

2023 ESG Report

Hines





About the Report

Introduction and Goals

Hines' One Museum Place ("One Museum Place" or "We") is pleased to present our Environmental, Social, and Governance ("ESG") report for 2023 (the "Report"), marking our ongoing commitment to sustainable management practices. This Report aligns with our belief in the importance of transparency and keeping our stakeholders informed on ESG-related matters. Through this Report, we aim to provide a thorough update on our sustainable operations and showcase our continued dedication to making a positive impact on the environment and society as a whole.

Reporting Standard

The Report has been prepared in accordance with GRI standards 2021, which are regarded as one of the most appropriate approach for disclosing information about various economic, environmental, and social effects on a public scale across the world.

Reporting Scope

The Report examines the business operations of One Museum Place, a Hines property situated in Mainland China's city of Shanghai. It offers a comprehensive overview of our approach to sustainability management, including the initiatives and

activities undertaken during the period from 1st January 2023 to 31st December 2023 (the "Reporting Period", the "Year" or "2023"), as well as our accomplishments and achievements. The environmental performance data included in the Report encompasses both areas controlled by the landlord and those controlled by tenants. The Management team of Hines' One Museum Place has reviewed and approved the Report to ensure the accuracy and timeliness of the information presented.

External Assurance

Certain data points^{1,2}, are the subject of limited assurance by AVISTA Risk Advisory Limited. Please see the Independent Assurance Statement on page 35.

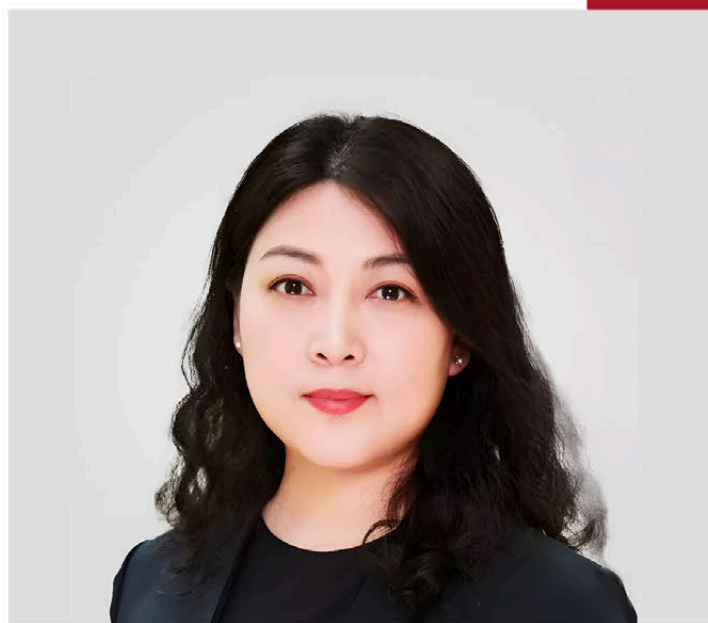
Contact and Feedback

At Hines, we hold your insights and viewpoints in the highest regard, as they assist us in fulfilling our mission of advancing sustainability management and performance through continuous improvement. You can reach out to us by contacting:

Contact: Kitty Cheung
Marketing & ESG Director
Greater China
Email: kitty.cheung@hines.com

^{1,2} See Endnotes for more information

Message from Our General Manager



Tina He

Managing Director, Hines
General Manager, One Museum Place /
Shanghai, China

We are pleased to publish our fourth ESG Report of One Museum Place, sharing with you our continued commitments to sustainability.

The year of 2023 has been a unique one for us since we have begun to recover from COVID-19 and strive for a more resilient community. At One Museum Place, we firmly believe that ESG is much more than fulfilling standards; it is our responsibility to contribute to a more sustainable and healthier society. Our ESG strategy is designed to engage with stakeholders, mitigate risks, and improve our long-term financial performance by increasing asset efficiency and establishing a more sustainable work environment.

In the past year we have received outstanding recognition, a five-star rating from the Global Real Estate Sustainability Benchmark (GRESB), which further validates

our dedication to sustainability. This rating not only demonstrates our ESG leadership within the real estate industry but also illustrates the practical outcomes of our efforts. Our comprehensive ESG strategy has been critical in driving improvements across key performance areas, including energy efficiency, climate-related risk assessment, and stakeholder engagement.

We are advocates for Hines' 2040 net-zero operational carbon target. In line with this, our 2023 Greenhouse Gas (GHG) emissions have reduced by 17% compared to 2022 due to our efforts in implementing advanced energy-efficient systems and adopting renewable energy on-site. In 2023, we also conducted a climate risk analysis, assessing our exposure to potential risks associated with extreme weather

events, regulatory shifts, and transition hurdles toward a low-carbon economy.

Our ESG commitment also extends to our tenants and the broad community. In 2023, we launched various programs to encourage more tenants to participate in our events and activities, such as Go Red for Women and our very first Wellbeing Week.

As we move forward, we are committed to continuously putting our ESG strategy into action. We are confident that our dedication to sustainability will add value to our business and the communities we serve, as well as contribute to the long-term success of our stakeholders

Tina He

Firm Overview

Hines has been a leader in real estate investment, development, and management for more than six decades. Founded by Gerald D. Hines in 1957, Hines is now one of the largest privately held real estate firms in the world, with a global presence and extensive experience across all property types and investment-risk profiles. We strive to create value and resilience in the built environment through spaces that set industry standards for quality and efficiency and enable people and the planet to flourish.

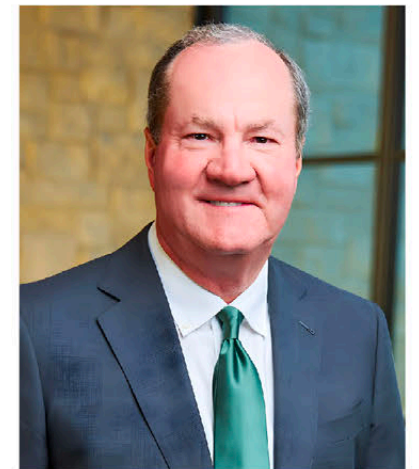
At Hines, we believe in creating long-term value by enabling people to thrive in spaces that benefit them and their communities. The ESG lens helps us realize our vision: to be the best real estate investor, partner, and manager in the world.



“We will continue to evaluate and incorporate new technologies, commit to reducing our carbon footprint, find new ways to capture and analyze data, and leverage our influence for the benefit of the real estate industry and the environment.”

Handwritten signature of Jeffrey C. Hines in black ink.

Jeffrey C. Hines
Chairman and Co-CEO





One Museum Place Overview

One Museum Place is a 183 thousand-square-meter, 60-story prime office tower complemented by a six-story retail pavilion and is the beacon of the Museum Place district in the heart of Shanghai.

The office tower was designed and built to the highest specifications of quality and sustainability, including features such as three-meter clear ceiling heights, column-free corners, and superior elevator service.

The lifestyle-oriented retail pavilion meets the daily needs of the office tenants and

also provides daytime and evening opportunities for fine dining and relaxation, with its spacious interiors and outdoor terraces overlooking the 16-acre Sculpture Park. One Museum Place supports a vibrant commercial community and provides a world-class gathering place for business and pleasure.

Moreover, the terraces afford unparalleled views of the iconic Lujiazui skyline, seamlessly combining the tranquility of the park with the dynamic energy of the city. The office tower and its pavilion are directly connected to the platform of Line 13 at the Natural History Museum Station, ensuring convenience and accessibility for all who work and visit here.

One Museum Place at a glance

	Address: 669 Xinzha Road, Shanghai, China		Design Architect: Gensler
	Building Height: 250m		Tower Story: 3 - 60
	Total Project GFA: 183,336.2 m ²		Total Tenant-controlled Area: 134,452 m ²
	Total Landlord-controlled Area: 48,884 m ²		Pavilion Stories: 6
	Pavilion Floors: LL2 - 4		Total Parking Spaces: 773

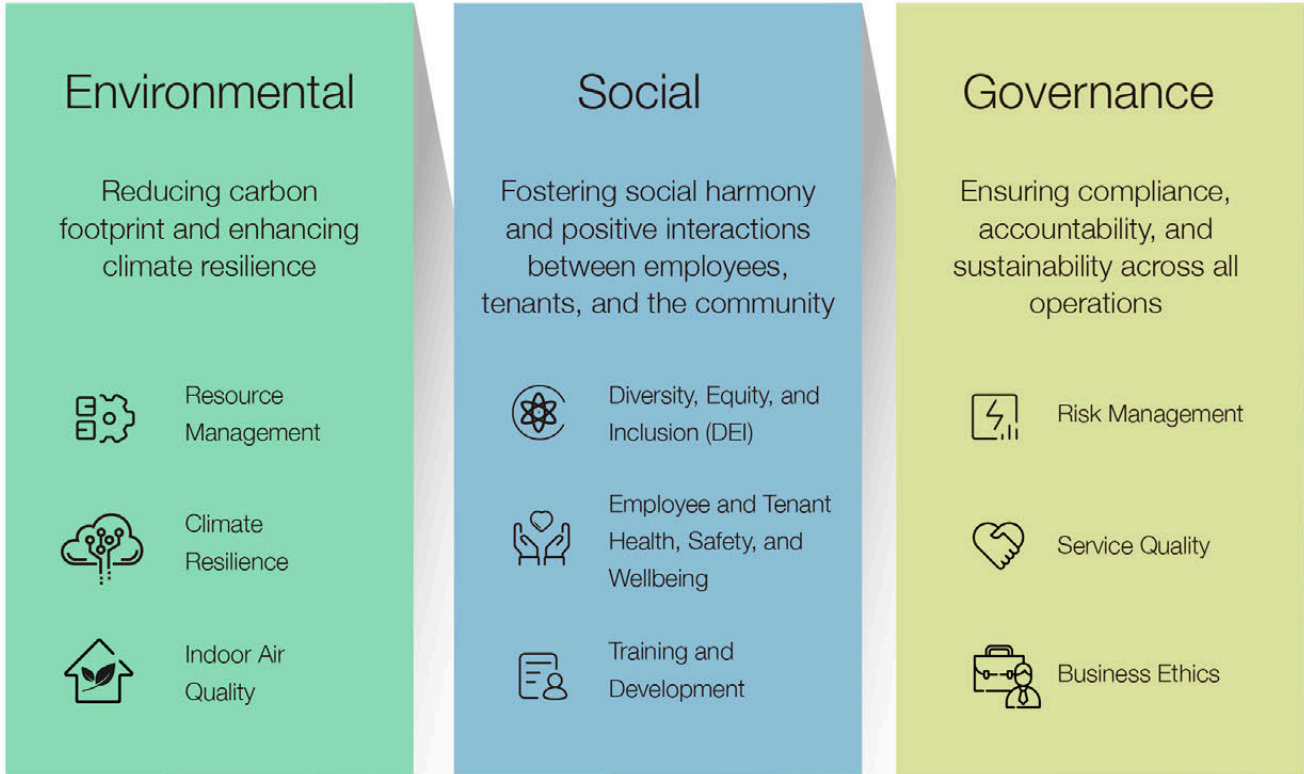


ESG at One Museum Place

Showcasing asset-level ESG excellence

Our ESG Strategy

One Museum Place demonstrates a robust commitment to improving the overall efficiency of the built environment, helping generate innovative ideas for tenants, customers, communities, and beyond. We realize that a successful ESG strategy will not only include a continuous ESG improvement roadmap inside the building, but also a value-creation blueprint that addresses environmental and social concerns for our stakeholders. This comprehensive approach is integral to the building's design, construction, and ongoing operations, reflecting a deep understanding of sustainability and social responsibility.



We continue reviewing our ESG strategy and aligning our commitments to the Hines Global ESG framework by reviewing and assessing market trends and updating our initiatives where needed.

2023 ESG Objectives and Targets

While our ESG strategy is embedded in our daily operations, we formulated the following ESG Objectives in each of the aspects to guide our implementation. Those objectives and targets demonstrate our ambition and motivate us to make positive impacts based on our sustainability commitment.

