

# Human Rights

**FY18**

## Why this is important to Stockland

In accordance with the UN Guiding Principles on Business and Human Rights, we are committed to respecting and promoting human rights consistent with the International Bill of Rights (including the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, and the International Covenant on Economic, Social and Cultural Rights) and with the eight fundamental Conventions of the International Labour Organisation.<sup>1</sup>

We operate wholly within Australia, a country with a long history of democratic government, judicial independence and high standards of governance and with legislative regimes relating to human rights including labour standards, privacy and non-discrimination. Our commitment to both respect and promote human rights underpins our business activities and stakeholder relationships, and this is appropriately reflected in our human rights policies and procedures. We do not tolerate behaviour that is in breach of the law or our corporate policies.

This Deep Dive is a component of our FY18 sustainability reporting suite, which is publicly available on our [website](#). Our sustainability reporting is third-party assured and drafted in accordance with the GRI Standards.<sup>2</sup>

This Deep Dive is to be read in conjunction with our published approach to human rights, available as part of our sustainability reporting suite at [Our Management Approach to Human Rights](#).



## Our key achievements

- Completed an organisation-wide human rights issues review.
- Reached the midpoint of our Innovate Reconciliation Action Plan, having completed 28 activities and substantially progressed a further 21 activities within the plan.
- Created a LGBTI+ Employee Advocacy Group to focus on LGBTI+ inclusion, and completed a submission to the Australian Workplace Equality Index to benchmark our inclusion efforts.
- Worked in collaboration with Destination NSW, Vivid Sydney, Cushman & Wakefield and other corporates as a light contributor for the first inclusive playspace, called 'Tumbalong Lights', at the Vivid Sydney festival.
- Continued our commitment to inclusive play by building six new inclusive playspaces in collaboration with our Foundation partner Touched by Olivia.
- Included quiet rooms in all FY18 redevelopments, including Stockland Green Hills (NSW), Stockland Wendouree (Vic) and Stockland Hervey Bay (Qld) and built new adult change facilities for adults with disabilities at Stockland Green Hills and Stockland Wendouree.
- Confirmed 11 of our standard Townhomes home plans and 10 of our Retirement Living home plans to be compliant with Livable Housing Australia (LHA) Silver design standard.

<sup>1</sup> These conventions address freedom of association, collective bargaining, forced labour, minimum age, worst forms of child labour, equal remuneration and discrimination (employment and occupation).

<sup>2</sup> The GRI Standards are global standards for sustainability reporting published by the Global Reporting Initiative (<https://www.globalreporting.org/standards/>).

### In this document you will find:

[FY18 priorities and progress](#)
**2**
[FY18 performance and case studies](#)
**3**



## FY18 priorities and progress

FY18 PRIORITIES	STATUS	FY18 PROGRESS
Undertake an organisational human rights risk review.	Achieved	We undertook an organisation-wide human rights issues review.
Continue to implement our Innovate Reconciliation Action Plan through FY19.	In progress	We have continued to implement activities from our Innovate Reconciliation Action Plan, which is scheduled for renewal in FY19.
Incorporate accessibility audit plans into operational procedures for our Commercial Property assets.	In progress	We have conducted accessibility audits at Stockland Bathurst (NSW) and Stockland Merrylands (NSW) and are incorporating the findings into operational plans.
Develop a scorecard and undertake audits to assess accessibility and amenity in our retail town centres in order to develop action plans for staged improvements.	Achieved	We developed a scorecard based on accessibility audits that we conducted at Stockland Bathurst (NSW) and Stockland Merrylands (NSW).
Seek opportunities to incorporate adult change facilities, quiet rooms and inclusive play space design into existing and future asset planning.	Achieved	We built five new inclusive playspaces and incorporated quiet rooms and adult change facilities into our retail town centre redevelopments.
Work towards a minimum LHA Silver standard (Design certified) for 20 per cent of our Townhomes and Completed Homes by FY20.	In progress	We delivered a 29 per cent of built form product designed to LHA Silver design standard at Brightwater (Qld), and 21 per cent at 'Visage' at Calleya (WA).
Work towards a minimum LHA Silver standard (design certified) for 100 per cent of all new retirement living developments by FY20.	In progress	All new retirement living developments active in FY18 are designed to be 100 per cent compliant with LHA Silver design standards as a minimum.
Deliver a minimum of two new display homes in all new residential communities to LHA Silver standard by FY20.	In progress	Over the reporting period, three projects with display villages contained at least two homes designed to LHA Silver design standard, including Aura (Qld), North Shore (Qld), and Willowdale (NSW).
Offer LHA design options from at least two builders in all new residential communities by FY20.	In progress	Builders offer LHA design options at six of our residential communities in development during the reporting period, including Willowdale (NSW), Elara (NSW), Aura (Qld), North Shore (Qld), Calleya (WA), Highlands (Vic).
Continue to pilot projects with LHA Gold design certification and measure the market demand and feasibility by targeting one new LHA Gold retirement living village.	Not achieved	Currently we are not piloting LHA Gold certification in our projects as we need to further understand what is required to achieve this target and consumer expectations. We strive to deliver LHA Silver across all new retirement living developments as a minimum.

