with Green Star - Communities rating/ Green Star Homes certification
- Identifying, planning, mitigating, managing climate related risks
- Building cohesion within our communities through a range of programs (Activate, Ingenia Connect, Ingenia Giving).



## Our Customers and Communities continued



### Transport

At Ingenia, we create communities, places where our residents feel a sense of belonging and independence to unlock more fun and freedom for their future. Transport is key to independent living. Most of our communities are perfectly positioned with public transport or are a short drive to nearby facilities and also have a community bus. As we evolve our communities to support resident needs, we are including more diverse shared transport options, including shared community electric vehicles and E-bikes.

### Resident Engagement

Our on-site management teams engage with our residents daily and run a range of activities through the Activate program.

In addition, key forms of engagement to build a sense of community and belonging include:

- A regular newsletter ('Ingenia Life' and 'Grape Vine for Ingenia Lifestyle and Ingenia Gardens respectively) is distributed to residents, providing community news, activities, and information
- The Operations and Portfolio Managers make regular visits to each community and actively engage with residents to ensure there are additional, regular contacts for residents outside the on-site team. This also provides an additional opportunity for our residents to have a voice and to be involved in their community
- Community based social media, including Facebook groups and community-based TV.



### Activate Program

This complimentary lifestyle program, which has now been offered to all Ingenia Gardens, Lifestyle and Rental residents for more than 10 years, not only promotes social connection amongst our residents, but assists with their cognitive and physical health. The program incorporates regular fun games and activities, special themed lunches, entertainers, bus trips, charity events, special celebrations, and informative talks.



## Our Customers and Communities continued

### Ingenia Connect

Ingenia Connect is a free service that promotes the engagement and independence of our residents to improve their health and well-being to live active, longer and happier lives in our communities.

By connecting with residents, our specialist, inhouse team support them to engage in their community, maintain their independence and access services, if and when they need them. Through experience, knowledge of government programs and relationships with Approved Providers the team provides an invaluable service to residents and their families as they navigate often complex systems and needs.

Our Connect team works with three key strategic partners: myHomecare, Silver Chain and Five Good Friends. Through these partnerships, we are able to provide close oversight of the quality of care and well-being support, annual re-assessments and the provision of services. In addition, residents are able to access special programs offered by our partners, such as Healthy Living and Wellness programs.

As we continue to grow and evolve, so too has the way we work, connect and engage. With the program now expanded to 76 communities across the Ingenia Gardens, Rental and Lifestyle communities, the Ingenia Connect team has moved to a model whereby Communities are assigned a dedicated Care Coordinator to work alongside them. This provides more personalised support for residents and in addition for our onsite teams.

**“Ingenia Connect has always been a fantastic service for our residents. Now that we have a dedicated coordinator our residents are feeling that the service is even more personalised. They know exactly who they need to talk to and feel secure actually knowing the person who is looking after them.”**

**Sandra Luke**, Community Manager Coffs Harbour

Kevin has recently turned 85 and is part of Ingenia Connect.

As a result of a GP referral, Kevin was contacted by My Aged Care to do an assessment regarding help through a Home Care Package. Kevin was then assigned a Home Care Package (HCP) Level Two. This required him to find a “Provider” to assist in activation of the Package (provision of services).

To assist, Kevin turned to Ingenia Connect and the allocated Coordinator for Victoria whom he trusts completely.

Kevin explained: “She is regularly available and communicates well in support of me. Sixteen months later, I am enjoying the privileges accorded to me by the Government Home Care Package. These include domestic assistance every week, cab charge (my wife and I don't drive anymore, so this proves to be of immense value) and podiatrist costs.

The Care Coordinator also helped me “meal package” and have 70% of my Ingenia Gardens meal costs paid for by my Home Care Package.”



Kevin states of his support, “Thank you to the Provider we use, for their assistance with the Home Care Package and thank you to Ingenia Connect for making the process clearer and attainable. Through the above support, **life is good**”.

## Our Customers and Communities continued

At 30 June 2022 Ingenia Connect team supported 1,193 residents, and client numbers continue to grow. By engaging residents in their journey early our team is able to support them to extend how long they are able to live independently in our communities. Over the last year the average length of stay for residents in our Gardens Communities increased from 3.4 to 4.3 years on average.

In FY22-23 our team will continue to focus on supporting our residents and collaborating with our strategic partners to deliver shared outcomes that improve and enhance health, well-being and independence.

### Resident Surveys

We regularly survey our residents to engage on specific topics and identify feedback and concerns. Feedback is used to identify opportunities to enhance our communities and resident satisfaction.

- Our online survey across Ingenia Lifestyle in May 2022 provided insights based on 345 residents across our communities. The survey indicated that: 86% of residents valued stability and security most highly in their community; 78% of residents were happy or somewhat happy; the attributes of community living (gated, secure and similar life-stage residents) were the most appealing attributes for over 70% of residents; close to 60% of residents wanted to be involved in community activities and events, with the Activate Lifestyle program viewed as valuable by more 55% of residents

- Our Connect team's new annual survey seeking feedback from clients on their experience of engagement and impact on their well-being (including net promoter score/question) has to date received 320 responses. It found: 86% agree their engagement with the Connect team has enabled them to access support and services that they wouldn't have known about; their involvement with the Connect team has enhanced their well-being by staying active (84%), accessing healthcare

services and therapies (78%), protecting their mental health (72%), finding engagement and connection in their community (76%). Importantly, 93% of clients surveyed would recommend Ingenia Connect to their family and friends.

Over FY23 we will work to further refine our resident offer and satisfaction.

### Making a difference in our communities

When Ingenia acquired an established rental community located in Aspley, Brisbane, in February 2019 there were many challenges to overcome. Reputational issues, non-compliance and a poor standard of accommodation meant that significant changes would need to occur to meet Ingenia's vision of creating a village with a rich sense of community which could cater for a growing need for affordable rental accommodation.

A masterplan of improvements was progressively implemented, with new rental homes and upgraded facilities. An engaged and proactive onsite team was key to building a sense of community and connection for residents and guests.



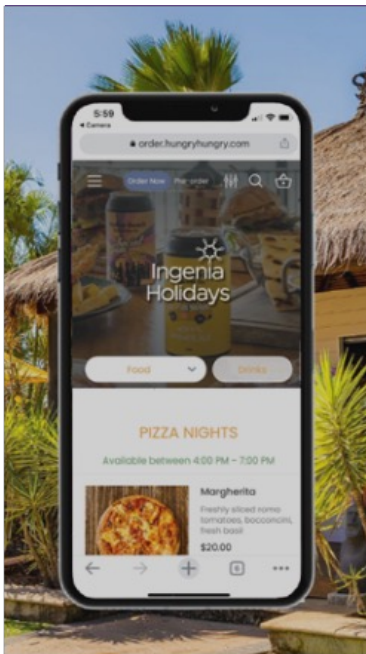
Testament to the success of these changes, occupancy increased from 76% to 100% by September 2021.

In 2022 Brisbane North Rental Village was awarded the Gordon Harris Turnaround Award by Caravanning Queensland. Community Manager, Mercia Neville, was also awarded Employee of the Year in 2021.

## Guests

### Ingenia promotes a safe and welcoming community for our guests and residents.

Our 40 Ingenia Holidays parks, located across the east coast of NSW, VIC and QLD are focused on providing more than just comfortable accommodation. With an addition of 11 new parks over FY22, we are now the largest owner of parks on Australia's East Coast.



In our continuous endeavor to enhance guest experience we launched an online ordering platform – HungryHungry at Cairns Coconut and Rivershore.

It is an excellent endeavor to offer guests convenience at their fingertips. Guests can now buy, and pre-order their favorite food, beverages and retail items on their phone and skip the line.

Our commitment to creating community is reflected in our focus on providing guests with great breaks in great places. Despite NSW and Victorian parks being closed to holiday guests for four months due to COVID restrictions, the Holidays portfolio welcomed over 520,000 guests in FY22.

- Over 95% of guests were domestic
- Major guest groups
  - Young Families
  - Grey Nomads (travelling seniors).