Environmental

FOCUS AREA	COMMITMENTS	2023 PROGRESS	2024 OBJECTIVES
Environmental Performance	Keep monitoring and tracking the monthly utility data, including energy consumption, water consumption, and waste generation	<ul style="list-style-type: none">• Obtained all environmental performance data covering the whole year• Reported our environmental performance data in the ESG Report	<ul style="list-style-type: none">• Continue monitoring and reporting utility consumption data covering 100% of our GFA• Investigate the possibility of setting environmental targets
Operational Carbon	Support the net zero operational carbon emissions by 2040 Continue reducing operational carbon through energy efficiency, renewable energy, electrification, etc.	<ul style="list-style-type: none">• Achieved a 17% reduction in operational carbon emissions• Installed solar panels on the roof of podiums• Retrofitted garden lamp and high-pole lamp to use solar energy	<ul style="list-style-type: none">• Continue to work towards the net zero operational carbon emission targets by 2040• Investigate opportunities to reduce energy consumption and increase energy efficiency
Embodied Carbon	Get to know more about the embodied carbon from tenant refurbishment	<ul style="list-style-type: none">• Continued to engage tenant to participate in our RESET program	<ul style="list-style-type: none">• Research and encourage the adoption of Hines Embodied Carbon Reduction Guide
Climate Change	Understand the risks of climate change and align our management efforts to the guidelines issued by the Task Force on Climate-Related Financial Disclosures (TCFD)	<ul style="list-style-type: none">• Conducted a scenario analysis to identified climate-related risks• Reported our major climate-related risks and potential impacts	<ul style="list-style-type: none">• Review and enhance our climate action plan, including our mitigation and adoption measures
Building & Energy Certifications	Ensure 100% of our GFA have at least one valid green building certification Ensure 100% of our GFA have a valid energy rating	<ul style="list-style-type: none">• 100% of our GFA holds at least one green building certification• 100% of our GFA holds a valid energy rating	<ul style="list-style-type: none">• Continue renewing and obtaining green building certification for 100% of our GFA• Continue renewing and ensuring 100% of our GFA has a valid energy rating
Waste	Strictly follow the waste sorting regulations Engage with tenants to encourage correct waste sorting and minimizing waste	<ul style="list-style-type: none">• Obtained the waste generation by categories and maintained the record• Conducted regular Waste Sorting Training for office tenants	<ul style="list-style-type: none">• Consider opportunities to optimize our waste management process, including waste weighting• Encourage recycling on site

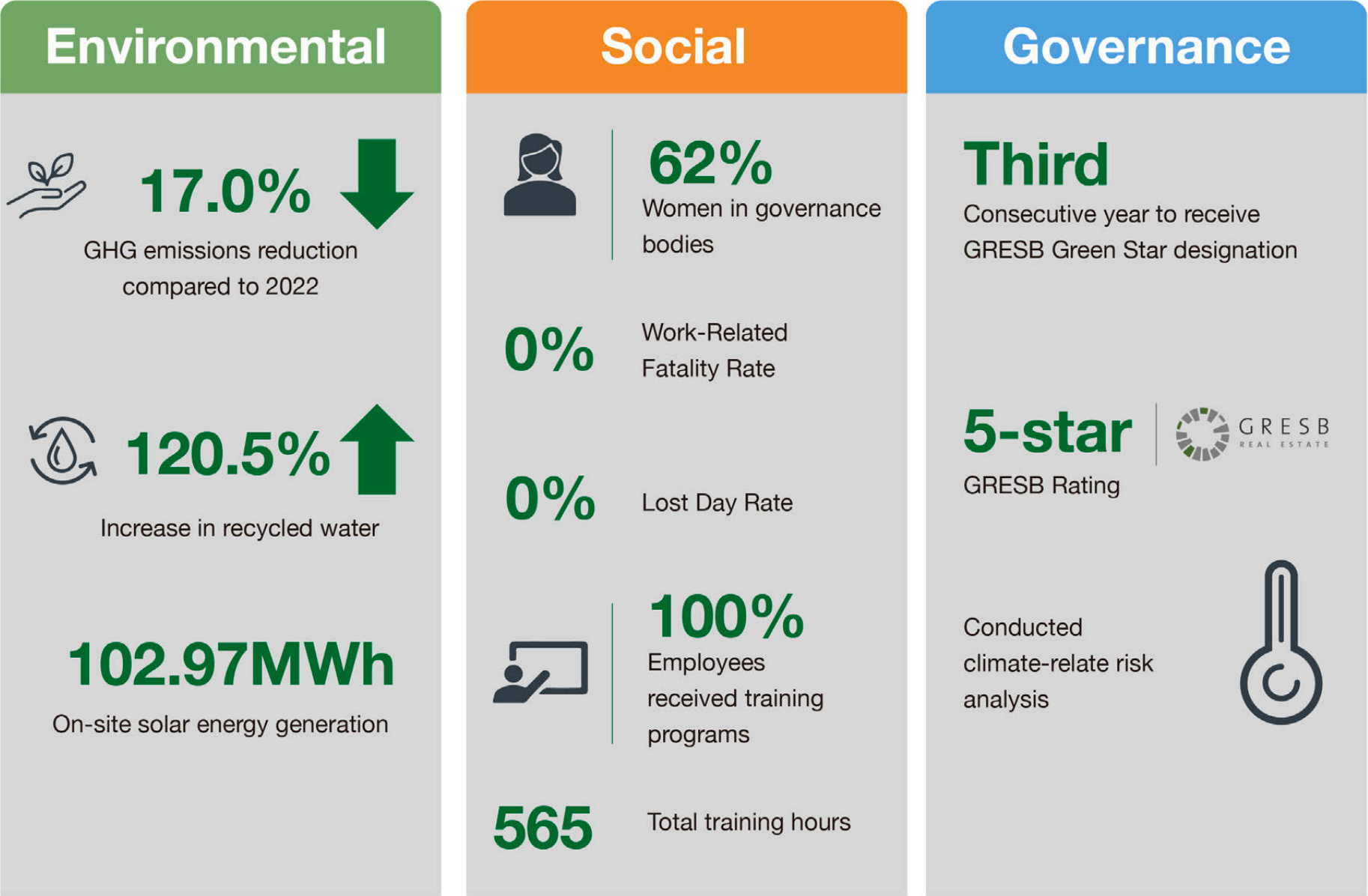
Social

FOCUS AREA	COMMITMENTS	2023 PROGRESS	2024 OBJECTIVES
Tenant Experience	<p>Focus on tenant experience through tenant satisfaction surveys</p> <p>Actively engage with tenants to seek opportunities for ESG collaboration and improvements</p> <p>Continuously enhance tenant health and well-being</p>	<ul style="list-style-type: none">• Achieved overall satisfaction scores for our office and retail tenants at 9.38 and 9.32 out of 10• Two of our office tenants have got the HinesGo Green Office award in 2023• Organized Well Being Week in 2023 to encourage tenants to participate	<ul style="list-style-type: none">• Conduct research and investigate more opportunities in green leasing initiatives with office tenants• Encourage more tenants to participate in our ESG-related activities, such as HinesGo, Well Being Weeks, etc.• Conduct a new tenant satisfaction survey and integrate ESG-related questions into it
Employee Engagement	<p>Committed to workplace diversity, equity and inclusion</p> <p>Conduct a variety of training sessions with employees</p> <p>Engage Employees with different activities to enhance collaboration</p>	<ul style="list-style-type: none">• Female employee percentage has increased 6%• 100% of our employees have been trained in 2023 and reached 565 training hours• Organized several employee activities during 2023, including the Women’s Day Event, City Cycle Event, etc.	<ul style="list-style-type: none">• Ensure 100% of employees are undergoing an official Talent Review• Maintain a 100% employee training rate and continue to carry out ESG-focused training sessions• Enhance our employee engagement by adopting workplace policies to achieve greater equity, retention, and representation
Community Investment	<p>Continuously encourage employees and tenants to participate in our charity and volunteering events</p>	<ul style="list-style-type: none">• Collaborated with the Shanghai Natural History Museum for the "OurCommunity" event. Several Employees participated and provided volunteer services• Partnered with WLI (Women’s Leadership Institute) and EGRC (Educating Girls of Rural China) to invite office tenants to donate spare laptops, bringing hope to girls from impoverished areas in the West of China	<ul style="list-style-type: none">• Explore opportunities to support and organize more community initiatives• Encourage more employees to participate in the charity or volunteering events

Governance

FOCUS AREA	COMMITMENTS	2023 PROGRESS	2024 OBJECTIVES
GRESB	Continue to participate in the GRESB Assessment each year and target a 5-star rating	<ul style="list-style-type: none">• Third consecutive year to participate in the GRESB Assessment and received Green Star designation• Achieved a five-star rating in the 2023 GRESB Assessment	<ul style="list-style-type: none">• Continue to participate in the 2024 GRESB Assessment and pursue continuous improvement in the performance
Climate risks management	<p>Identify and assess climate-related risks and opportunities</p> <p>Continue to report the progress and plans regarding climate-related risk management</p>	<ul style="list-style-type: none">• Completed a climate scenario analysis for Hines One Museum Place and identified physical risks and potential effects on our operations• Reported the progress in climate resilience in the asset-level ESG report	<ul style="list-style-type: none">• Further investigate the possibility of integrating climate change mitigation and adaptation plans into risk management and operational process• Continue to report progress in climate resilience in the ESG report
Reporting and disclosures	Track and report ESG performances, goals, and annual progress through a GRI-aligned, asset-level ESG report each year	<ul style="list-style-type: none">• Communicated transparent ESG progress and performance highlights in the 2023 GRI-aligned, asset-level ESG report	<ul style="list-style-type: none">• Consider integrating any other relevant reporting frameworks in the future reporting process, such as TCFD, UN SDGs, and ISSB

2023 ESG Performance Highlights



GRESB Excellence

One Museum Place has participated in the GRESB Assessment since 2021 and has received the Green Star designation for the third consecutive year. We were honored to achieve a 5-star rating in the most recent 2023 GRESB Real Estate Assessment – the highest rating provided by the rating scheme, which demonstrates that One Museum Place’s ESG Performance is in the top 20%³ among all GRESB Participants in 2023. Our efforts that contribute to the GRESB Excellence include but are not limited to:


- ✓ Established a comprehensive ESG management system
- ✓ Improved energy efficiency and reduced GHG emissions
- ✓ Conducted a social and governance risk assessment
- ✓ Conducted a climate-related risk assessment

Moving forward, we aim to continue to build upon our current achievements and continue to implement more ESG initiatives to add value to our assets, to our stakeholders, and to our community.




³See Endnotes for more information

Recognition and Awards



Building
Certifications


2019



RESET Air Certification for Core & Shell

One Museum Place is recognized by RESET Air Standard because of its comprehensive air quality monitoring system and control measures.


2021



LEED® Platinum Core and Shell

Built to the highest specifications of quality and sustainability, One Museum Place is one of the first office towers in Shanghai to receive LEED Platinum Certification.

2021



LEED® Platinum Operation and Maintenance

With our continuous efforts in retaining responsible operation and proper maintenance of the building, One Museum Place was awarded LEED O+M v4.1 Platinum certification for Existing Buildings (EB) Rating System in October 2021.

2021




WELL Platinum

One Museum Place has been awarded WELL Platinum certification and achieved more than 80% of the targeted concepts.

Industry
Awards

2019



MIPIM Asia Pacific Awards

With an outstanding innovative design and strong sustainability features, One Museum Place was awarded the silver recognition for the Best Green Development.

2021



RICS China Awards 2021 Excellence

One Museum Place was awarded the 2021 RICS Award of Excellence-Sustainability Achievement of the Year in recognition of its industry leading achievements and the upholding of the highest standards of professionalism and ethics by individuals and teams across the built and natural environments.


2022



ULI Asia Pacific Award for Excellence

The 2022 ULI Asia Pacific Awards for Excellence recognizes One Museum Place's excellence in land use practice and the full development process of a project beyond its architecture or design.

2023



Jing'an District Awards

In 2023, Shanghai Jing'an District has given both Jing'an Building Excellence Award and 2022 Economic Contribution Award to One Museum Place, recognizing the outstanding contribution of One Museum Place to the economic development of the community.

Our Governance

At One Museum Place, we uphold the highest standard of transparency, accountability, and integrity. Our commitment to operational excellence is noticeable through our day-to-day work and is fully implemented through our internal management system.

ESG Governance Structure

We recognize that comprehensive ESG governance is essential to sustainable operations. We have established a robust ESG governance structure to oversee and monitor our ESG management, including our policy, objectives, and culture.

The culture of sustainability starts with our Global ESG team at Hines. The Hines ESG Leadership Council, led by the Global Head of ESG, is in place to oversee and coordinate all ESG-related matters across the business. In 2023, Hines launched the Environmental Strategies team (previously Carbon Team) and delineated the responsibilities between the Global ESG and Environmental Strategies teams as follows:



Environmental Strategies

is the **expertise** and **execution** support, handling the firm's approach to **energy, carbon, water, waste** and other **environmental** topics.

- ▶ Decarbonization Assessment & Implementation
- ▶ Environmental Data, Metrics & Analytics
- ▶ Regulatory Insight
- ▶ Embodied Carbon Research
- ▶ Renewable Energy Strategy & Procurement

Global ESG

develops the firm's **holistic** ESG strategy, supports **integration** with IM and across **regions**, and **identifies** services to sell across all of Hines.

- ▶ IM Intelligence, Underwriting & Strategy
- ▶ Holistic ESG Data & Disclosure
- ▶ Project Level ESG Strategies
- ▶ Commercialization
- ▶ Engagement & Upskilling

Based on the direction from the ESG Leadership Council, regional ESG Working Groups have been formed to tailor the local strategy based on the local needs and ambitions. This group reports on the progress of ESG initiatives to the Leadership Council on a regular basis.



ESG Regional Leagues

The APAC ESG League was established in 2022 to coordinate and embed ESG initiatives within the region. Comprising of nominated representatives from each area or country, the leagues include professionals from asset management, development, ESG, and communications managers. Internal discussions are held frequently to share insights and successful strategies pertaining to the implementation of ESG initiatives.

HinesAsiaPacific | ESG

As a part of the APAC ESG League, One Museum Place has formulated an individual ESG working group, comprising managing directors from asset management and departmental managers, to embed core ESG strategies into our operations. The key duties of the group include the following:

- Reviewing and implementing Hines' ESG management policies, strategies and initiatives;
- Reviewing progress on achieving the ESG targets of Hines China;
- Monitoring ESG-related trends, development, regulations and industry practices, and providing advice on ESG strategies;
- Coordinating department units to assist in the preparation of our annual ESG Report, including carrying out stakeholder engagement activities, conducting the materiality assessment, and collecting and consolidating ESG performance data; and
- Reviewing and approving the annual ESG report.



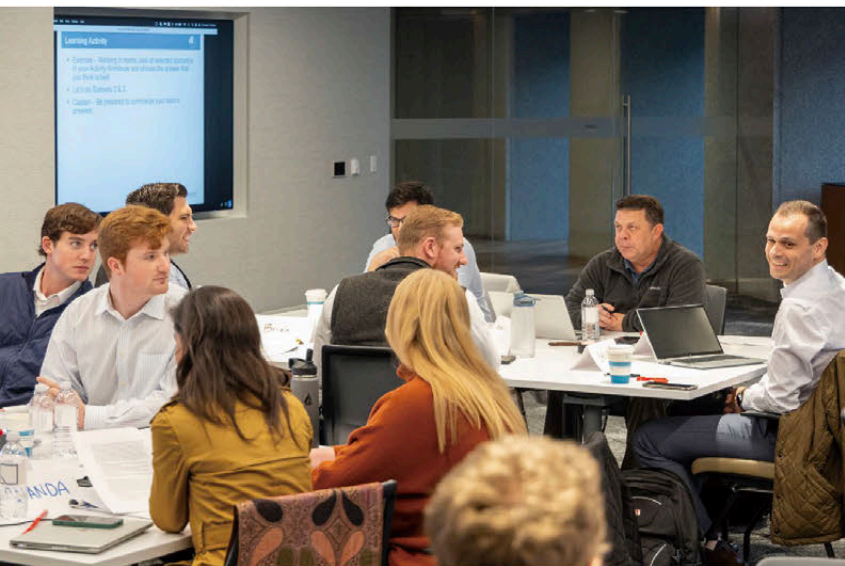
Business Integrity

Hine One Museum Place has adhered to high-standard business ethics, demonstrating a high sense of moral responsibility and transparency in our operations. As a commercial complex with long-term sustainability ambitions, we understand the importance of integrity, fairness, and respect when developing long-term business relationships with our key stakeholders.

Our approach to ethical conduct is integrated into every aspect of our business, from our interactions with clients and partners to our internal management practices. Hines has established a comprehensive framework through the Hines Global Code of Business and Ethics that guides our employees' decision-making and behavior, ensuring that all business activities are conducted with the highest regard for the law, ethical norms, and the interests of our stakeholders.

Additionally, we have implemented various initiatives, including regular training programs to keep our workforce familiar with the ethical guidelines and the latest regulatory requirements. We also encourage open communication and have established an anonymous reporting channel, EthicsPoint, for all stakeholders to raise concerns without fear of retaliation.

Risk Management



Social

- ✓ Labor rights
- ✓ Employee and tenant satisfaction
- ✓ Employee and tenant health, safety, and wellbeing
- ✓ Community impacts

A thorough risk assessment framework, including ESG-related risks, is a fundamental part of our long-term success. Our approach to risk management is strategic and proactive, ensuring that potential threats to our business and stakeholders are identified, assessed, and mitigated effectively.

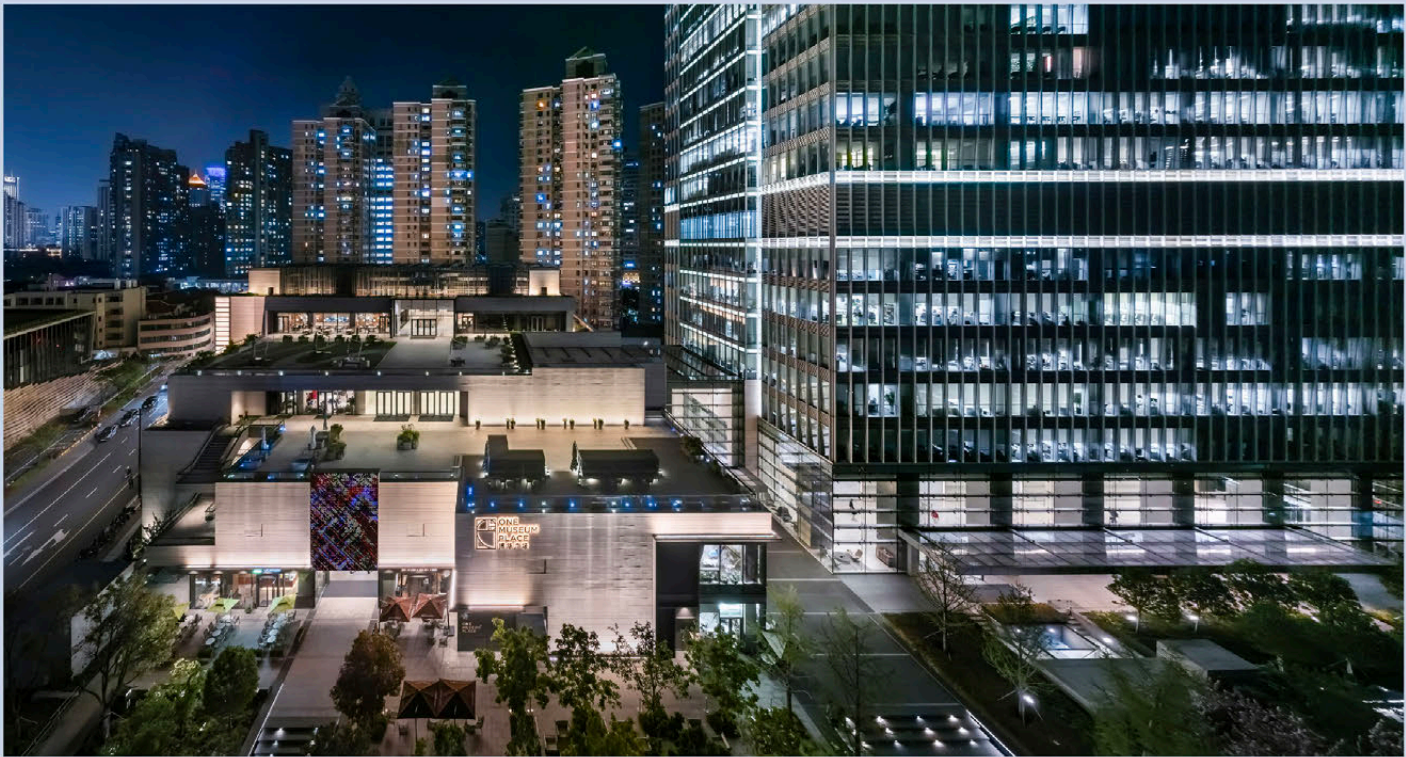
In 2023, One Museum Place conducted an asset-level risk assessment for social and governance risks to identify, assess, and manage related risks that arise from our operation and align to the expectations of stakeholders. The topics covered the following material aspects and areas:

Governance

- ✓ Cybersecurity
- ✓ Data protection and privacy
- ✓ Shareholder rights
- ✓ Fraud
- ✓ Political contributions

Based on the assessment results, we are able to conclude that One Museum Place has actively and appropriately managed the identified potential social and governance risks. In the future, we are committed to continuously monitoring the potential social and governance risks through our risk management framework.

Supply Chain Management



We carefully monitor and assess our suppliers to ensure that they are in line with our ESG objectives and adhere to top-tier sustainability standards. We achieve this by evaluating potential suppliers through a series of screenings and audits, followed by ongoing performance monitoring throughout our partnership.

Our supplier selection process is detailed in the Bidding Procedure, which considers various criteria such as expertise, pricing, training offerings, and managerial support on-site. To

ensure the implementation of those criteria, we perform periodic evaluations and annual reviews of supplier performance. These assessments analyze staffing, management, and commercial aspects to evaluate the suppliers' overall effectiveness and provide feedback for improvement when required.

Additionally, we recognize that well-trained employees contribute to a supplier's efficiency and proficiency. Therefore, we ensure that our suppliers invest in their workforce's training, enhancing their skills and increasing their awareness of safety practices.

People and Communities

Our Stakeholders

By actively engaging with our stakeholders, which includes our investors, business partners, tenants, employees, community, and industry associations, we consistently refine and expand our insight into their priorities and those of our business operations. A summary of our engagement approach is provided in the following table:

Stakeholders	Engagement approach
Investors	<ul style="list-style-type: none">• Corporate website• Company announcements and reports• Investor survey (every three years)• Investor conference (every 18 months)• Investor interviews
Business Partners	<ul style="list-style-type: none">• Ongoing direct engagement• Procurement and tendering• Site inspection and assessment• Supplier performance evaluation
Tenants	<ul style="list-style-type: none">• Tenant satisfaction survey• Tenant feedback via weekly visits to office and retail tenants• Tenant engagement activities• Official WeChat account
Employees	<ul style="list-style-type: none">• Employee survey• Annual performance review with regular check-ins• Ongoing intranet communications• Monthly updates from senior management• Employee training• Employee activities
Community	<ul style="list-style-type: none">• Emails and phone calls• Charity events and voluntary services
Industry Associations	<ul style="list-style-type: none">• Ongoing promotion of and participation in industry events, such as Urban Land Institute (ULI), American Chamber of Commerce, etc.

Our People

Supporting the real inspiration of our business

Embracing people-centric leadership, we place our people at the forefront of our ESG commitments. We prioritize their well-being, professional development, and sense of belonging, fostering a workplace culture that values diversity, equity, and inclusion (DEI). Our investment in our people’s growth and development is important to achieving our sustainability goals, since we believe in their potential to drive our ESG mission forward, thereby benefiting not only our business but also the society we serve.

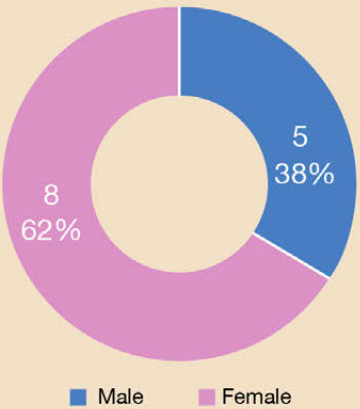
Promoting Diversity, Equity, and Inclusion

We strive to create an inclusive workplace that reflects the diversity of our employees and respects all voices. Our DEI initiatives are designed to promote a culture of belonging, where diverse backgrounds and experiences are valued for our collective success. By prioritizing our DEI strategies, we bring together the full potential of our workforce, driving innovation and excellence throughout our organization.

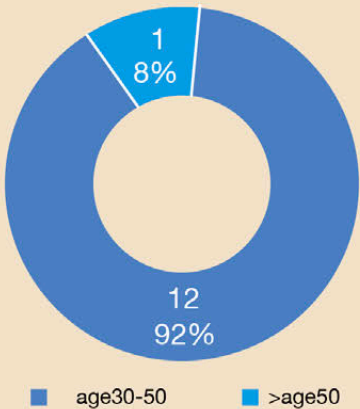
In 2023, we included the Hines DEI Policy inside our latest version of the employee handbook, in which we are committed to not tolerating bullying, harassment, or discrimination of any sort, regardless of ethnicity, race, gender, religion, nationality, religious beliefs, or disability.

We believe that a diverse executive team, enriched with a range of perspectives, is instrumental in guiding our company toward a more innovative future. Our DEI efforts are reflected in the composition of our governance bodies⁴, where we actively promote the diverse backgrounds and experiences that contribute to our collective success.

Diversity of governance bodies⁴ by gender



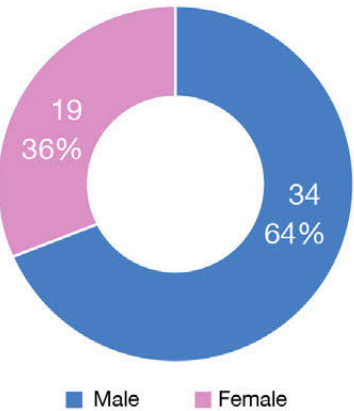
Diversity of governance bodies⁴ by age group



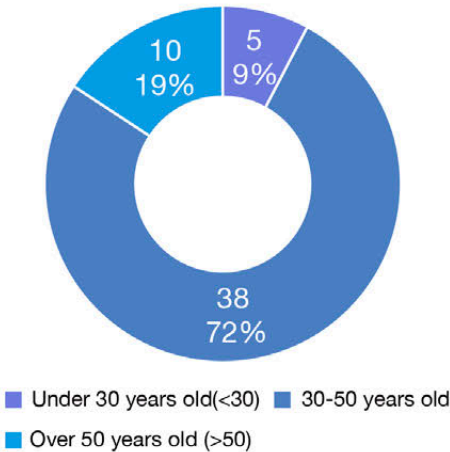
⁴ See Endnotes for more information

As of December 31st, 2023, One Museum Place had a total of 53 full-time employees⁵, and the detailed distribution is illustrated as follows:

Total workforce⁵ by gender



Total workforce⁵ by age group



During the Reporting Period, we have recruited 2 new employees, and a total of 5 employees left the company. In 2023, our overall turnover rate was 9.17%.