The COVID-19 pandemic continued to impact operations over FY22. This experience continued to demonstrate the importance of maintaining a proactive approach to stakeholders and our teams continued to respond as restrictions remained in place. This included providing clear information on our safety procedures and implementing changes in line with Government and authorities' direction. We maintained constant communications with guests through direct communication, regular updates on our website and through our social media channels and collaborated with guests to rebook their holiday plans.



### Engagement with our Guests

Guest engagement is extensive, extending from initial inquiry via our website, through our marketing campaigns or via phone and extends through to post stay surveys. We seek to understand our guests' needs, their experiences at our parks and to constantly evolve our service and offer, leading to innovations such as evolving our food service options and expanding our accommodation types.

Our post stay surveys, which are sent to all guests following check out, allow us to continually refine our guest offer, providing great insight into the overall experience, the performance of our team and elements of our guests stay.



## Guests continued

As shown below the number of guests was impacted by COVID closures over FY21 and FY22, however our Net Promoter Score has remained relatively consistent.

	FY22	FY21	FY20
Number of Guests	520,000	580,000	823,000
% Domestic Guests	>95%	>95%	93%
Net Promoter Score	62	64	65
% Guests Participating in post stay surveys	24%	25%	19%
No. Guest Reviews	>9,300	>10,600	>9,100
Average Review Rating (0-5)	4.26	4.27	4.37

Over the past year we have continued to broaden our data capture and insight. We have tracked guest satisfaction across travel portals to monitor key themes from our guests. We know that across categories with high levels of engagement we have seen an overall score of 67 out of 100. Specifically in Service, we recorded a score of 80, Facilities a score of 63 and rooms a score of 59. Our Guest Coordinator responds to all reviews on public platforms (Google, Trip Advisor, Booking.com, Social media) and surveys on Revinate.



### Key highlights of FY22 include:

- Ingenia Holidays South West Rocks won Gold in the Caravan and Holiday Parks category at the 2021 Qantas Australian Tourism Awards
- Ingenia Holidays Rivershore team won the Ray Fitton Award for Innovation for 2022
- Ingenia Holidays Cairns Coconut won the 2022 Good Corporate Citizen Award for raising funds through guest donations and in park activation for Ronald McDonald House Charities
- Additional food and beverage options, with more outlets, higher quality offerings and the launch of the HungryHungry app
- Expansion of cabin accommodation at select parks, including the addition of ModnPods to Byron Bay
- Tracking of Overall Guest Satisfaction – this will allow greater insight into overall stay experience alongside willingness to recommend
- Launched Airstreams – an iconic, nostalgic trailer at Rivershore and Soldiers Point.



“The General hospitality of the staff was excellent thanks to Rhonda & Ruben, their presence throughout our stay was warm and welcoming. The park is great and has very good facilities 10/10.”

(Customer comment, Cape Paterson)

### Next Steps

- Partnership with Surf Life Saving NSW to host 18 'Surf Safety Sessions' from 24 September to Sunday 9 October 22 across NSW
- Installation of 6 eco 'annuals' cabins at Merry Beach Holiday Park. The cabins utilise solar and water efficient
- Enhancing measurement and verification of data with installation of more meters.

## Local Communities

Support for local charities and community groups is an ongoing focus for individual community managers and their residents that not only provides much needed funding and volunteering but also supports engagement and a sense of purpose for residents. These activities include financial support through fundraising or sponsorships, contribution of goods for charity events or provision of space or volunteers.

### Key FY22 Actions

- Giving Policy evolved to focus on local communities
- Ongoing partnership with Ronald McDonald House Charities Australia
- Delivering positive social impact for residents – affordable lifestyle and supported, engaged community living.



Recognising the significant local community contribution that is undertaken across individual residential communities at a local level, over FY23 we refined our approach to charitable giving, launching the Ingenia Giving Program to expand our donation and volunteering efforts to positively impact our communities and support the residents of our communities in their charitable efforts while making a meaningful contribution to the regions in which we operate. This will also enable us to quantify and further report on our social impact.

The new Giving program has three pillars:

Community Based Giving	Staff Based Giving	Corporate & Regional Giving
Community and Park Managers are empowered to allocate charitable giving which best fits their location, community, staff and residents. This enables us to make a difference in the unique communities in which we operate and reflect the local sentiment.	Team members have access to charity leave where <b>two days</b> a year can be taken to support a charity or not for profit. This is a great opportunity for teams to come together and spend a day out supporting a worthy cause.  Additionally, we offer team member fund raising matching where Ingenia will match donations raised by individuals in support of charities or not for profit organisations.	Support to charitable groups aligned with our core values, linked to key initiatives in a region or association to a corporate value or sponsorship. These partnerships are determined at a corporate level as they are broader in nature.

## Local Communities continued

Over FY22 we continued to support a range of charities through community-based efforts and extended our longest-standing partnership, with Ronald McDonald House Charities (RMHC) Australia which commenced in 2018. To date Ingenia has donated over \$377,000 in cash and in kind and has generated strong employee and resident engagement, through:

- Employee participation in the Meals from the Heart program at local houses – over 110 Ingenia employees have volunteered at seven locations since the program commenced, which was impacted by limited participation opportunities in FY22 due to COVID-19 restrictions
- Gifted VIP holiday experiences hosted by Ingenia's holiday parks
- Guest donations of part of their nightly fee at Ingenia Holidays Cairns Coconut
- Community based fundraising activities across Ingenia offices and resident communities
- Resident knitting program across Ingenia Lifestyle and Gardens communities.

# INGENIA COMMUNITIES

## CASH DONATIONS

2018-19

2020

2021

\$100k

\$50k

\$50k

TOTAL CASH CONTRIBUTION

\$200k

TO DATE

## HOUSE CHAPTER SUPPORT

- Meals from the Heart
- Donation of pantry goods
- Knitted donations to help families

## HOLIDAY PARK EXPERIENCE

Thank you to Ingenia Holidays for providing support to our families in need through a Family VIP Experience when they needed it the most.

- Daley Family Cairns Coconut
- Busuttill family Cairns Coconut
- NSW Gala Ball support
- QLD Gala Ball support
- Fletcher family Lake Conjola

## IMPACT ON RMHC AND OUR FAMILIES

Since 2018, Ingenia Communities have supported RMHC with

over

\$300k

worth of cash and/or donated goods & services,

equating to over

1,875

worth of accommodation.

As our first National Family Room Partner, we are grateful for the financial support as well as the added elements that have put a smile on our families' faces.

## SPECIAL OPPORTUNITIES

- Holiday park vouchers helping raise much needed funds for our RMHC Chapters
- RMH Randwick communal bathroom renovations
- Dance for Sick Kids raising over \$21k worth of support

#keepingfamiliesclose

We also supported Souths Cares, an independent, public benevolent institution built upon the South Sydney Rabbitohs' long and proud history of supporting the community, in particular Aboriginal and/or Torres Strait Islander people. Its charter is to support disadvantaged and marginalised youth and their families through the delivery of capacity building programs addressing education, training, health and employment needs. Over FY22, we hosted a Souths Cares Junior Clinic at Rivershore holiday park. In FY23 we will provide complimentary accommodation for the Souths Cares Girls Camp and are working with Surf Life Saving NSW to provide a Surf Safety session as part of the program.



## Local Communities continued

Our teams, residents and guests also supported a diverse range of charities and local community groups, including:

- Ingenia donated \$30,000 to GIVIT-storms-and-flooding appeal. Some of our team members also volunteered their Sunday to work with Homeowners at Ingenia Lifestyle Bethania to prepare and place sandbags to protect the lower level of the community center from the adjoining river which had burst its banks
- NSW Cancer Council – donation of \$1,250 holidays voucher to support Box Rallies event and a fund-raising lawn bowls day. Over \$7,800 was raised by the sponsored Box Rally team for the NSW Cancer Council's support of cancer research being undertaken in Universities and Research hubs around Australia
- The residents of Ingenia Lifestyle Bethania held a hugely successful Biggest Morning Tea, with over 180 in attendance, raising \$11,400
- Variety the Children's Charity – Bash Car 44 raised \$4,450, including the generous ongoing support from Ingenia towards funding assistance and equipment for children with disabilities, or who are disadvantaged through situation and/or location, as well as smaller rural schools.