Human Capital Development

We provide a working environment that fosters innovation and supports career advancement for our people. Through continuous learning opportunities, we empower our workforce to reach their full potential and drive our company's long-term success.

We offer a variety of training programs tailored to the specific needs of each role and stage of career development. The curriculum encompasses a broad spectrum of subjects, such as leadership and management, regulatory compliance, anti-corruption practices, and information security, as well as fostering a positive workplace culture. In addition, we provide professional training sessions aimed at advancing our employees' expertise. These sessions cover various professional skills based on the job needs.



⁵ See Endnotes for more information

Our Key Training Programs

Hines Experience Academy (HXA)

The learning platform features courses and modules designed to inspire participants with innovative strategies for client engagement. Although HXA is designed for management and operations teams, the coursework is open to everyone at Hines who is interested in the content.

Management Acceleration Program (MAP)

MAP offers tailored training paths for both new and existing managers, equipping them with the tools to enhance our inclusive workplace culture. Example training topics include coaching conversations, effective delegations, and relationship management.

Managing Performance and Cultivating Talent Program (MPACT)

The introduction of our MPACT program serves as a catalyst for both reflection and forward-thinking within our organization. It encourages employees and managers to review past accomplishments and collaboratively set ambitious objectives for future growth.

Property Management Training Program (PMTTP)

PMTTP is an 18-month learning journey that empowers our regional leaders with advanced knowledge in the fields of property management, engineering, and leasing. This hands-on experience is intended to prepare them to take on new business challenges and spot great investment opportunities.



We are committed to continuous learning and skill enhancement, driving both personal growth and the company's success in an ever-changing market. In 2023, 100% of our employees completed a total of 565 hours of learning or development training. The average annual training hours was 10.7 hours per employee.

Supporting Our Employees to Thrive

At One Museum Place, we offer a comprehensive benefits package that addresses our employee’s physical, mental, and financial well-being. Our offerings include competitive commercial insurance and a variety of work-life balance initiatives designed to support the different needs of our employees, thereby contributing to a vibrant and engaged workplace. Our detailed benefits list includes:

Statutory benefits	<ul style="list-style-type: none">• Housing funds• Social security:<ul style="list-style-type: none">✓ Pension insurance✓ Unemployment insurance✓ Employment injury insurance✓ Basic medical insurance (including maternity insurance)
Supplementary commercial insurance	<ul style="list-style-type: none">• Life and personal accident insurance• Supplementary medical insurance• Business Travel Accident Insurance
Leave	<ul style="list-style-type: none">• Paid annual leave• Up to five days of fully paid sick leave for non-work-related illness or injury• maternity leave• marriage leave• bereavement leave
Other benefits	<ul style="list-style-type: none">• Pretax commuter expense reimbursement• Resources to support mental and emotional well-being, such as flowers and gifts for employee birthdays

Employee Health and Well-being



We emphasize the importance of employee health and well-being, which contributes to our resilience and productivity. Through a variety of health and well-being programs, we create a supportive work environment that boosts employee engagement and satisfaction, thereby driving our company’s overall performance. Our programs are tailored to encompass all dimensions of employee wellness—physical, psychological, and emotional—meeting all aspects of the health needs of our team and fostering an environment that promotes a work-life balance.

0%

Work-Related Fatality Rate

0%

Lost Day Rate due to work-related injuries

0.38%

Absenteeism Rate

Employee Assistance Program

Mental Health

Hines offers an Employee Assistance Program (EAP) to both our employees and their family members. This program is designed to provide employees with practical information, resources, and counseling services that can aid in balancing work, family, and personal life. The consulting team consists of certified professionals who specialize in areas such as mental health, family affairs, interpersonal relationships, debt management, employment issues, etc. This service ensures complete confidentiality, is available 24/7, and operates throughout the year without interruption.



Women's Day: Painting Workshop

Emotional Health

On International Women’s Day in 2023, we organized an event to invite our female employees to participate in an oil painting workshop. This activity was aimed to alleviate stress and foster relaxation, creativity, and self-care.



Cycling and City Walk

Physical health

On November 24th, 2023, to promote low-carbon transportation and encourage our employees to keep a healthy lifestyle, we organized a cycling tour along the Huangpu River and a city walk tour.



Employee Birthday Celebration

Emotional Health

In 2023, we organized several sessions to celebrate our employees' birthdays. We aim to provide employees a casual opportunity to talk with each other and thus increase employee engagement, as well as boost cross-team communication.



Our Tenants

Building a relationship with our lifelong partners

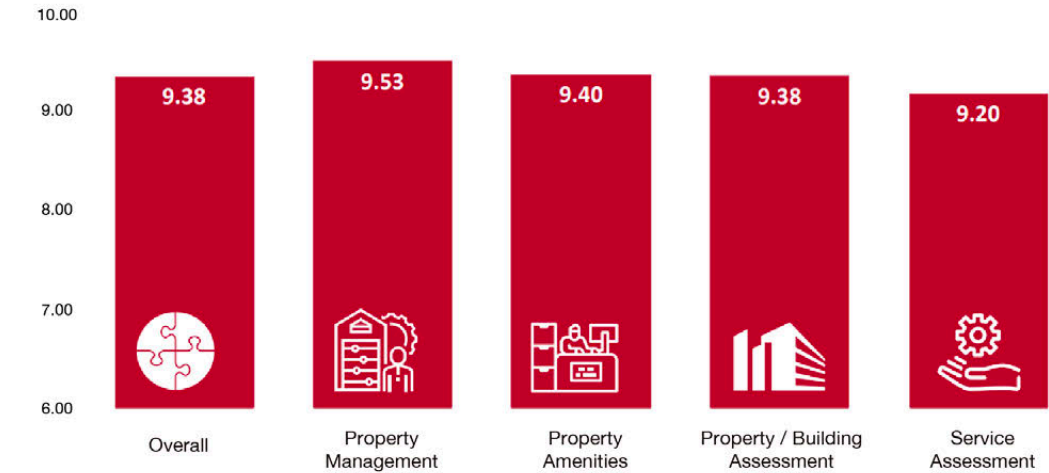
We firmly believe that active tenant engagement is the key to driving meaningful change within our built environment. By fostering close relationships and actively seeking tenant feedback, we are able to consistently improve One Museum Place's environmental performance and community influence.

Enhancing Tenants' Experience and Well-being

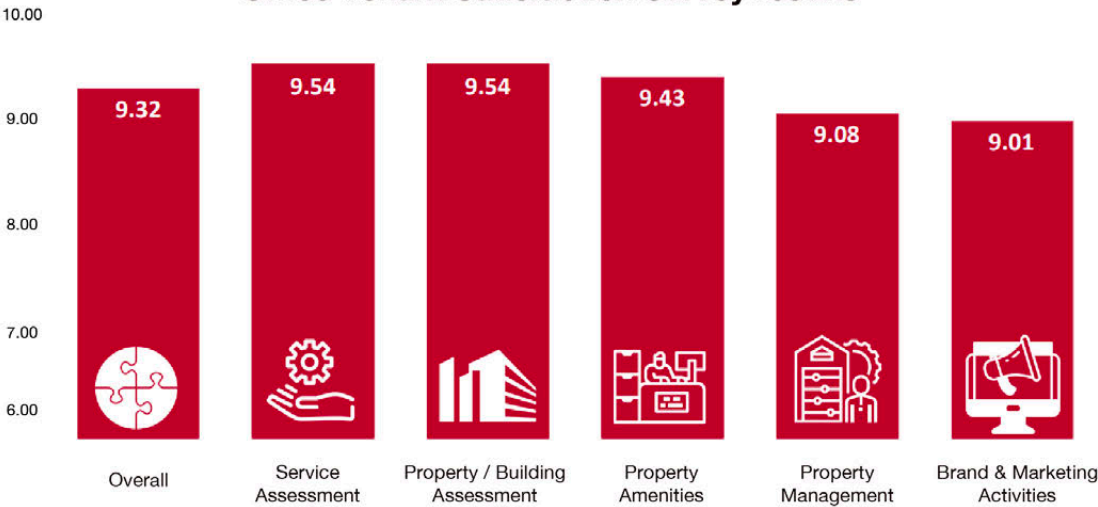
At One Museum Place, we seek to provide our tenants with an exceptional experience inside our building. This is evident in our creative and innovative tenant engagement programs, as well as in our transparent and effective communication channels, including a customer hotline, email, satisfaction survey, and official WeChat account.



Every three years, we invite an independent third party to conduct a tenant satisfaction survey for both office and retail tenants, focusing on property management, tenant services, building maintenance, amenities, and sustainability initiatives. We are thrilled to share our 2021 tenant satisfaction results, which indicate that our outstanding services are recognized by our tenants. The overall satisfaction scores for our office and retail tenants reached 9.38 and 9.32 out of 10 respectively.



Office Tenant Satisfaction Survey results



Retail Tenant Satisfaction Survey results



In 2023, we organized a diverse range of tenant engagement activities that meet the varied interests and needs of our tenants. These initiatives are designed to foster a sense of belonging and collaboration, ensuring that our tenants feel valued and engaged. From interactive workshops and networking events to sustainability-focused programs, we strive to create an inclusive environment for our tenants, which contributes to the overall success of our ESG objectives.

Featured tenant activities

Well Being Week 2023

We believe that the essence of successful tenant engagements is to let our tenants experience the positive impact and inclusive culture that our community embraces.



From September 20th to 22nd , 2023, One Museum Place held the very first Well Being Week and invited our office tenants and employees to participate. This event included several featuring physical activities, such as tug-of-war, yoga classes, shooting games, and surfing lessons. Through those activities, we aimed to strengthen interaction and connection with our tenants, fostering a harmonious and healthy work environment together.



To encourage more tenants to participate, we offered a selection of prizes and rewards for those who signed up for the activities. Additionally, we set up an award ceremony for the top 2 winners of the tug-of-war competition. Our employees also took part in this event and won the tug-of-war competition.



2023 4th Anniversary Celebration of One Museum Place

To celebrate the 4th Anniversary of One Museum Place together with our tenants, we invited the band MR.MISS to put on a great show. There were around 400 people in attendance, and we provided beverages and surprises, sponsored by our tenant Diageo. We used this special opportunity to express our gratitude to all our office tenants and invited them to together make One Museum Place a better place in the future.



2023 Specialized Activities Parent-child lecture for office tenants



On Children's Day in 2023, One Museum Place collaborated with a senior psychologist to organize a parent-child lecture for our office tenants at ½ station. We aimed to provide some support to our tenants regarding how to maintain a healthy family relationship.

2023 Special Decorations



November 2023, One Museum Place engaged with one of our office tenants, Riot Games, to create a brand-new Christmas Ice Party Decorations. We used the game characters from the world-famous game, League of Legends, to decorate various corners of the mall and office lobby, and we aimed to create a joyful holiday atmosphere for all of our tenants and customers.

Additionally, we provide our tenants with unexpected gifts from time to time, adding a touch of joy and appreciation to their experience at One Museum Place. It is how we make our community a real home, rather than just a place to work and visit.



In 2023, we cooperated with Diageo to prepare 1,800 bottles of Baileys for our office tenants to celebrate Mother's Day.



In December 2023, Riot Games sponsored 200 toys for our office tenants. The toys were popular among our tenants, and all were given out in a short period of time.

Improving Tenants’ Health and Safety

A healthy and safe working environment is our immutable commitment to all people inside our building, including our tenants. This is evident through the implementation of practices aimed at improving indoor air quality, enhancing crisis management processes, and ensuring safety standards.