# \$30k

Donated to GIVIT-storms-and-flooding appeal



Our support of Port Stephens Koala Hospital recognises our significant investment in the Port Stephen's region and commitment to the preservation and conservation of native Australian wildlife. In addition to providing financial support, we are delighted to coordinate volunteer groups of our residents and employees in the area and to provide access to feed trees located within our communities to support the important work of this local organisation.

## Local Communities continued



To support lifesavers and spread the message of surf safety to its thousands of guests annually, Ingenia Holiday Parks has entered a partnership with Surf Life Saving NSW.

We held interactive 'Surf Safety Sessions' throughout November, sponsored the 2022 NSW Surf Life Saving Championships and were the Naming Partner for the Junior Life Saver of the Year Awards.

We provided accommodation for surf competitions and supported women in surfing.

Our residential communities also seek to use local tradespeople and suppliers where possible and we promote local products and services to visitors at our holiday parks, providing economic support to the local communities we are part of.

With the introduction of volunteering days and additional focus on local community based giving we are evolving our ability to capture and measure the financial and social impact of our efforts.

### Reconciliation

We plan to begin our journey towards our inaugural Reconciliation Action Plan in FY23, aiming to build understanding and capacity within the organisation, explore our sphere of influence and further develop relationships with Aboriginal and Torres Strait Islander stakeholders.

### Next Steps

- Increase support for local communities through Giving Policy
- Begin our journey towards our inaugural Reconciliation Action Plan
- Provide Accredited Mental Health First Aider course for select employees.



## Human Rights

At Ingenia, we seek to do business with **ethically and socially responsible suppliers** and to partner with them in a way that is consistent with the Group's values, purpose and strategy.

Recognising the diverse nature of the business and the regional location of our communities and parks, we proactively seek to engage and support local businesses and to do so in a way that prevents the risks associated with modern slavery and other abuses of human rights in our operations and supply chain.

As a property and financial services organisation based solely in Australia and having strong corporate, ethical and engagement practices in place, we consider the risk of modern slavery within our direct business operations to be low. However, throughout our supply chain, we can be indirectly exposed to the risk of modern slavery by the supply of goods and services procured from third parties.

Our suppliers include all organisations from which we procure goods and services in the operation and development of our residential communities and in our corporate business activities. Our supplier relationships are guided by the Group's Supplier Code of Conduct, which was released in June 2021 and represents a key milestone following our inaugural Modern Slavery Statement released in November 2020. Our third statement will be released in FY23.



Over FY22, the Group's second Modern Slavery Statement was released following a detailed risk and opportunity assessment of our supply chain, with suppliers categorised according to their contribution, significance to the Group and by potential risk (economic, modern slavery and sustainability). Looking at modern slavery specifically, we have categorised our suppliers according to four tiers, in order to identify the suppliers which represent the greatest priority with respect to modern slavery risk. With more than 3,800 direct suppliers providing goods and services to the Group over FY22, this risk assessment process was a key step in identifying areas of focus in relation to modern slavery and in guiding the Group's response.

Our Modern Slavery Statement describes the current policies, procedures and actions taken and is important in maintaining high standards of ethical behavior across our business. We have continued to develop processes and awareness across the Group to prevent modern slavery and other human rights issues in our supply chain, including:

- Modern Slavery awareness training rolled out for all staff - by June 2022, 82% of our team had completed the course
- Continued rollout and monitoring adherence with the formal Supplier Code of Conduct which outlines our expectations of suppliers across our business regarding their delivery of goods and services to the Group.



## Human Rights continued

The Code of Conduct has been progressively rolled out to all new suppliers through our contractor management system and accounts function. The Code reflects our expectations that suppliers will not only comply with all relevant laws, regulations and standards but will consider a range of ethical and social matters in their operations, including fair working conditions, and conducting their business in a way that respects and supports human rights.

- Ongoing engagement with existing supply chain
- Ongoing risk and opportunity assessment to better define high risk suppliers
- Participation of key staff in workshops to help progress the implementation into business practices
- Working with an external consultant to review our approach and further refine our categorisation of suppliers and the principles and processes applicable to our business in evolving our responsible sourcing framework – this approach has involved working sessions with a broad range of representatives across the Group to enhance internal capacity and engagement.

**During FY23 we will work to further refine the Group's processes and framework and to enhance the Group's approach to the important issue of modern slavery.**



We will continue to engage with our suppliers around our expectations, and collaboratively work with them to address any areas of concern. Our key focus for FY23 will include:

- Ongoing communication with suppliers of Ingenia's expectations
- Implement new Responsible Sourcing Framework and evolve data capture, internal processes and reporting
- Work with key team members to build understanding of Modern Slavery requirements and new processes (including tourism procurement and design and development teams)
- Refine supplier engagement in accordance with Ingenia's Responsible Sourcing Framework, including review of our tender process and high-risk supplier contracts to ensure inclusion of Modern Slavery clauses
- Issue our third Modern Slavery Statement
- Continuing review of the level of risk amongst suppliers and rollout of Supplier Questionnaire
- Continue to monitor best practice and evolve our current processes and systems, including articulating clear lines of accountability for Modern Slavery within the Group.

## Appendix A: Emissions Data and Reporting Protocol

This document outlines the environmental sustainability reporting standards used by Ingenia for reporting emissions performance data. This performance data is used for all mandatory and voluntary reporting.

The organisational boundaries and data reported are designed to be consistent over time. Diversions from this may be necessary where granularity of data varies, and where business and stakeholder requirements change. Changes will be highlighted where necessary.

### SCOPE AND METHODOLOGY

The following table outlines the key elements of energy and greenhouse gas (GHG) information reported by Ingenia.

ITEM		UNITS	DETAILS
<b>Energy (electricity, gas &amp; diesel consumption)</b>	Operational Asset Consumption	MWh	All energy associated with the operation of the asset and under the operating control of Ingenia.  Information is based on external billing and submetering where relevant.
	Resident Consumption		All energy used by permanent rentals, residents and purchased homes within the Ingenia property. Includes annual sites only where electricity is separately charged.  Information must be metered or charged to residents for inclusion in this category (note where metering is not available an estimate has been made based on billing).
<b>Energy generation</b>	Fossil Fuels	MWh	Energy generated for use by Ingenia operations via diesel generators.
	Renewable		Energy generated on site from renewable sources.
<b>GHG Emissions</b>	Scope 1	tCO <sub>2</sub> e	Direct emissions from owned or controlled sources. This includes natural gas, LPG, fuel used by Ingenia owned vehicles and non-transport diesel use.
	Scope 2		Indirect emissions from the generation of purchased electricity.
	Scope 3		Indirect emissions occurring from resident electricity use (refer Resident Consumption above) that Ingenia has no operational control over.
<b>Occupancy</b>	Lifestyle, Gardens and Rental Sites	Occupancy nights	Annual Total: Number of occupied homes X number of days annually
	Holiday Sites & Cabins		Annual Total: Number of sites and cabins occupied annually
<b>Intensity</b>	Energy	kWh/ Occupancy Nights	Annual Total: Number of occupied homes, cabins and sites X number of days annually
	Emissions	kg CO <sub>2</sub> e/ Occupancy nights	Total Greenhouse Gas Emissions / Occupancy

### Purchase or disposal of assets

Assets that are purchased or disposed of during a year will be included in that year's data, however their intensity will be calculated using a weighted annual occupancy, based on the number of days the asset was owned by Ingenia during the reporting period. Data for purchased or disposed assets will only be reported for the period of Ingenia's ownership.

## Appendix A: Emissions Data and Reporting Protocol continued

### Estimation

While every effort is made to source actual data, there are instances where data gaps are unavoidable. If this is the case, an estimation is made through a consistent and suitable methodology using historical trends.

### Historical Data

Historical data has been provided based on the information available at that time. Should further information become available in subsequent periods that alters the historically reported values, data will be restated to ensure the most accurate data is reported.