We aim to provide a healthy environment by monitoring and approving the materials used in the tenant fit-out process and prioritizing eco-friendly and non-toxic options to safeguard the health of all occupants. Our Tenant Fit-out Guide includes an Environmental and Indoor Air Quality Protocol, which outlines the requirements regarding ventilation, low-VOC emission materials, and several other relevant aspects. Those clauses are designed to preserve and enhance the air quality in the building, ensuring a clean and healthy atmosphere for our tenants from time to time. Throughout



Office Tenants Fire Safety Training

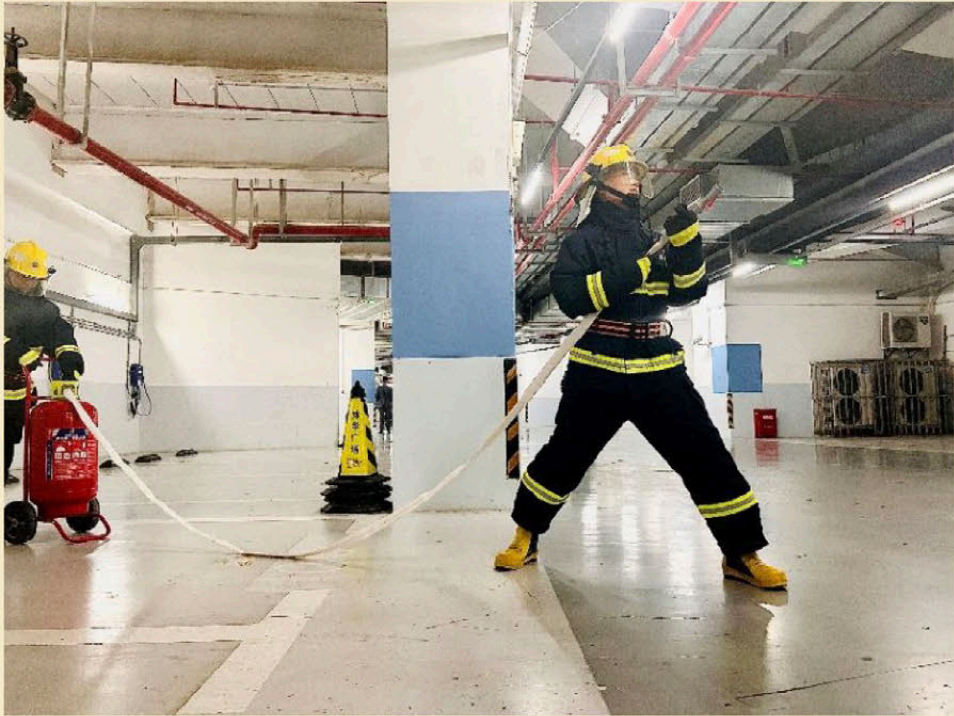


Retail Tenants Fire Safety Training

the fit-out process, our property management team are involved and conduct inspections to guarantee compliance with our established guidelines and requirements.

In parallel, we uphold stringent safety standards, encompassing comprehensive fire safety protocols, construction safety instructions, and robust crisis management procedures. Our focus on these critical areas is aimed at providing a secure workspace where tenants can thrive with confidence. To ensure our tenants are clear with our minimum safety requirements during the fit-out process, we have organized meetings to communicate the latest construction safety requirements, including topics covering electricity usage and work at height, to applicable tenants.

In 2023, we conducted fire safety training for both retail and office tenants to raise the awareness and importance of fire safety. In addition, we organized our annual fire drill on November 28th to make sure all people obtained the necessary knowledge of how to evacuate if an emergency happens.



Annual Fire Drill

Our Community

Embracing the wider society in which we operate

Our community engagement was shaped by our ongoing commitment to volunteerism and philanthropy. By fostering an environment that encourages engagement, support, and mutual growth, we aim to strengthen the ties that bind us together, ensuring that One Museum Place is not just a place to work, but a place where relationships flourish and community thrives.

In 2023, we continuously supported communities in key areas, such as education, health, and wellbeing. By sponsoring several programs and activities, including our featured community initiatives (e.g., Go Red and Founder’s Day), employee volunteering activities, and donations, we are dedicated to responding to the expectations and needs of our community.



Go Red for Women

About Go Red

Go Red for Women is a health initiative launched by the American Heart Association, aiming to bring together the power and passion of all women, and eliminate cardiac diseases. Each year, millions of women worldwide suffer from cardiovascular diseases. Red is the theme color of this initiative, which reminds women to pay more attention to the health of their hearts and raise awareness about early detection of heart disease.

The five letters of “Go Red” represent five different messages regarding heart health:

- ✓ **Get your Numbers**
- ✓ **Own your lifestyle**
- ✓ **Realize your risk**
- ✓ **Educate your family**
- ✓ **Don’t be silent**



Inside the building, on February 3rd, all of our employees were dressed in red to spread the concept of Go Red to our tenants and the wider community. We decorated the office lobby with the Go Red theme board and invited our tenants to participate in this event.



We also provided our female tenants with small gifts. Meanwhile, our employees communicated the spirit of Go Red to the tenants who participated in this event and shared our warm blessings with them. In the future, One Museum Place will continue supporting the Go Red initiative and bring its influence to a wider community.



Founder’s Day 2023

Founder’s Day is a celebration of Gerald D. Hines’ birthday and an opportunity to amplify his commitment to the community through a day of service. This year, we focused on the education of migrant workers’ children. In partnership with the Shanghai Sunflower Community Children Service Center, our employees held a science course on the generation of electricity. They also conducted a science experiment with the children, making a hand generator together to stimulate their passion for science.



Our Community



Hines has launched OurCommunity, which is an initiative that empowers our people to make a meaningful impact through volunteering activities. The program offers employees a paid day off each year to dedicate their time and talents to a charity they’re passionate about.

In November 2023, we collaborated with the Shanghai Natural History Museum for the OurCommunity initiative. On November 23rd, 29th, and 30th, we had five employees volunteer at the Shanghai Natural History Museum each day, offering services like guiding visitors, providing explanations, and assisting with workshops.

One Museum Place X WLI X EGRC Laptop Donation

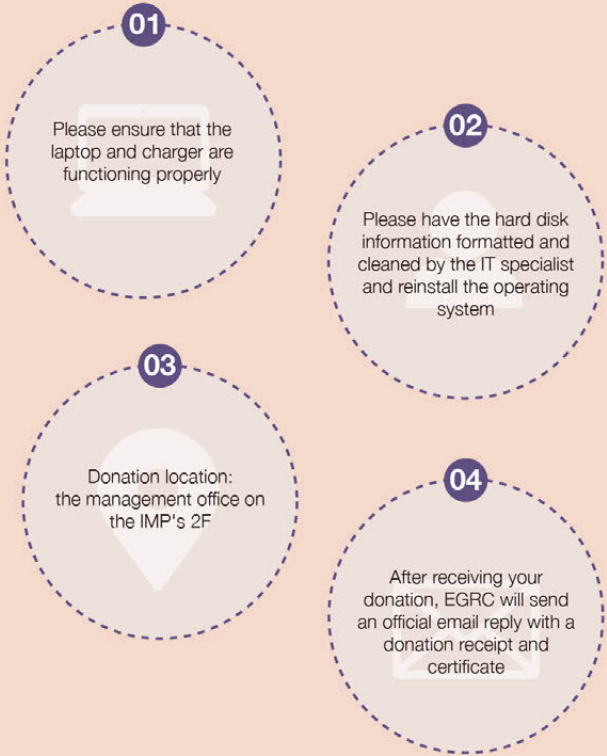
We have noticed that many young women from impoverished areas in China have very limited access to educational resources, which makes it difficult for them to earn a living on their own. However, laptops can bring hope to those young women, helping them overcome the challenges of education and improve their overall quality of life.

Therefore, in 2023, One Museum Place, in partnership with WLI (Women’s Leadership Institute) and EGRC (Educating Girls of Rural China), invited

office tenants to donate spare laptops, bringing hope to girls from impoverished areas in the West of China. Many of our tenants have participated in this donation and brought their laptops to us. In total, we have received 7 laptops from our tenants.

The education of rural female students is a long-term, joint community effort, and One Museum Place is committed to continuously supporting those students and contributing to their future.

DONATION REQUIREMENTS AND PROCESS



Environment and Climate

At One Museum Place, we are aware of the critical role we play in shaping a sustainable future. Our environmental stewardship is guided by a commitment to reducing our carbon footprint and promoting eco-friendly practices across our operations. Through innovative design, energy-efficient technologies, and sustainable building materials, we strive to create spaces that not only meet but exceed international green building standards. Our dedication to the environment is a core component of our ESG strategy, reflecting our belief in the responsibility to preserve and enhance the world for generations to come.

Sustainable Building

Integrating our concept into the building

One Museum Place stands out as a pioneering project to make foremost achievements in green and sustainable building certifications. The building has already been certified with the following standards:



LEED Building Design and Construction (BD+C):
Core and Shell – Platinum
LEED Building Operations and Maintenance
(O+M) – Platinum



WELL Building Standard: Existing Building – Platinum



RESET Air: Core and Shell



Technology-enabled Efficiency

The building's eco-friendly design is reflected in its numerous sustainable features and low-carbon technologies, including an advanced 3-degree inclined curtain wall façade for optimal thermal performance, an on-site solar energy generation system on the top of the pavilion, and a rainwater capturing system for reusing rainwater in restrooms and for landscape irrigation. Additionally, we have a state-of-the-art energy management system with 24/7 sensors that ensures constant monitoring of both indoor and outdoor air quality.

Sustainability

One Museum Place has been awarded GRESB 5 stars, with LEED, WELL Platinum & RESET C&S Certification, making it one of the first office towers in Shanghai to achieve this prestigious recognition.



Intelligent LED lighting system with daylight dimming and occupancy sensors

VAV A/C system with 6 ahu on each MEP floor to serve 15 floors through vertical supply & return air shafts, maximize occupant comforts, reduce energy usage

Building automation system provide automatic control and on-time monitoring of building equipment, optimize operation for easy management and energy saving

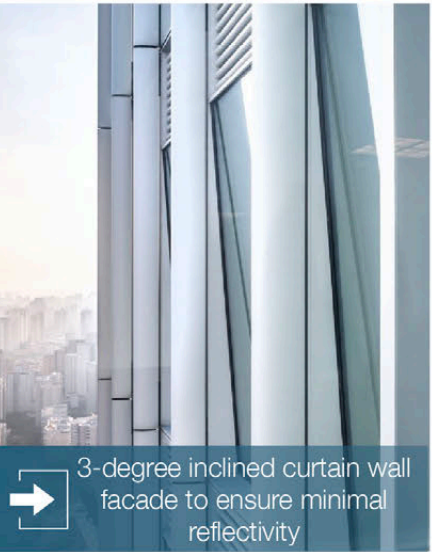
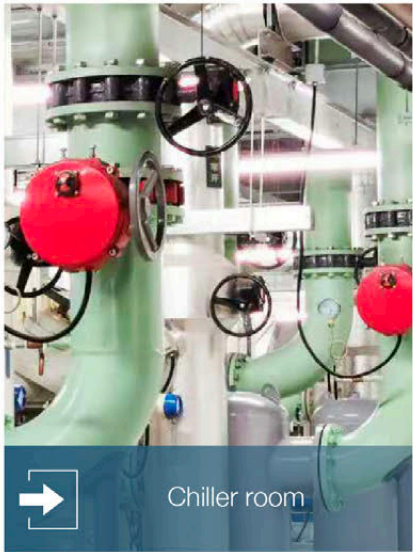
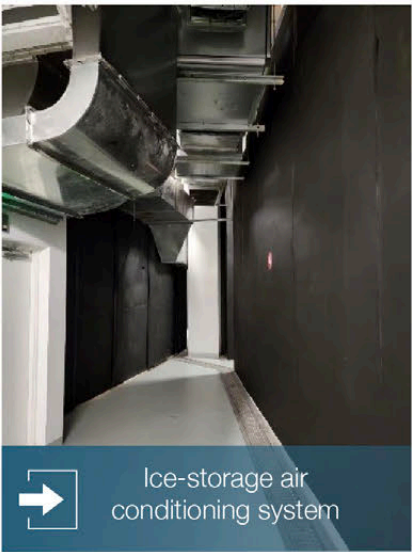
Underfloor air distribution system in ground floor office lobby

Rainwater collected from roof pass through treatment before stored in 200m³ irrigation water storage tank

Solar PV panels with 150 kW generation capacity

Green roof for solar heat gain reduction

Ice-storage air condition system converts electricity into ice during night time to reduce electrical loads in the day



Site Selection and Accessibility

At Hines One Museum Place, our commitment to sustainability extends to thoughtful site selection and easier accessibility to various alternative transportation options. These measures are designed to not only minimize our impact on the environment but also to create a better and more accessible experience for all who work, visit, or live within our community.



Metro

With a strong emphasis on low-carbon commuting, we have strategically aligned our location with the convenient access to Line 13 of the Shanghai Metro, encouraging tenants and visitors to opt for public transportation as a more sustainable travel alternative.



Electric Vehicles

We have equipped our premises with electric vehicle charging stations, catering to the needs of those who choose to drive low-emission vehicles.



Bicycles

We provide bicycle parking facilities and shower rooms, making it convenient for cyclists to freshen up upon arrival.

Operational Excellence

Optimizing resource management for people and the planet

While supporting the firm-wide net-zero operational carbon target by 2040, we continuously implement best practices to enhance our resource efficiency. We are proactive in tracking and managing our energy and water consumption, as well as our waste and recycling practices to minimize our impact on the environment and natural resources. Our commitment to resource management helps strengthen the relationship with our clients and, more importantly, inspires us to find innovative solutions for long-term sustainability.