### GHG Emission Factors

GHG emissions are calculated using the National Greenhouse Accounts (NGA) Factors for each individual reporting year. For emissions that are not specified in the NGA Factors, the National Greenhouse and Energy Reporting (NGER) Measurement Determination has been used.

### Annuals

Holiday park assets consist of Cabins, Sites (Powered, Unpowered, Permanent and Annuals). The guests at Annual and Permanent sites own the structure on the site and pay an annual fee to occupy the site for Holiday use. Annuals have access to their site for 180 days and Permanents 365 days. In some assets currently, utilities are not billed separately to the annuals as individual meters are absent. Metering installation is underway to improve data capture.

Resource Consumption		CY19	FY20	FY21	FY22	% Change	% Change from CY19
<b>Site Occupancy</b>							
Ingenia Gardens	nights occupied	457,893	467,018	482,895	478,543	-1%	5%
Ingenia Holidays	nights occupied	296,163	266,002	357,460	374,252	5%	26%
Ingenia Lifestyle	nights occupied	272,108	388,543	511,365	735,939	44%	170%
Ingenia Rental	nights occupied	284,167	304,129	344,272	593,137	72%	109%
Mixed-Use Lifestyle/Holidays	nights occupied	503,444	484,627	538,810	641,743	19%	27%
<b>Grand Total</b>		<b>1,813,774</b>	<b>1,910,317</b>	<b>2,234,801</b>	<b>2,823,613</b>	<b>26%</b>	<b>56%</b>
<b>Grid connected electricity</b>							
Ingenia Gardens	MWh	1,325	1,313	972	1,123	16%	-15%
Ingenia Holidays	MWh	4,236	4,153	4,727	5,430	15%	28%
Ingenia Lifestyle	MWh	329	676	1,370	1,282	-6%	290%
Ingenia Rental	MWh	533	789	1,061	1,630	54%	206%
Mixed-Use Lifestyle/Holidays	MWh	4,327	4,187	4,710	5,089	8%	18%
<b>Grand Total</b>		<b>10,750</b>	<b>11,117</b>	<b>12,840</b>	<b>14,554</b>	<b>13%</b>	<b>35%</b>
<b>Natural gas</b>							
Ingenia Gardens	MWh	86	90	90	108	20%	26%
Ingenia Holidays	MWh	44	44	354	802	126%	1708%
Ingenia Lifestyle	MWh	237	193	153	294	92%	24%
Ingenia Rental	MWh				281		
Mixed-Use Lifestyle/Holidays	MWh	220	207	209	551	164%	150%
<b>Grand Total</b>		<b>588</b>	<b>533</b>	<b>807</b>	<b>2,036</b>	<b>152%</b>	<b>246%</b>



# Appendix A: Emissions Data and Reporting Protocol continued

**LPG**

Ingenia Gardens	MWh	246	246	246	252	3%	2%
Ingenia Holidays	MWh	1,153	1,202	1,202	1,776	48%	54%
Ingenia Lifestyle	MWh	268	259	263	244	-7%	-9%
Ingenia Rental	MWh	413	489	518	678	31%	64%
Mixed-Use Lifestyle/Holidays	MWh	1,486	1,436	1,436	1,468	2%	-1%
<b>Grand Total</b>		<b>3,567</b>	<b>3,632</b>	<b>3,665</b>	<b>4,418</b>	<b>21%</b>	<b>24%</b>

**Total Energy Intensity**

Ingenia Gardens	kWh / night	3.6	3.5	2.7	3.1	-23%	-14%
Ingenia Holidays	kWh / night	18.3	20.3	17.6	21.4	-13%	17%
Ingenia Lifestyle	kWh / night	3.1	2.9	3.5	2.5	20%	-19%
Ingenia Rental	kWh / night	3.3	4.2	4.6	4.4	9%	31%
Mixed-Use Lifestyle/Holidays	kWh / night	12.0	12.0	11.8	11.1	-2%	-8%
<b>Grand Total</b>		<b>8.2</b>	<b>8.0</b>	<b>7.7</b>	<b>7.4</b>	<b>-4%</b>	<b>-9%</b>

## Notes:

1. Excludes Ingenia Head Office, Funds, Assets under development during the reporting period, Murray Bend and Merry Beach (where metered data for annuals is not available)
2. Increase in Electricity consumption and Scope 2 Emissions due to new acquisitions
3. Increase in Ingenia Holidays Natural Gas usage due to acquisition of BIG4 Inverloch Holiday Park on 1/12/2020
4. Prior year data has been restated to include an estimation of LPG for Marsden Gardens which was not captured in preceding years.

GHG Emissions		CY19	FY20	FY21	FY22	% Change	% Change from CY19
<b>Scope 1</b>							
Ingenia Gardens	(tCO <sub>2</sub> e)	69	70	70	75	7%	8%
Ingenia Holidays	(tCO <sub>2</sub> e)	260	279	337	536	59%	106%
Ingenia Lifestyle	(tCO <sub>2</sub> e)	102	94	88	108	23%	5%
Ingenia Rental	(tCO <sub>2</sub> e)	90	110	117	200	71%	122%
Mixed-Use Lifestyle/Holidays	(tCO <sub>2</sub> e)	365	363	363	422	16%	16%
<b>Grand Total</b>		<b>887</b>	<b>916</b>	<b>975</b>	<b>1,342</b>	<b>38%</b>	<b>51%</b>

**Scope 2**

Ingenia Gardens	(tCO <sub>2</sub> e)	1,139	1,106	796	906	14%	-20%
Ingenia Holidays	(tCO <sub>2</sub> e)	3,431	3,364	3,793	4,403	16%	28%
Ingenia Lifestyle	(tCO <sub>2</sub> e)	289	566	1,109	1,047	-6%	262%
Ingenia Rental	(tCO <sub>2</sub> e)	432	639	849	1,318	55%	205%
Mixed-Use Lifestyle/Holidays	(tCO <sub>2</sub> e)	3,505	3,392	3,728	4,029	8%	15%
<b>Grand Total</b>		<b>8,796</b>	<b>9,066</b>	<b>10,275</b>	<b>11,702</b>	<b>14%</b>	<b>33%</b>

**Scope 3 (resident usage)**

Ingenia Gardens	(tCO <sub>2</sub> e)	18	18	12	10	-20%	-44%
Ingenia Holidays	(tCO <sub>2</sub> e)	469	464	634	662	4%	41%
Ingenia Lifestyle	(tCO <sub>2</sub> e)	1,047	1,212	1,451	1,818	25%	74%
Ingenia Rental	(tCO <sub>2</sub> e)	1,044	1,158	1,198	1,837	53%	76%
Mixed-Use Lifestyle/Holidays	(tCO <sub>2</sub> e)	1,544	1,489	1,547	1,760	14%	14%
<b>Grand Total</b>		<b>4,121</b>	<b>4,341</b>	<b>4,842</b>	<b>6,087</b>	<b>26%</b>	<b>48%</b>

## Appendix A: Emissions Data and Reporting Protocol continued

### Total Scope 1 and 2

Ingenia Gardens	(tCO <sub>2</sub> e)	1,208	1,176	866	981	13%	-19%
Ingenia Holidays	(tCO <sub>2</sub> e)	3,691	3,643	4,130	4,939	20%	34%
Ingenia Lifestyle	(tCO <sub>2</sub> e)	392	661	1,196	1,155	-3%	195%
Ingenia Rental	(tCO <sub>2</sub> e)	522	749	966	1,518	57%	191%
Mixed-Use Lifestyle/Holidays	(tCO <sub>2</sub> e)	3,870	3,754	4,091	4,451	9%	15%
<b>Grand Total</b>		<b>9,682</b>	<b>9,983</b>	<b>11,250</b>	<b>13,044</b>	<b>16%</b>	<b>35%</b>

### Total Scope 1 and 2 Intensity

Ingenia Gardens	kg CO <sub>2</sub> -e / night	2.6	2.5	1.8	2.0	14%	-22%
Ingenia Holidays	kg CO <sub>2</sub> -e / night	12.5	13.7	11.6	13.2	14%	6%
Ingenia Lifestyle	kg CO <sub>2</sub> -e / night	1.4	1.7	2.3	1.6	-33%	9%
Ingenia Rental	kg CO <sub>2</sub> -e / night	1.8	2.5	2.8	2.6	-9%	39%
Mixed-Use Lifestyle/Holidays	kg CO <sub>2</sub> -e / night	7.7	7.7	7.6	6.9	-9%	-10%
<b>Grand Total</b>		<b>5.3</b>	<b>5.2</b>	<b>5.0</b>	<b>4.6</b>	<b>-8%</b>	<b>-13%</b>

Notes:

1. Excludes Ingenia Head Office, Funds, Assets under development during the reporting period, Murray Bend and Merry Beach (where metered data for annuals is not available)
2. Increase in Electricity consumption and Scope 2 Emissions due to new acquisitions
3. Increase in Ingenia Holidays Natural Gas usage due to acquisition of BIG4 Inverloch Holiday Park on 1/12/2020
4. Prior year data has been restated to include an estimation of LPG for Marsden Gardens which was not captured in preceding years.

## Appendix B: People Data

Board	FY22		FY21		FY20	
	Male	Female	Male	Female	Male	Female
Percentage of Non-Executive Directors	57%	43%	57%	43%	66%	33%

Note: Non-Executive Directors does not include the CEO who is counted in the executive team for the purposes of workforce reporting.

Employment Types (FTE)	FY22		FY21		FY20	
	Male	Female	Male	Female	Male	Female
Fixed Term Full Time	1	9	4	15	4	9
Fixed Term Part Time	0	0	0	2	0	0
Permanent Full Time	193	261	182	213	141	168
Permanent Part Time	28	100	4	69	21	55
Casual	80	162	50	100	49	119
<b>Workforce by Gender</b>	<b>302</b>	<b>532</b>	<b>240</b>	<b>399</b>	<b>215</b>	<b>351</b>

Location	FY22		FY21		FY20	
	Male	Female	Male	Female	Male	Female
New South Wales	178	354	166	293	151	253
Queensland	132	262	113	222	88	282
Victoria	79	187	40	76	16	34
Western Australia	5	15	6	15	5	15
<b>Total workforce by location</b>	<b>395</b>	<b>818</b>	<b>325</b>	<b>606</b>	<b>260</b>	<b>484</b>

### Gender Diversity

Management Level	FY22		FY21		FY20	
	Male	Female	Male	Female	Male	Female
Executive Team	4	7	5	6	4	7
Senior Management	21	16	19	15	20	14
Management	34	92	27	72	24	73
Professionals	42	89	36	76	32	67
Operations	293	600	238	428	180	312
Administration	1	14	0	9	0	11
<b>Total</b>	<b>395</b>	<b>818</b>	<b>325</b>	<b>606</b>	<b>260</b>	<b>484</b>

Note: Executive Team includes the Group's CEO, KMP and other nominated executives; Senior Management positions include head of business, general managers, senior managers; Management includes operations managers across the Group.



## Appendix B: People Data continued

### Age Diversity

Age Diversity	FY22		FY21		FY20	
	Male	Female	Male	Female	Male	Female
Under 30	75	164	62	106	55	83
30 to 50	136	322	128	280	107	214
Over 50	184	332	135	220	98	187
<b>Total</b>	<b>395</b>	<b>818</b>	<b>325</b>	<b>606</b>	<b>260</b>	<b>484</b>

Employee Engagement	FY22		FY21		FY20	
	Male	Female	Male	Female	Male	Female
Employee Participation Numbers	710		370		358	
Employee Participation Rate	75%		48%		53%	

Flexible Working*	FY22**		FY21		FY20	
	Male	Female	Male	Female	Male	Female
Flexible Working Arrangements	51	175	30	103	30	83
<b>Total</b>	<b>51</b>	<b>175</b>	<b>30</b>	<b>103</b>	<b>30</b>	<b>83</b>

\* The number of flexible work arrangements reported include formal agreements where employees have indicated that they work part-time, work remotely or flexibly according to an agreed schedule. The reported figures do not include informal flexible work arrangements where employees work remotely or vary their hours of work on an ad hoc basis. During the lockdown, most employees availed work from home in FY22.

\*\* Hybrid Working Arrangement Policy was introduced in FY22, which has 10 males and 40 females with formal hybrid conditions and are included in the above totals for FY22.

Recruitment	FY22		FY21		FY20	
	Male	Female	Male	Female	Male	Female
Total New Hires	204	432	134	242	72	119
<b>Totals</b>	<b>204</b>	<b>432</b>	<b>134</b>	<b>242</b>	<b>72</b>	<b>119</b>

The significant increase in employees (new hires) was a result of the business welcoming additional acquisitions to the Group. In addition to acquisitions throughout the year, during peak periods (including school holidays), holiday parks require additional employees to support the operations. Most of these roles are casual and many are not required following the end of the peak period.

Total turnover was 27% for FY22, and excluding casuals was 24% (as a benchmark, average company turnover is 33% according to the Australian HR Institute). One third of our turnover was not regrettable.

Award	FY22		FY21		FY20	
	Male	Female	Male	Female	Male	Female
Aged Care Award	65	114	55	97	55	88
Hospitality Industry General Award	255	563	199	394	140	288
Vehicle Repair, Services and Retail Award	5	2	7	3	6	1
<b>Total</b>	<b>325</b>	<b>679</b>	<b>261</b>	<b>494</b>	<b>201</b>	<b>377</b>

Ingenia does not have any collective agreements as all employees are employed under individual contracts which comply with the National Employment Standards (NES). All employees are covered by an Award or NES. These awards or standards clearly indicate that all employees are free to associate. Ingenia places its employees on an individual agreement, which cannot under legislation, remove any rights an employee has under an award or NES.

## Appendix B: People Data continued

	FY22		FY21		FY20	
Voluntary Turnover (%)*	Male	Female	Male	Female	Male	Female
Executive Team	20%	13%	0%	25%	0%	0%
Senior Management	4%	16%	26%	0%	5%	0%
Management	21%	19%	9%	17%	7%	9%
Professional	19%	18%	14%	19%	3%	24%
Operations	25%	22%	25%	26%	17%	19%
Administration	50%	6%	0%	20%	0%	13%
Company Voluntary Turnover Rate	23%	21%	22%	23%	14%	13%

\* Includes casual staff across the Group's holiday parks.

\*\* Voluntary turnover is the rolling turnover for the financial year. Total turnover was 27% for FY22, and excluding casuals was 24% (as a benchmark, average company turnover is 33% according to the Australian HR Institute). One third of our turnover was not regrettable.

	FY22		FY21		FY20	
Parental Leave*	Male	Female	Male	Female	Male	Female
Employees Entitled to Take Parental Leave**	219	459	181	352	172	316
Employees that Took Parental Leave as primary carer	0	7	0	11	0	5
Returned to Work***	0	1	0	7	0	2
Return to Work Rate***	N/A	14%	N/a	64%	N/A	66%
Parental Leave Retention Rate After 6mths	N/A	50%	N/a	80%	N/A	66%
Parental Leave Retention Rate After 12mths	N/A	100%	N/a	60%	N/A	66%
<b>Total</b>	<b>395</b>	<b>818</b>	<b>325</b>	<b>606</b>	<b>260</b>	<b>484</b>

\* Primary Carer

\*\* Any employee eligible for parental leave under the criteria

\*\*\* Five employees are currently on maternity leave.

	FY22		FY21		FY20	
Promotions / Internal Transfers	Male	Female	Male	Female	Male	Female
Executive Team	0	0	0	1	0	0
Senior Management	2	2	3	3	1	0
Management	2	13	0	10	1	1
Professionals	6	6	1	3	0	1
Operations	19	28	8	10	6	7
Administration	0	0	0	0	0	1
<b>Total</b>	<b>29</b>	<b>49</b>	<b>12</b>	<b>27</b>	<b>7</b>	<b>10</b>

\* All internal transfers were not fully captured in FY21.