Energy and GHG Emissions Management

Improving energy efficiency is one important tactic to achieve the 2040 net-zero operational carbon target. At One Museum Place, we strive to enhance energy efficiency and minimize our environmental footprint by leveraging the latest technologies and innovative practices in the industry. In 2023, we invested in several measures on-site to enable additional energy saving in the future. The following are some examples of major retrofitting and renovations we have undertaken:

➤ Solar-powered Lighting System

We converted the peripheral courtyard lights, high mast lights, and landscape spotlights for trees to solar power. This enables the lighting systems to collect solar energy during the day and use it to illuminate spaces at night, reducing reliance on grid electricity and lowering carbon emissions.

➤ Rooftop PV Installation

The installation of photovoltaic (PV) panels on the rooftop of the Pavilion is another innovative approach to generate clean, renewable energy. The energy generated is used on-site for electricity consumption in our common areas.

➤ Time-Controlled Lighting

By adding time controls to the lighting in areas, such as the subway entrance and the garage entry, energy waste is minimized. This measure ensures that lights are only on when needed, reducing both energy consumption and GHG emissions.

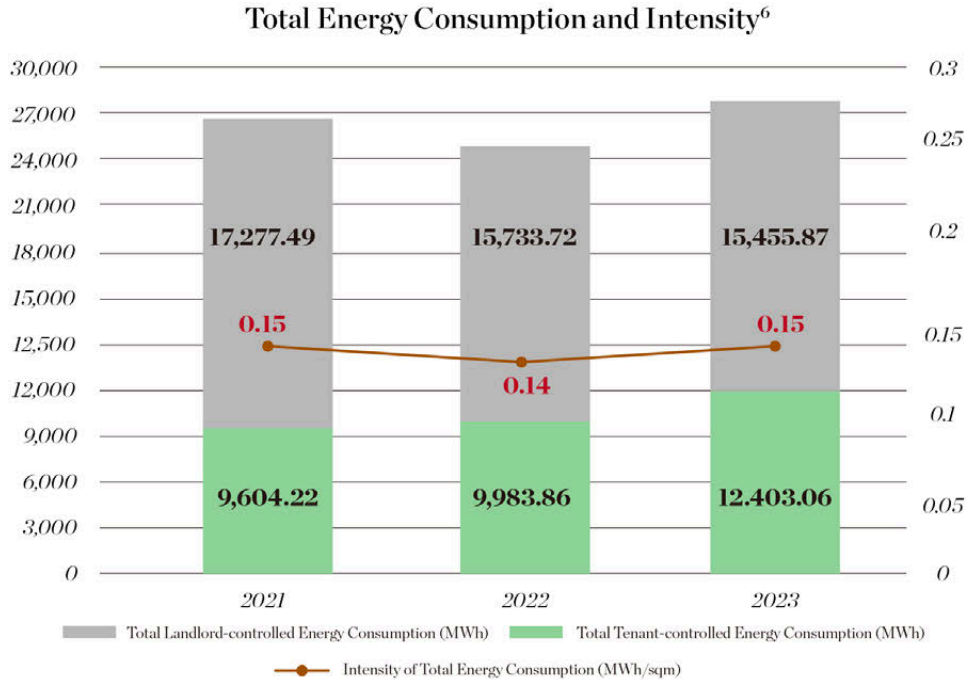
➤ Variable Frequency Drives for Chillers

The implementation of variable frequency drives (VFDs) in chillers allows these systems to operate more efficiently by adjusting the motor speed according to the cooling demand. This reduces energy consumption and, consequently, GHG emissions.

➤ Heat Recovery from Exhaust Air

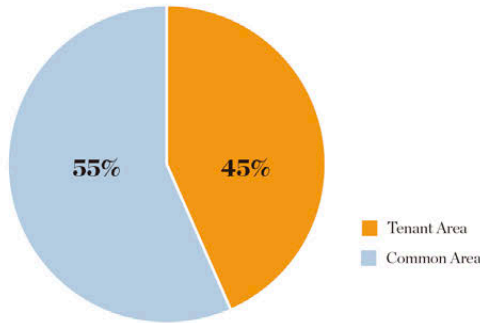
Retrofitting systems to recover heat from exhaust air can reduce the energy required to heat buildings. This recovered heat can be used to pre-warm incoming fresh air, reducing the load on heating systems and saving energy.

In 2023, we consumed a total of 27858.93 MWh of energy, which mainly comes from the combustion of natural gas, as well as electricity consumption from grid and on-site generated solar energy. The trend of our total energy consumption over the past three years is shown below⁶ :



In 2023, our total greenhouse gas (GHG) emissions amounted to 10,693.18 tonnes of carbon dioxide equivalent (tCO₂e). This represents a 16.95%⁷ decrease compared to the previous year, reflecting our ongoing efforts to reduce our carbon footprint. In 2023, we revised our emission factors based on the most recent data provided by the local authorities, ensuring that our calculations are accurate and up-to-date.

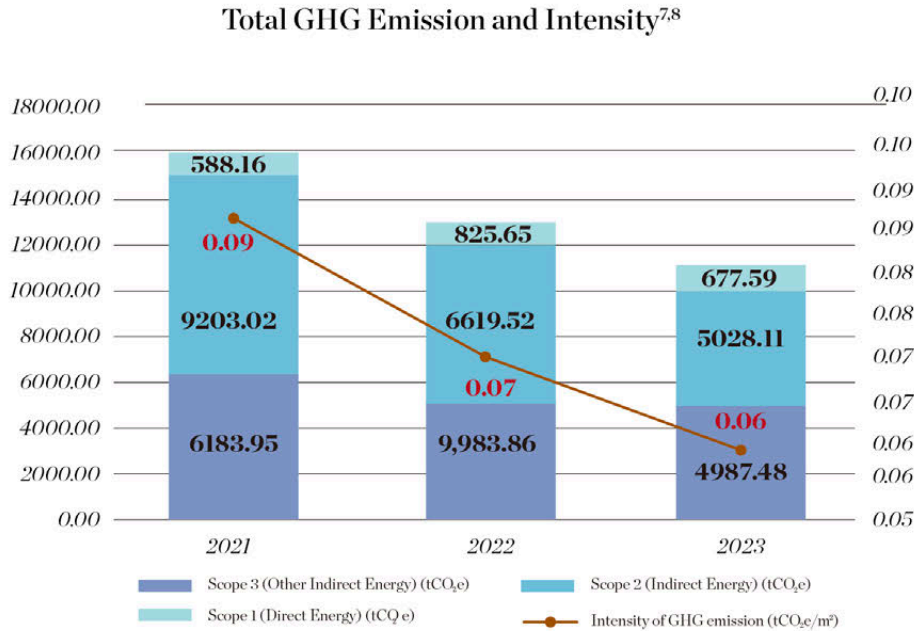
2023 Energy Consumption Distribution



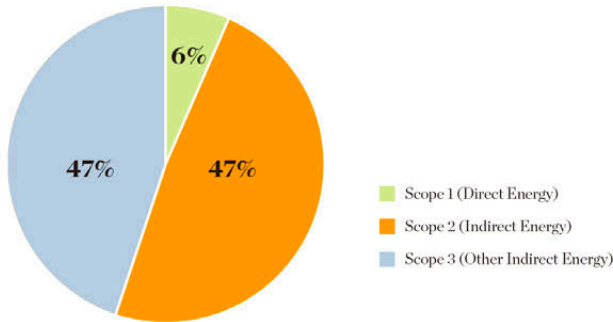
Total Energy Consumption by Energy Type

Natural Gas	4,390.78	MWh
Purchased Electricity	23,365.19	MWh
On-site Solar Energy	102.97	MWh

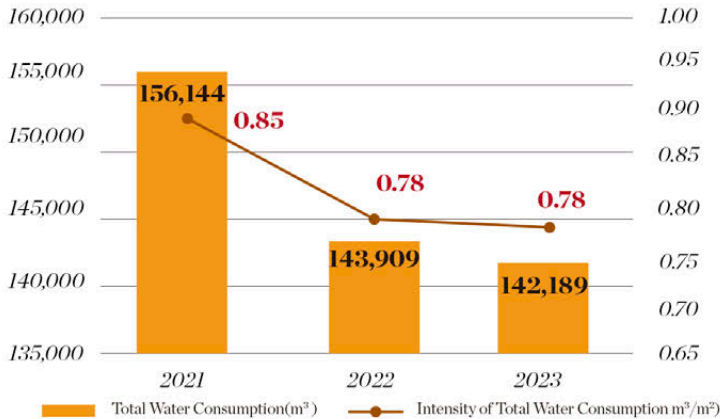
The breakdown of GHG emissions by scope is shown below^{7,8} :



2023 GHG Emission Distribution (tCO₂e)



Total Water Consumption⁹ (m³)

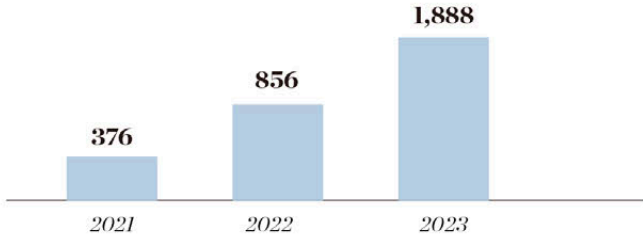


Water Management

Effective water management is a critical component of our environmental stewardship, and at One Museum Place, we recognize the importance of conserving this resource. We have implemented a comprehensive water management strategy that encompasses the efficient use of water in our operations, including irrigation, cleaning, and several other aspects.

Our approach includes the installation of water-efficient fixtures and appliances, which significantly reduce water consumption in our buildings. We have also adopted advanced irrigation systems for landscaping that utilize recycled water or rainwater harvesting, ensuring that the green spaces around our properties are maintained with minimal impact on local water resources. As a result of these efforts, in 2023, our total water consumption⁹ was 142,189 m³, which has decreased 1.2% compared to 2022. Additionally, the water recycled has increased by 120.5% compared to 2022.

Total water recycled (m³)



^{6,7,8,9} See Endnotes for more information

Waste Management

We are committed to reducing waste generation throughout our operations in order to reduce our environmental impact as well as lower our waste handling costs. To support this target, we have implemented a comprehensive waste management strategy across the property based on the local waste sorting regulations. We recognize that proper waste sorting is a foundational element in achieving a more circular and sustainable waste management system.

The waste generated in the building is classified into the following four categories: Residual Waste, Household Food Waste, Recyclable Waste, and Hazardous Waste. Each category is subject to specific collection and storage protocols. We collaborate with local waste management authorities and recycling organizations to ensure that segregated waste is collected, transported, and processed in a manner that aligns with our sustainability objectives.

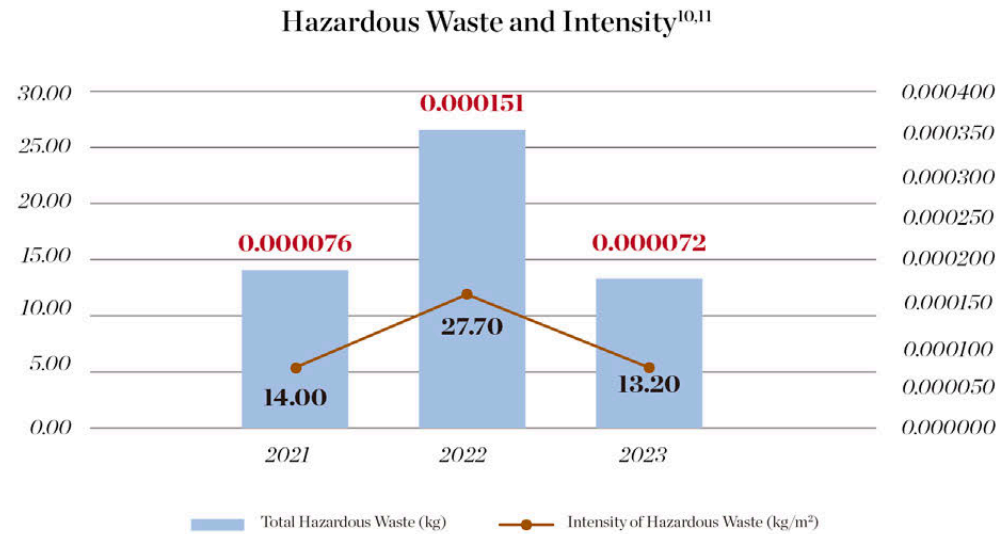
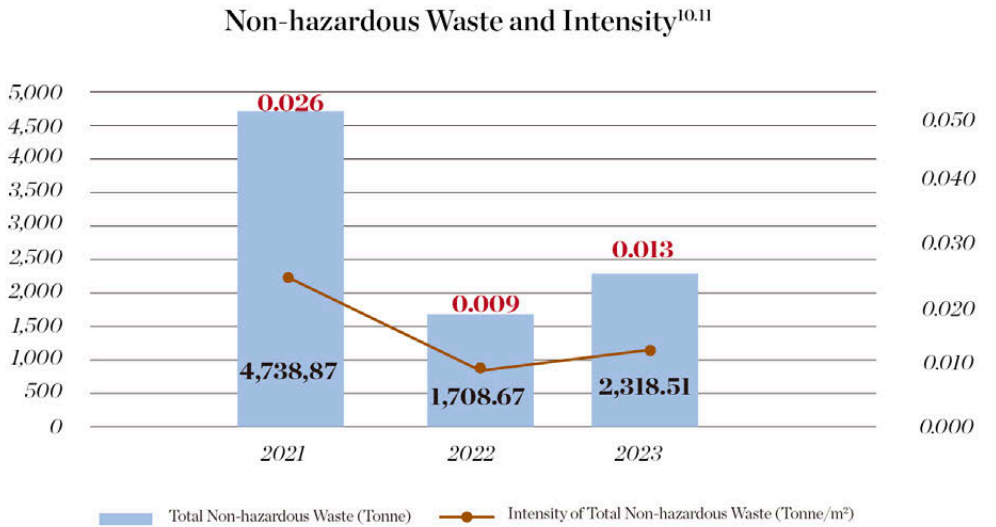
Moreover, we conduct regular educational campaigns to raise awareness about the importance of waste segregation among our tenants. These initiatives include informative sessions, distribution of guidelines, and interactive workshops aimed at highlighting the benefits of proper waste sorting. We also extend our waste reduction efforts to our retail tenants. We actively encourage them to adopt eco-friendly practices, such as using disposable tableware or packing materials made from biodegradable materials.