## Appendix B: People Data continued

	FY22		FY21		FY20	
Leave Days Taken	Male	Female	Male	Female	Male	Female
Annual Leave	1,914	3,394	2,893	4,042	3,374	4,347
Long Service Leave	47	20	296	296	201	237
Parental Leave Unpaid	0	669	0	577	0	780
Parental Leave Paid	54	243	40	280	26	192
Sick and Carers Leave	931	1,604	931	1,172	670	998
Leave without Pay	344	619	507	471	335	594
Other (Natural Disaster / Unforeseen Leave)**	162	900	80	295	86	196
<b>Total</b>	<b>3,452</b>	<b>7,449</b>	<b>4,747</b>	<b>7,133</b>	<b>4,692</b>	<b>7,344</b>

\* Other leave includes study leave, jury duty, purchased leave, community service leave and unforeseen leave (which is utilised during periods of natural disaster).

\*\* Additional leave codes added to Other in FY21/22.

	FY22		FY21		FY20	
	Male	Female	Male	Female	Male	Female
Absentee rate (sick days lost per FTE)	3.1	3.1	3.8	2.9	2.5	2.6

	FY22		FY21		FY20	
Gender Pay Ratio (Base Salary)	Male	Female	Male	Female	Male	Female
Executive Team	1.2	1.0	1.2	1.0	1.2	1.0
Senior Management	1.0	1.1	1.2	1.0	1.4	1.0
Management	1.0	1.0	1.1	1.0	1.1	1.0
Professional	1.4	1.0	1.5	1.0	1.4	1.0
Operations	1.1	1.0	1.0	1.0	1.0	1.0
Administration	1.0	1.6	n/a	1.0	N/A	1.0
<b>Total</b>	<b>1.1</b>	<b>1.0</b>	<b>1.1</b>	<b>1.0</b>	<b>1.1</b>	<b>1.0</b>

Note: Base salary does not include superannuation. Category ratios are calculated by taking the average male salary and comparing it to the average female salary.

	FY22	FY21	FY20
CEO/Employee Compensation ratio			
CEO total annual compensation to median employee total annual compensation	16.2:1	14.1:1	12.6:1

Total annual compensation includes base salary, superannuation, short term incentive (STI) bonus, long term incentive (LTI), and allowances (eg motor vehicle allowance, accommodation allowance). The above compensation ratio is based on Full time and Part time employees only and excludes casual employees.



## Appendix C: Health and Safety Data

	FY22	FY21	FY20 <sup>1</sup>
<b>Ingenia employee HSE incidents</b>			
Recorded injuries	91	69	-
Lost-time injuries/diseases	28	23	-
Cases of work-related ill health	0	0	-
Fatalities	0	0	-
Lost Time Injury Incidence Rate (LTIIR)	2.70	2.76	-
Lost Time Injury Frequency Rate (LTIFR)	19.59	20.07	-
Lost day rate (days lost per million hours worked)	1,239.88	1,082.14	-
<b>Contractor HSE incidents</b>			
Recorded injuries	2	4	-
Lost time injuries	0	0	-
Fatalities	0	0	-
LTIFR <sup>2</sup>	-	-	-
<b>Employee relations matters</b>			
Fraud, bribery and corruption	0	0	0
Discrimination	0	0	0
Privacy	0	0	0
Other Whistleblower matters	1	0	0
Other Employee Code of Conduct breaches	0	0	0
Employee relations matters	0	0	0

1. FY20 data is unavailable due to incident reporting portal not having the functionality built in at the time.

2. Ingenia does not currently record contractor hours and is therefore unable to calculate LTIFR for contractor injuries.

### Commentary and methodology

Health, Safety and Environment (HSE) incidents account for all recorded incidents pertaining to Ingenia employees.

## Appendix C: Health and Safety Data continued

### Definitions

**Contractor** – An individual employed by an organisation other than Ingenia, who performs work as directed by their employer at an operational asset controlled by Ingenia.

**Recorded injuries** – Recorded incidents that resulted in lost time and/or for which first aid, or medical treatment was administered.

**Lost-time injuries/diseases** – Those occurrences that resulted in a fatality, permanent disability or time lost from work of one day/shift or more and if the incident relates to a Ingenia employee, is recorded via a WorkCover claim

**Fatalities** – Fatalities that occur as a result of an injury or disease occurrence.

**Lost Time Injury Incidence Rate (LTIIR)** – The number of occurrences of injury/disease for each one hundred full time equivalent employees is calculated as follows:

$$LTIIR = \frac{\text{number of lost time injuries/diseases}}{\text{number of full time equivalent employees}} \times 100$$

**Lost Time Injury Frequency Rate (LTIFR)** – The number of occurrences of injury or disease for each one million hours worked is calculated as follows:

$$LTIIR = \frac{\text{number of lost time injuries/diseases}}{\text{number of hours worked}} \times 1,000,000$$

**Lost day rate (LDR)** – The number of days lost to injuries/diseases for each one million hours worked is calculated as follows:

$$LTIIR = \frac{\text{days lost due to injuries/diseases}}{\text{number of hours worked}} \times 1,000,000$$

**Number of Ingenia employee hours worked in the period** – Refers to the total scheduled number of hours worked by all Ingenia employees as recorded on 30 June of each year.

**Number of workers** – Is defined as the number of workers who were employed by Ingenia as recorded at the end of 30 June 2022.

## Appendix D: GRI Content Index

Ingenia Communities referred to the Global Reporting Initiative (GRI) Standards to determine the 2022 Sustainability Reporting boundaries and for guidance on identifying and reporting its material issues, management approaches and reporting key performance indicators across stakeholder groups including residents and guests, employees, investors, local communities, industry partners and suppliers.

Ingenia has reported against the Universal standards – GRI 102 General disclosures 2016 and GRI 103 Management Approach 2016. Ingenia is aware that GRI has published revised Universal standards and that they are in effect for reporting from 1 January 2023. Ingenia will prepare its 2023 Sustainability report in alignment with the revised Universal Standards.

Below is a guide to Ingenia's reporting metrics in reference to the GRI.

### General Disclosures

Number	Disclosure	Reference	Remarks/Omissions
<b>GRI 102: General Disclosures</b>			
102-1	Name of the organisation	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 7 - About Ingenia Communities</li> <li>Group Website - <a href="#">About Us</a></li> </ul>	
102-2	Activities, brands, products, and services	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 7 - About Ingenia Communities</li> <li>Group Website - <a href="#">About Us</a></li> </ul>	Ingenia does not provide or sell any products that are banned in certain markets
102-3	Location of headquarters	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 76</li> <li>Group Website - <a href="#">Contact Us</a></li> </ul>	The Group moved office location in December 2020 and is now located at Level 3, 88 Cumberland Street, The Rocks, NSW 2000
102-4	Location of operations	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 7 - About Ingenia Communities Group</li> <li>Group Website - <a href="#">About Us</a></li> </ul>	The Group operates solely in Australia
102-5	Ownership and legal form	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 7 - About Ingenia Communities Group; Page 12 - Governance</li> <li>Group Website - <a href="#">Corporate Governance Statement</a></li> </ul>	Ingenia (INA) is a publicly listed real estate investment trust listed on the Australian Securities Exchange
102-6	Markets served	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 8 - Our Portfolio at a Glance</li> <li>Group Website - <a href="#">Our Business</a></li> </ul>	The Group operates solely in Australia
102-7	Scale of the organisation	<ul style="list-style-type: none"> <li><a href="#">2022 Annual Report</a>, Page 64 - Consolidated Statement of Income; Page 65 Consolidated balance sheet</li> <li><a href="#">2022 Annual Report</a>, Pg 177 - Securityholder information</li> </ul>	
102-8	Information on employees and other workers	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 43 - Employment and Development; Page 46 - Diversity and Inclusion</li> <li>Group Website - <a href="#">Our People</a></li> </ul>	



## Appendix D: GRI Content Index continued

Number	Disclosure	Reference	Remarks/Omissions
102-9	Supply chain	<ul style="list-style-type: none"> <li>Group Website - <a href="#">Modern Slavery Statement 2021</a></li> </ul>	
102-10	Significant changes to the organisation regarding size, structure, ownership and its supply chain	<ul style="list-style-type: none"> <li><a href="#">2022 Annual Report</a>, Page 35 - Directors Report</li> </ul>	
102-11	Precautionary principle or approach	<ul style="list-style-type: none"> <li><a href="#">Corporate Governance Statement</a>, Page 16</li> <li>Group Website, Corporate Policies and Procedures - <a href="#">Responsible Entity Risk Statement</a></li> </ul>	
102-12	External developed economic, environmental and social charters	<ul style="list-style-type: none"> <li>Ingenia Sustainability Report 2022, Page 10 - Memberships and External Initiatives</li> <li>Group Website - <a href="#">Memberships</a></li> </ul>	
102-13	Membership of associations (industry) and national or international advocacy - hold position on governance body; provide funding or views membership as strategic	<ul style="list-style-type: none"> <li>Ingenia Sustainability Report 2022, Page 10 - Memberships and External Initiatives</li> <li>Group Website - <a href="#">Memberships</a></li> </ul>	
102-14	Statement from senior decision-maker	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 2 - A Message from our CEO</li> </ul>	
102-15	Key impacts, risks, and opportunities	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 18 - Materiality Assessment</li> <li>Group Website - <a href="#">Materiality Assessment</a></li> </ul>	
102-16	Values, principles, standards, and norms of behaviour	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 12 - Governance</li> <li>Group Website - <a href="#">About Us, Vision and Values, Corporate Governance Statement</a> - Page 12, Corporate Policies and Procedures - <a href="#">Code of Conduct</a></li> </ul>	
102-17	Mechanisms for advice and concerns about ethics	<ul style="list-style-type: none"> <li><a href="#">Corporate Governance Statement</a>, Pages 15, 16 &amp; 20</li> <li>Corporate Policies and Procedures - <a href="#">Whistle Blower Policy</a></li> </ul>	
102-18	Governance structure	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 12 - Governance</li> <li>Group Website - <a href="#">Corporate Governance Statement</a></li> </ul>	
102-19	Delegating authority	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 12 - Governance</li> <li><a href="#">Corporate Governance Statement</a></li> </ul>	

## Appendix D: GRI Content Index continued

Number	Disclosure	Reference	Remarks/Omissions
102-20	Executive-level responsibility for economic, environmental and social topics	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 12 - Governance</li> <li>Sustainability Report 2022, Page 2 - A Message from our CEO</li> <li><a href="#">Corporate Governance Statement</a>, Page 6</li> </ul>	
102-21	Consulting stakeholders on economic, environmental and social topics	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 21-23 - Stakeholder Engagement</li> <li><a href="#">Corporate Governance Statement</a>, Page 17</li> </ul>	
102-22	Composition of the highest governance body and its committees	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 12 - Governance</li> <li><a href="#">Corporate Governance Statement</a>, Page 5</li> </ul>	
102-23	Chair of the highest governance body	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 12 - Governance</li> <li><a href="#">Corporate Governance Statement</a>, Page 5</li> </ul>	
102-24	Nominating and selecting the highest governance body	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 12 - Governance</li> <li><a href="#">Corporate Governance Statement</a>, Pages 2 &amp; 10</li> </ul>	
102-25	Conflicts of interest	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 16 - Governance</li> <li><a href="#">Corporate Governance Statement</a>, Pages 7,10,15</li> <li>Group Website - Corporate Policies and Procedures - <a href="#">Code of Conduct, Anti-Bribery and Corruption Policy</a></li> </ul>	
102-26	Role of highest governance body in setting purpose, values and strategy	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 12 - Governance</li> <li><a href="#">Corporate Governance Statement</a>, Page 2</li> </ul>	
102-27	Collective knowledge of highest governance body	<ul style="list-style-type: none"> <li>Ingenia Sustainability Report 2022, Page 12 - Governance</li> <li><a href="#">Corporate Governance Statement</a> Pages 10 -13</li> </ul>	
102-28	Evaluating the highest governance body's performance	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 12 - Governance</li> <li><a href="#">Corporate Governance Statement</a>, Page 8</li> </ul>	
102-29	Identifying and managing economic, environmental and social impacts	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Pages 18-23 - Stakeholder Engagement and Materiality Assessment</li> </ul>	
102-30	Effectiveness of risk management processes	<ul style="list-style-type: none"> <li><a href="#">Corporate Governance Statement</a>, pages 22-24</li> </ul>	

## Appendix D: GRI Content Index continued

Number	Disclosure	Reference	Remarks/Omissions
102-31	Review of economic, environmental and social topics	<ul style="list-style-type: none"> <li>• <a href="#">Corporate Governance Statement</a>, page 23</li> </ul>	
102-32	Highest governance body's role in sustainability reporting	<ul style="list-style-type: none"> <li>• Group Website - <a href="#">Sustainability</a></li> <li>• <a href="#">Corporate Governance Statement</a> Page 3</li> </ul>	
102-33	Communicating critical concerns	<ul style="list-style-type: none"> <li>• <a href="#">Corporate Governance Statement</a>, Pages 22-24</li> </ul>	
102-34	Nature and total number of critical concerns	<ul style="list-style-type: none"> <li>• Group Website - <a href="#">Investor Centre (ASX announcement)</a></li> </ul>	
102-35	Remuneration policies	<ul style="list-style-type: none"> <li>• <a href="#">2022 Annual Report</a>, Pages 47-48, Remuneration Report</li> <li>• <a href="#">Corporate Governance Statement</a>, Page 6</li> </ul>	
102-36	Process for determining remuneration	<ul style="list-style-type: none"> <li>• <a href="#">2022 Annual Report</a>, Pages 47-48, Remuneration Report</li> <li>• <a href="#">Corporate Governance Statement</a>, Page 6</li> </ul>	
102-37	Stakeholders' involvement in remuneration	<ul style="list-style-type: none"> <li>• <a href="#">2022 Annual Report</a>, Remuneration Report, Pages 45</li> <li>• <a href="#">Corporate Governance Statement</a>, Page 21 &amp; 22</li> </ul>	
102-38	Annual total compensation ratio	<ul style="list-style-type: none"> <li>• Sustainability Report 2022 - Appendix B (People Data)</li> </ul>	
102-39	Percentage increase in annual total compensation ratio	<ul style="list-style-type: none"> <li>• Sustainability Report 2022 - Appendix B (People Data)</li> </ul>	
102-40	List of stakeholder groups	<ul style="list-style-type: none"> <li>• Sustainability Report 2022, Pages 21-23 - Stakeholder Engagement</li> <li>• Group Website - <a href="#">Our Stakeholders</a></li> </ul>	
102-41	Collective bargaining agreements		There are no employees on collective bargaining agreements
102-42	Identifying and selecting stakeholders	<ul style="list-style-type: none"> <li>• Sustainability Report 2022, Pages 21-23 - Stakeholder Engagement</li> </ul>	
102-43	Approach to stakeholder engagement	<ul style="list-style-type: none"> <li>• Sustainability Report 2022, Pages 18-23 - Stakeholder Engagement and Materiality Assessment</li> <li>• Group Website - <a href="#">Our Stakeholders</a></li> </ul>	
102-44	Key topics and concerns raised	<ul style="list-style-type: none"> <li>• Sustainability Report 2022, Pages 18-23 - Stakeholder Engagement and Materiality Assessment</li> </ul>	
102-45	Entities included in the consolidated financial statements	<ul style="list-style-type: none"> <li>• <a href="#">2022 Annual Report</a>, Page 1</li> </ul>	
102-46	Defining report content and topic Boundaries	<ul style="list-style-type: none"> <li>• Sustainability Report 2022, Page b - About this Report</li> </ul>	