One Museum Place has put great effort into implementing best practice waste management on site. In July 2023, we organized and conducted the regular Waste Sorting Training for office tenants in order to reinforce the awareness and importance of managing and sorting waste. We went over the local regulations and our waste management requirements, as well as organized a Q&A session to answer any questions raised by our tenants.



Waste Sorting Training for Office Tenants

In 2023, we continued implementing our waste weighing pilot program to get a better estimation of the weight of each category of waste. Looking ahead, we plan to explore more opportunities to advance our waste management strategies and further reduce our waste generation^{10,11}.



^{10,11}See Endnotes for more information

Inspiring Green Actions

We are continuously advancing and exploring the path towards long-term sustainability in collaboration with our stakeholders, including our employees and our tenants. We are dedicated to fostering a community that not only shares this vision but actively contributes to it. We believe that by working together, we can make great achievements in environmental stewardship.

Tree-planting Event

On April 18th, 2023, we organized a tree-planting event in Fengxian District of Shanghai, encouraging our employees to participate and experience the true value of preserving natural resources. Through this event, we wanted to share the spirit of our environmental stewardship with our employees and let them contribute to our social responsibility actions.



At One Museum Place, we provide ESG guidance and share our experience with our tenants to help them reach their own ESG goals. This includes implementing eco-friendly practices within our premises, raising awareness of sustainability, and continuously seeking innovative ways to reduce our carbon footprint.

HinesGo Program

Launched in 2008, the Hines GREEN OFFICE (HinesGO) initiative aims to promote sustainable practices not only within our offices but also throughout our tenant areas globally. One Museum Place actively promotes this program to our tenants and encourages them to prioritize sustainability and ESG initiatives in the office environment.

Our team helps tenants set ESG goals, provide guidance to improve their performance, and track their working progress based on our HinesGo Tenant Guide, which includes a “Leaf Credit” Scorecard. When a specific strategy or improvement has been implemented, participants earn “Leaf Credits.” If an office achieves 70 Leaf Credits, it is then designated as a GREEN OFFICE. Scored on a scale of 100, offices are evaluated in six categories:



In 2023, we provided 2 additional tenants with guidance on the HinesGo awarding process and worked through the HinesGo Tenant Guide together with tenant representatives. We have a total of 8 office tenants who successfully completed the Guide and became a certificated Hines Green Office at the end of the 2023.

Two tenants of One Museum Place have received the “HinesGo” Award in 2023



Climate Resilience

Climate change is increasingly exerting significant influence over the real estate industry and its physical assets, with implications that are both far-reaching and complex. The first step to establishing a comprehensive climate risk management system is to understand and assess the impact of climate-related risks on our assets, stakeholders, and the environment.

As a response, in 2023, we conducted a climate scenario analysis to identify and evaluate our climate-related risks and potential impacts, including both physical risks, such as extreme weather events and sea-level rise, and transition risks associated with the shift towards a low-carbon economy. The qualitative analysis of identified risks offers valuable insights, serving as a foundation for future planning and formulation of our mitigation measures, which are detailed below:

Physical Risk Assessment Summar		
Category	Risk Details	Potential Impact
<u>Acute risks:</u> ✓ Typhoon ✓ Drought ✓ Extreme heat	<ul style="list-style-type: none">• Cause damage to infrastructure/equipment due to typhoons and floods• Impact on the production/ transportation processes of suppliers in our supply chain• Increase risks of power and water outages• Increase the chance of drought, while dry, hot conditions can increase the chance of fire• Increase the chance of illness (e.g., heat stroke, heat exhaustion, heat cramps, etc.) among employees due to high temperatures and affects air quality• Increase the demand for electricity for cooling	<ul style="list-style-type: none">• Higher operating and maintenance costs from the replacement of damaged and/or destroyed assets• Increased construction costs due to interruption of major renovations• Loss of revenue due to business interruption of our and our tenants' operatio
<u>Chronic risks:</u> ✓ Changes in precipitation patterns and extreme variability in weather patterns ✓ Rising mean temperatures ✓ Rising sea levels	<ul style="list-style-type: none">• Lead to extreme fluctuations in weather patterns that will bring acute risks such as typhoons, droughts, extreme cold, and extreme heat• Lead to extreme heat affecting the health and safety of employees and contractors, as well as effective working hours• The rising sea level may make the sea water invade some coastal projects in Shanghai, and at the same time will cause an increase in the chance of flooding	<ul style="list-style-type: none">• Increased expenses due to higher health and safety risks for employees, contractors, tenants, and customers• Increased utility costs due to higher electricity consumption (i.e., HVAC systems)

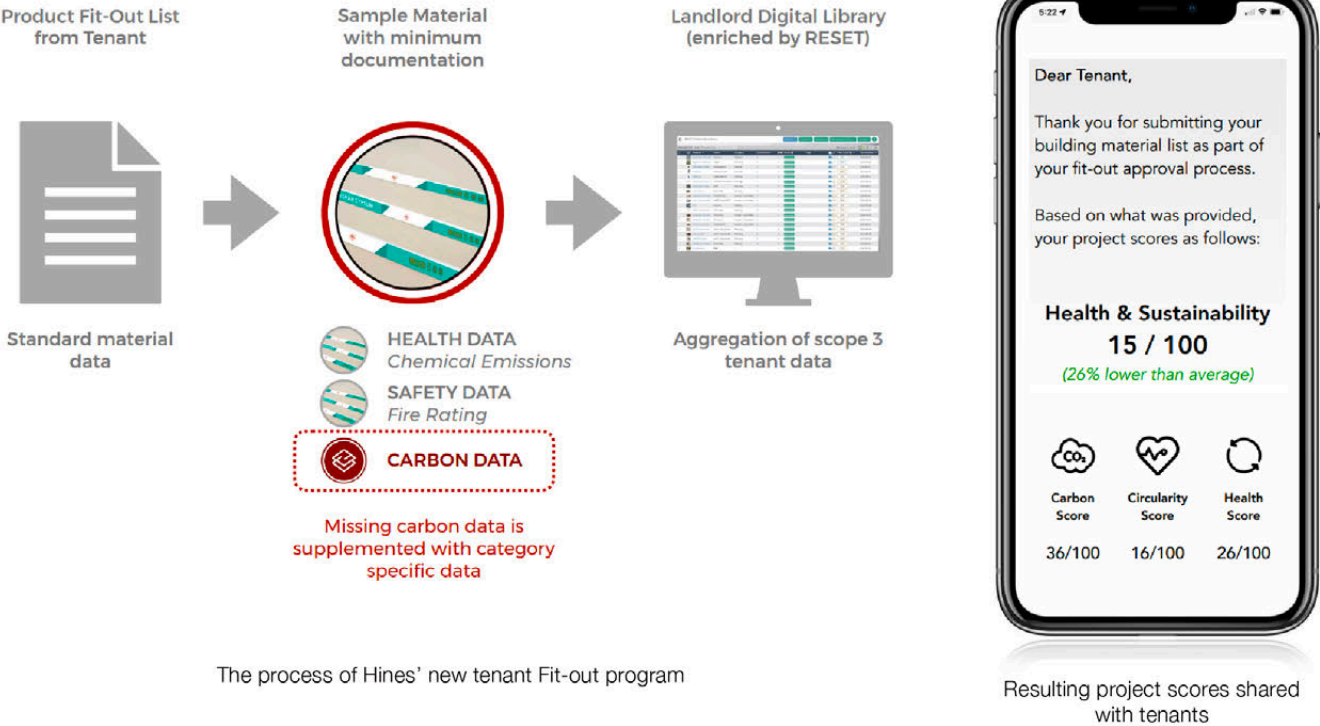
Transition Risk Assessment Summary		
Category	Risk Details	Potential Impact
<u>Policy and Legal</u> ✓ Enhanced emissions-reporting obligations ✓ Mandates on and regulation of existing products and services	<ul style="list-style-type: none">• Need to enhance GHG emissions monitoring, implement effective emissions reduction measures, and improve our reporting processes to ensure the accuracy of disclosed information• Required to use materials and construction techniques that meet new product standards	<ul style="list-style-type: none">• Fines or litigations arising from non-compliance with current environmental policies and regulations
<u>Technology</u> ✓ Substitution of existing products and services with lower emissions options ✓ Investments in lower emissions technology	<ul style="list-style-type: none">• Need to adopt renewable and clean energy alternatives. Failure to do so could potentially result in the government and consumers favoring products offered by competitors with lower emissions• Need to transition to low-emission technology using low-emission building materials and construction methods to reduce the scope 3 emissions	<ul style="list-style-type: none">• ncreased costs due to the adoption of low-carbon solutions, such as renewable energy and energy-efficient technologies
<u>Market</u> ✓ Changing customer behavior ✓ Uncertainty in market signals ✓ Increased cost of raw materials	<ul style="list-style-type: none">• Increased budget for green equipment and transition to low carbon equipment/facility and services• Required to improve energy efficiency and reduce emissions• Need additional assessment of material price sensitivity to cope with the increase in material cost	<ul style="list-style-type: none">• Increased capital costs associated with incorporating climate change mitigation features into our infrastructure
<u>Reputation</u> ✓ Increased stakeholder concern or negative stakeholder feedback	<ul style="list-style-type: none">• Need to strengthen our response to the climate risk concerns of our stakeholders (including the global ones) and keep responding accordingly	<ul style="list-style-type: none">• Increased operational expenses resulting from the development and execution of climate change management strategies

By integrating climate risk management into our decision-making processes, we aim to safeguard our business against potential disruptions, capitalize on emerging opportunities, and contribute to global climate resilience. This proactive stance on climate risk assessment not only bolsters our resilience but also reaffirms our commitment to sustainable practices and responsible stewardship of the environment.

Assessing Embodied Carbon from Tenant Space

Assessing embodied carbon is critical to helping the real estate industry reach our ambitious climate goals. Embodied carbon represents the carbon emissions associated with the manufacturing, transportation, and installation of building materials and products. We are progressively expanding our efforts to more comprehensive research related to embodied carbon, and we are aiming to take the Hines Embodied Carbon Reduction Guide as a reference to explore more opportunities for managing and measuring embodied carbon.

With this in mind, we have initiated an innovative engagement program with our tenants, in partnership with the RESET Standard, focusing on assessing the carbon emissions embedded in the materials used during the fit-out processes. This approach empowers us with the data and insights necessary to make informed decisions regarding material choices and construction practices during tenant fit-out processes. Up to the end of 2023, our tenants have submitted 145 building materials, 67% of which are currently assigned carbon data.



Indicators	Description	Sections/Remarks
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GRI 2: General Disclosures 2021

The organization and its reporting practices		
2-1	Organizational details	Firm Overview
2-2	Entities included in the organization’s sustainability reporting	About the Report
2-3	Reporting period, frequency and contact point	
2-4	Restatements of information	
2-5	External assurance	
Activities and workers		
2-6	Activities, value chain and other business relationships	Supply Chain Management
2-7	Employees	Our People
2-8	Workers who are not employees	
Governance		
2-9	Governance structure and composition	ESG Governance Structure
2-10	Nomination and selection of the highest governance body	
2-11	Chair of the highest governance body	
2-12	Role of the highest governance body in overseeing the management of impacts	
2-13	Delegation of responsibility for managing impacts	
2-14	Role of the highest governance body in sustainability reporting	
2-15	Conflicts of interest	Business Integrity
2-16	Communication of critical concerns	
2-17	Collective knowledge of the highest governance body	Promoting Diversity, Equity and Inclusion
Strategy, policies and practices		
2-22	Statement on sustainable development strategy	Our ESG Strategy
2-23	Policy commitments	Our ESG Strategy Business Integrity
2-24	Embedding policy commitments	
2-25	Processes to remediate negative impacts	
2-26	Mechanisms for seeking advice and raising concerns	
2-27	Compliance with laws and regulations	During the Reporting Period, we have no significant instance of non-compliance with laws and regulations
2-28	Membership associations	N/A

Indicators	Description	Sections/Remarks
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Stakeholder Engagement		
2-29	Approach to stakeholder engagement	Our Stakeholders
2-30	Collective bargaining agreements	N/A

GRI 3: Material Topics 2021

3-1	Process to determine material topics	Our ESG Strategy
3-2	List of material topics	
3-3	Management of material topics	In sections
GRI 205: Anti-corruption 2016		
3-3	Management of material topics	Business Integrity
205-3	Confirmed incidents of corruption and actions taken	0
GRI 302: Energy 2016		
3-3	Management of material topics	Energy Consumption and GHG Emissions Sustainable Building
302-1	Energy consumption within the organization	
302-2	Energy intensity	
GRI 303: Water and Effluents 2018		
3-3	Management of material topics	Water
303-1	Interactions with water as a shared resource	
303-5	Water consumption	
GRI 305: Emissions 2016		
3-3	Management of material topics	Energy Consumption and GHG Emissions Sustainable Building
305-1	Direct (Scope 1) GHG emissions	
305-2	Energy indirect (Scope 2) GHG emissions	
305-3	Other indirect (Scope 3) GHG emissions	
305-4	GHG emissions intensity	
GRI 306: Waste 2020		
3-3	Management of material topics	Waste
306-1	Waste generation and significant waste-related impacts	
306-2	Management of significant waste-related impacts	
306-3	Waste generated	
306-5	Waste directed to disposal	

Indicators	Description	Sections/Remarks
GRI 401: Employment 2016		
3-3	Management of material topics	Promoting Diversity, Equity, and Inclusion
401-1	New employee hires and employee turnover	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Supporting Our Employee to Thrive
GRI 403: Occupational Health and Safety 2018		
3-3	Management of material topics	Employee Health and Well-being Improving Tenants' Health and Safety
403-3	Occupational health services	
403-4	Worker participation, consultation, and communication on occupational health and safety	
403-5	Worker training on occupational health and safety	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	
403-9	Work-related injuries	
GRI 404: Training and Education 2016		
3-3	Management of material topics	Human Capital Development
404-1	Average hours of training per year per employee	
404-2	Programs for upgrading employee skills and transition assistance programs	
GRI 405: Diversity and Equal Opportunity 2016		
3-3	Management of material topics	Promoting Diversity, Equity, and Inclusion
405-1	Diversity of governance bodies and employees	
GRI 413: Local Communities 2016		
3-3	Management of material topics	Our Community

Assurance Statement

Independent Assurance Opinion Statement
Red Kite ZF (Shanghai) Real Estate Development Co., Limited
Hines’ One Museum Place
Environmental, Social, and Governance Report 2023

AVISTA Risk Advisory Limited (“AVISTA” or “We”) has been engaged by Red Kite ZF (Shanghai) Real Estate Development Co., Limited to assist its management in providing an independent assurance opinion statement on the information relating to the Environmental, Social, and Governance (“ESG”) Report 2023 (the “Report”) for Hines’ One Museum Place (“One Museum Place”), covering the period from 1 January 2023 to 31 December 2023 (the “Reporting Period”, the “Year” or “2023”).

This independent assurance opinion statement has been prepared for One Museum Place solely for the purposes of assuring the information relating to the Report, more particularly described in the Scope below. It was not prepared for any other purpose. We will not, in providing this independent assurance opinion statement, accept or assume responsibility (legal or otherwise) or accept liability for or in connection with any other purpose for which it may be used, or towards any person by whom the independent assurance statement may be read. This opinion statement is intended to be used by stakeholders and the management of One Museum Place for the designated purposes.

Scope

The scope of the engagement agreed upon with One Museum Place includes the following:

1. The assurance covered selected environmental performance data points of One Museum Place (the “Selected Environmental Performance Data Points” or “Specified Sustainability Performance”) pertaining to both the landlord-controlled and tenant-controlled areas disclosed in the Report, comprising:
 - Total greenhouse gas (“GHG”) emissions (Scope 1 and Scope 2)
 - a. Direct GHG emissions (Scope 1)
 - b. Indirect GHG emissions (Scope 2)
 - Total energy consumption
 - a. Total purchased electricity consumption
 - b. Total renewable energy (on-site solar energy) generation and consumption
 - Total fuel consumption (including consumption of natural gas)
 - Total water consumption
 - Total amount of hazardous waste generated
 - Total amount of non-hazardous waste generated

The Selected Environmental Performance Data Points are identified in the endnote of the Report.

2. Type 2 Moderate Level of Assurance in accordance with the AA1000 Assurance Standard v3 (“AA1000AS v3”), covering:

- Evaluation of the extent of One Museum Place’s adherence to four reporting principles: Inclusivity, Materiality, Responsiveness and Impact; and
- The reliability and quality of Specified Sustainability Performance and disclosed information within our findings and conclusions.

Methodology

Our work was designed to gather evidence on which to base our conclusion. We undertook the following activities in accordance with AA1000AS v3 Type 2 Moderate level requirements:

- A top-level review of the processes used by One Museum Place to identify key stakeholders and define the sustainability topics that are relevant and material to its operations and stakeholders. We had no direct contact with external stakeholders;
- Interview with personnel involved in sustainability management and the preparation of the Report and associated Selected Environmental Performance Data Points;
- Assessment of One Museum Place’s specific performance information and management processes, based on the principles of Inclusivity, Materiality, Responsiveness and Impact as described in the AA1000AS v3, and a review of the extent of adherence to these principles;
- Review of key developments of One Museum Place;
- Review of supporting evidence for Selected Environmental Performance Data Points in the Report;
- Sample testing of documentary evidence and performing analytical procedures of the Specified Sustainability Performance to assess the reliability and quality;
- High-level validation of data source and supporting documents of the Specified Sustainability Performance;
- Recalculation of the Specified Sustainability Performance based on the evidence provided; and
- Any other procedures deemed necessary.

Conclusions

Based on the procedures we have performed and the evidence we have obtained, we conclude that One Museum Place adheres in its reporting to the four reporting principles: Inclusivity, Materiality, Responsiveness and Impact as per the AA1000AS v3, and that the Selected Environmental Performance Data Points are fairly stated in all material aspects.

Inclusivity

One Museum Place has adopted relevant processes to identify key stakeholders and engaged ikey stakeholders through various stakeholder engagement channels, such as tenant satisfaction survey, employee engagement survey, charitable activities, etc., to understand their views and expectations. In our professional opinion, One Museum Place adheres to the principle of Inclusivity.

Materiality

One Museum Place has conducted a materiality assessment to identify and evaluate the relevance of sustainability topics that are considered material to both One Museum Place and its stakeholders. The process and results of the materiality assessment have been disclosed in the Report, providing a comprehensive and balanced understanding and prioritization of the material sustainability topics. Through the disclosure of sustainability information in the Report, One Museum Place enables stakeholders to make informed judgements regarding its management and performance of the material sustainability topics. In our professional opinion, One Museum Place adheres to the principle of Materiality.

Responsiveness

One Museum Place has established channels and processes to effectively develop responses related to material topics and communicate them to stakeholders. These channels include surveys, various feedback mechanisms and ESG reports. In our professional opinion, One Museum Place adheres to the principle of Responsiveness.

Impact

One Museum Place has implemented processes to understand, measure, evaluate and manage its material impacts through qualitative and quantitative means, as well as developed relevant policies, processes and control measures to mitigate its operational impacts on the environment. In our professional opinion, One Museum Place adheres to the principle of Impact.

Assurance Level

The Type 2 Moderate Level of Assurance provided in our review is defined by the scope and methodology described in this statement.

Responsibility

It is the responsibility of the management of One Museum Place to provide necessary information for us to conduct the assurance and ensure the evidence provided to us is accurate. Our responsibility is to provide an independent assurance opinion statement to the management of One Museum Place giving our professional opinion based on the scope and methodology described.

Limitations

Our work was subject to the following limitations:

- The assurance is limited to the information set out in the Report regarding the Selected Environmental Performance Data Points;
- The assurance process is unavoidably subject to inherent uncertainties, such as the reliance on sampled evidence for conducting the assessment.

The following exclusions should be noted:

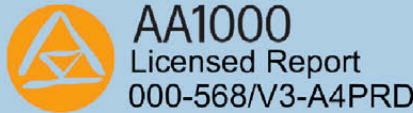
- Information related to activities outside the defined reporting period or scope;
- Company position statements (including any expression of opinion, aspiration, aim, belief, expectation or future intent);
- Content of external websites or documents linked from the Report and <https://onemuseumplace.cn/one-museum-place/esg-initiatives/ pages>;
- Appropriateness of any new targets, commitments as well as objectives established and communicated by One Museum Place.

Competency and Independence

We are independent of One Museum Place and have no financial interest in its operation, except for the purpose of assessment and assurance.

Our independence from One Museum Place is in accordance with the Code of Practice outlined in the AA1000AS v3.

We have been recognized by AccountAbility. Our assurance team possesses extensive industry experience and has undergone professional training in standards related to sustainable development, including the GRI Standards, the AA1000AS v3, the Environmental, Social and Governance Reporting Guide (“ESG Guide”) issued by the Stock Exchange, Carbon Auditing Professional (“CAP”), ISO 14064 Greenhouse Gas Accounting and Verification, and more. The assurance team has a sufficient understanding of and the necessary capabilities of implementation of the AA1000AS v3. The assurance is carried out in line with our internal assurance protocol.



5th June 2024
Hong Kong SAR, China

Endnotes and Definitions

Endnotes

1. The data is verified by AVISTA Risk Advisory Limited, and details please see Assurance Report on page 35 of this Report.
2. The data assurance conducted by AVISTA Risk Advisory Limited will cover the data disclosed on page 28,29 of this Report.
3. This data is based on the official disclosure from the 2024 GRESB Real Estate Standard and Reference Guide.
4. Governance bodies include employees whose title is above managers and deputy managers.
5. Employees includes all those who signed the contract with either Red Kite ZF (Shanghai) Real Estate Development Co., Limited or Hines.
6. Fuel and electricity consumption refer to the provision of services in tenant space and common areas of our property. The electricity consumption of 2023 excludes those from EV charging stations. The calculation of energy consumption and the conversion factor are cited from General Principles of Comprehensive Energy Consumption Calculation (GB2589-2020) issued by the Standardization Administration of the PRC. The increase of the energy consumption in tenant space is mainly due to the increase of our occupancy rate after COVID-19.
7. Scope 1 emissions cover the direct GHG emissions generated by natural gas consumption in the common area. Scope 2 emissions cover the purchased electricity for the provision of services in common areas of our property, excluding the electricity consumption of EV charging stations (starting from 2023). Scope 3 emissions cover the natural gas consumption and purchased electricity in tenant spaces.
8. The GHG emission factor for natural gas is sourced from GHG Protocol Tool for Energy Consumption in China issued by World Resource Institute (WRI). The GHG emission factor for purchased electricity is updated to use the 2023 average grid emission factor of Shanghai 0.42 tCO₂ / MWh announced by the Shanghai Municipal Bureau of Ecology and Environment in June 2023.
9. Total water consumption includes water consumed in both common areas and tenant spaces.

10. Total non-hazardous waste and hazardous waste includes waste collected in both common areas and tenant spaces.
11. Since the effect from COVID-19 has significantly decreased in 2023, the decrease of Hazardous waste in 2023 was mainly due to the decrease of hazardous waste caused by COVID-19 Prevention, such as face masks and medical waste.

Abbreviation and Definition

GRESB is a mission-driven and investor-led organization that provides actionable and transparent Environmental, Social and Governance (ESG) data to financial markets. GRESB collects, validates, scores and benchmarks ESG data to provide business intelligence, engagement tools, and regulatory reporting solutions.

LEED (Leadership in Energy and Environmental Design) is the most widely used green building rating system in the world. LEED is for all building types and all building phases including new construction, interior fit outs, operations and maintenance and core and shell. To earn LEED certification, a project team must demonstrate compliance with all mandatory prerequisites and select a number of optional credits to pursue.

RESET is a set of standards and assessment tools & services focused around data quality and data transparency with the purpose of helping built environments become healthier and more sustainable.

The GRI Standards, issued by the Global Sustainability Standards Board, enable an organization to publicly disclose its most significant impacts on the economy, environment, and people, including impacts on their human rights and how the organization manages these impacts.

The RICS Awards bestow both local and global recognition. They recognize industry leading achievements and demonstrate the upholding of the highest standards of professionalism and ethics by individuals and teams across the built and natural environments.

Urban Land Institute (ULI) awards programs are highly selective and provide a prestigious reference for professionals involved in the built environment.

WELL Projects pursuing WELL Certification can earn points based on performance outcomes for various policy, design and operational strategies and can achieve one of four certification levels: Bronze, Silver, Gold or Platinum.

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