## Appendix D: GRI Content Index continued

Number	Disclosure	Reference	Remarks/Omissions
102-47	List of material topics	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Pages 18-20 - Materiality Assessment</li> </ul>	
102-48	Restatements of information	<ul style="list-style-type: none"> <li><a href="#">2022 Annual Report</a>, Page 75</li> </ul>	
102-49	Changes in reporting	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page b - About this Report Pages; Pages 18-20 - Materiality Assessment</li> </ul>	
102-50	Reporting period	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page b - About this Report</li> </ul>	
102-51	Date of most recent report	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page b - About this Report</li> </ul>	June 2022
102-52	Reporting cycle	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page b - About this Report</li> </ul>	Annual
102-53	Contact point for questions regarding the report	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page b - About this Report</li> </ul>	
102-54	Claims of reporting	<ul style="list-style-type: none"> <li>Reporting has been referred to GRI</li> </ul>	
102-55	GRI content index	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 71, Appendix D (GRI Content Index)</li> <li>Group website - GRI Index</li> </ul>	
102-56	External assurance		External assurance has not been sought
<b>Topic-specific disclosures</b>			
<b>Management approach</b>			
103-1	Explanation of the material topic and its boundary	<ul style="list-style-type: none"> <li>Sustainability Report 2022</li> </ul>	Covered under section for each material topic
103-2	The management approach and its components	<ul style="list-style-type: none"> <li>Sustainability Report 2022</li> </ul>	Covered under section for each material topic
<b>ENVIRONMENT</b>			
<b>Energy</b>			
302-1	Energy consumption within the organisation	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Pages 33 - Energy and Emissions Performance</li> <li>Sustainability Report 2022, Pages 61-64 - Appendix A: Emissions Data and Reporting Protocol</li> </ul>	Excludes Ingenia Head Office, Funds, Assets under development during the reporting period, Murray Bend and Merry Beach (where metered data for annuals is not available)
<b>Emissions</b>			
305-1	Direct (Scope 1) GHG emissions	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Pages 33 - Energy and Emissions Performance</li> <li>Sustainability Report 2022, Pages 61-64 - Appendix A: Emissions Data and Reporting Protocol</li> </ul>	Excludes Ingenia Head Office, Funds, Assets under development during the reporting period, Murray Bend and Merry Beach (where metered data for annuals is not available)

## Appendix D: GRI Content Index continued

Number	Disclosure	Reference	Remarks/Omissions
305-2	Energy indirect (Scope 2) GHG emissions	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Pages 33 - Energy and Emissions Performance</li> <li>Sustainability Report 2022, Pages 61-64 - Appendix A: Emissions Data and Reporting Protocol</li> </ul>	Excludes Ingenia Head Office, Funds, Assets under development during the reporting period, Murray Bend and Merry Beach (where metered data for annuals is not available)
305-3	Other indirect (Scope 3) GHG emissions	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Pages 33 - Energy and Emissions Performance</li> <li>Sustainability Report 2022, Pages 61-64 - Appendix A: Emissions Data and Reporting Protocol</li> </ul>	Excludes Ingenia Head Office, Funds, Assets under development during the reporting period, Murray Bend and Merry Beach (where metered data for annuals is not available)
305-4	GHG emissions intensity	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Pages 33 - Energy and Emissions Performance</li> <li>Sustainability Report 2022, Pages 61-64 - Appendix A: Emissions Data and Reporting Protocol</li> </ul>	Excludes Ingenia Head Office, Funds, Assets under development during the reporting period, Murray Bend and Merry Beach (where metered data for annuals is not available)
<b>Effluents and waste</b>			
306-3	Waste generated	<ul style="list-style-type: none"> <li>Sustainability Report 2022- Pages 36 Waste Management)</li> </ul>	Excludes Ingenia Head Office, Funds, Assets under development during the reporting period
306-4	Waste diverted from disposal	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Pages 36 - Waste Management</li> </ul>	Excludes Ingenia Head Office, Funds, Assets under development during the reporting period
306-5	Waste directed to disposal	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Pages 36 - Waste Management</li> </ul>	Excludes Ingenia Head Office, Funds, Assets under development during the reporting period
<b>Environmental compliance</b>			
307-1	Non-compliance with environmental laws and regulations	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Pages 26 - Environmental Compliance</li> </ul>	
<b>SOCIAL</b>			
<b>Employment</b>			
401-1	New employee hires and employee turnover	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 43 - Employment, Learning and Development</li> </ul>	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 40 - Employee Benefits</li> </ul>	
401-3	Parental leave	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 41 - Parental Leave</li> </ul>	
<b>Occupational health and safety</b>			
403-1	Occupational health and safety management system	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 45 - Health Safety and Well-being</li> </ul>	

## Appendix D: GRI Content Index continued

Number	Disclosure	Reference	Remarks/Omissions
403-2	Types of injury and rates of injury, occupational diseases	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 69 - Appendix C: Health and Safety Data</li> </ul>	
403-4	Worker participation, consultation, and communication on occupational health and safety	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 45 - Health Safety and Well-being</li> </ul>	
403-5	Worker training on occupational health and safety	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 45 - Health Safety and Well-being</li> </ul>	
403-6	Promotion of worker health	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 45 - Health Safety and Well-being</li> </ul>	
403-9	Work-related injuries	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 69 - Appendix C: Health and Safety Data</li> </ul>	
<b>Training and education</b>			
404-2	Programs for upgrading employee skills and employee transition programs	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 43 &amp; 44 - Employment, Learning and Development</li> </ul>	
404-3	Percentage of employees receiving regular performance and career development reviews	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 43 &amp; 44 - Employment, Learning and Development</li> </ul>	
<b>Diversity and equal opportunity</b>			
405-1	Diversity of governance bodies and employees	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 46 - Diversity and Inclusion</li> <li><a href="#">Corporate Governance Statement</a>, Page 8</li> <li>Corporate Policies and Procedures - <a href="#">Diversity Policy</a></li> </ul>	
405-2	Ratio of basic salary and remuneration of women to men	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 69 - Appendix C: Health and Safety Data</li> </ul>	
<b>Child labour</b>			
408-1	Operations and suppliers at significant risk for child labour	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 59 &amp; 60 - Human Rights</li> </ul>	
<b>Forced or compulsory labour</b>			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 59 &amp; 60 - Human Rights</li> </ul>	
<b>Human rights assessment</b>			
412-1	Operations that have been subject to human rights reviews or impact assessments	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 59 &amp; 60 - Human Rights</li> </ul>	
412-2	Employee training on human rights policies or procedures	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 59 &amp; 60 - Human Rights</li> </ul>	
<b>Local Communities</b>			
413-2	Operations with significant actual and potential negative impacts on local communities	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 55 - Local Communities</li> </ul>	



## Appendix D: GRI Content Index continued

Number	Disclosure	Reference	Remarks/Omissions
<b>Public policy</b>			
415-1	Operations with significant actual and potential negative impacts on local communities	<ul style="list-style-type: none"> <li>Group Website - Corporate Policies and Procedures - <a href="#">Anti-Bribery and Corruption Policy</a></li> </ul>	No political donations were made in the reporting period
<b>Customer Privacy</b>			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<ul style="list-style-type: none"> <li>Sustainability Report 2022, Page 16 - Cyber Security</li> </ul>	No substantiated complaints were received concerning breaches of customer privacy
<b>Marketing and labelling</b>			
419-1	Incidents of non-compliance concerning the health and safety impacts of products and services		There were no incidences of non-compliance

**Caution Concerning Forward-Looking Statements.**

Certain information set forth in this presentation contains “forward-looking information”, under applicable securities laws (collectively referred to herein as forward-looking statements). These statements are based on our current expectations about future events or future financial performance. Forward-looking statements by their nature address matters that are, to different degrees, uncertain, and often contain words such as “may,” “could,” “expect,” “intend,” “plan,” “seek,” “plan” “anticipate,” “believe,” “estimate,” “predict,” “potential,” or “continue.”

These statements are not guarantees of future performance and undue reliance should not be placed on them. Such forward-looking statements necessarily involve known and unknown risks and uncertainties, which may cause actual performance and financial results in future periods to differ materially from any projections of future performance or result expressed or implied by such forward-looking statements.

Although forward-looking statements contained in this presentation are based upon what management of the Company believes are reasonable assumptions, there can be no assurance that forward-looking statements will prove to be accurate, as actual results and future events could differ materially from those anticipated in such statements. The Company undertakes no obligation to update forward-looking statements if circumstances or management’s estimates or opinions should change except as required by applicable securities laws. The reader is cautioned not to place undue reliance on forward-looking statements.

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