## Future priorities

- Develop a formal response to the recommendations of the human rights issues review and use FY19 to commence implementation of agreed recommendations.
- Create an industry survey tool in collaboration with our industry peers to assist with transparency in the supply chain around ethical sourcing, in an effort to reduce/prevent the incidence of modern slavery (key priority resulting from human rights issues review).
- Complete a review of our organisational culture with regard to Stockland's values, strategy and societal expectations (key priority resulting from human rights issues review).
- Complete key work for our 2019 Reconciliation Action Plan, including reviewing opportunities for enhancing our reconciliation commitment.
- Undertake retail town centre accessibility audits in FY19 in at least six additional retail town centres to assess the level of accessibility and amenity across the Retail Town Centre portfolio.
- Build at least six new inclusive playspaces across our retail town centres and residential communities in FY19.
- Develop a learning module in collaboration with our builder partners to support LHA across our Residential developments.
- Develop a communication and education program to engage customers and residents on the nature and benefits of LHA designs and accessibility, using Sustainable Drive at Highlands as a pilot.



- Increase our score on the Australian Workplace Equality Index by continuing to enhance LGBTI+ inclusion in our workplace.

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## FY18 performance and case studies

### Corporate human rights

We have continued activities focused on our human rights approach, including consideration of emerging legislation on modern slavery. We have participated in industry awareness sessions with the Property Council and Green Building Council, as well as industry forums to help develop industry approaches to be tackle these issues.

Additionally, our review on key issues for our workforce led to the creation of a LGBTI+ Employee Advocacy Group (lesbian, gay, bisexual, transgender, intersex and other diverse sexual orientations and gender identities). The Group's purpose is to promote LGBTI+ inclusion in the workplace, provide advice to staff on LGBTI+ issues as required, and enhance Stockland's position as employer of choice. In FY18 the Group benchmarked our inclusion efforts by making a submission to the Australian Workplace Equality Index. This is further described in the [Employee Engagement, Development Diversity and Inclusion Deep Dive](#).

We completed a human rights issues review that extended to 100 per cent of our operations. It leveraged external expertise to benchmark the rights articulated in our Human Rights Policy against human rights issues facing the property sector. The review highlighted risks and opportunities based on a review of key documents and interviews with our staff who control frameworks for human rights through their work in governance, risk, sustainability and procurement.

The review identified 11 risk or opportunity areas, and validated supply chain as the highest human rights risk for our business. An ongoing area of review is our assessment of risk in our supply chain against [What Stockland Expects from Its Suppliers](#). We plan to collaborate with industry peers to create an industry survey tool to assist with transparency in the supply chain around human rights concerns.

The review also identified opportunities for us to enhance our diversity and inclusion activities, such as:

- completing a review of our organisational culture with regard to Stockland's values, strategy, and societal expectations
- enhancing our commitment to reconciliation in the development of our next Reconciliation Action Plan
- broadening the focus of our accessibility strategy to explicitly consider inclusion beyond minimum physical requirements of physical infrastructure.

### Indigenous rights

We are at the mid-point in our [Innovate Reconciliation Action Plan](#) (RAP), which is our second RAP. Our RAP contains 61 actions spread across 16 focus areas. We have completed 28 activities to date, and a further 21 activities are substantially progressed. Our activities over the past year have focused on programs and initiatives in the areas of health and wellbeing, education and community connection to help shape thriving communities that respect, value and celebrate Australia's First Peoples. Some of the key achievements include:

- working with the Australian Business Community Network to sponsor four Indigenous scholarships for high school students and to pair them with Stockland mentors. We committed to a further two scholarships to be announced at the end of 2018.
- committing to pilot indigenous internships through Career Trackers. Career Trackers is an organisation which provides a meaningful change both from an education and employment perspective for Aboriginal and Torres Strait Islander students, with 90 per cent of participants securing ongoing employment through a Career Trackers partner.
- commencing partnership with Workstars, an indigenous recruitment partner focused in South East to Central Queensland, targeting opportunities at our assets and facilitated through our in-house recruitment provider Careers@Stockland. The program supports successful placements by providing post placement support, such as mentorships for new hires to support settling in.
- partnering with National Centre of Indigenous Excellence to develop an indigenous temporary workforce to assist in catering and boardroom dining.
- procuring over \$3.2 million from Indigenous suppliers since 2014.
- developing project-level RAPs at our retail town centre development projects on Queensland's Sunshine Coast aimed at providing a benefit to the local indigenous community through arts and culture, employment and storytelling.

## Accessibility and inclusion

Our Accessibility and Inclusion Strategy was developed to respond to the needs of people living with disabilities within and across our communities and to further integrate standards (such as those published by Livable Housing Australia and Changing Places) across our portfolio of assets.

### Commercial Property

We remain focused on accessibility in our Commercial Property portfolio, and over the past year we developed an accessibility scorecard based on audits we conducted at Stockland Bathurst (NSW) and Stockland Merrylands (NSW). The scorecard will be used in future audits to assess established assets for opportunities to voluntarily upgrade their accessible and inclusive features.

#### CASE STUDY

### Accessibility and inclusion in our retail town centres

Our retail town centres serve as social hubs of the community and provide an opportunity for residents to not only shop, but also to interact and socialise with friends and family. Over the last year, we have delivered a range of initiatives and features in our retail town centres that focus on accessibility and inclusion.

Following the opening of two dedicated quiet rooms at Stockland Shellharbour shopping centre in December 2016, we opened three additional quiet rooms at Stockland Hervey Bay (Qld), Stockland Green Hills (NSW) and Stockland Wendouree (Vic). The quiet rooms are designed to create a safe place for parents, carers and children with Autism Spectrum Disorder (ASD) and for adults with dementia, providing a calm, low sensory environment, which can be used as a retreat away from the busy shopping centre.

According to Anne Tudor from Ballarat Dementia Alliance, “a shopping centre is not an easy place to navigate with dementia. Just knowing this space will be there is going to make an enormous difference.”

Stockland Wendouree centre manager Stevie Wright said “the community response to our quiet room and adult change facilities has been so positive, and we are delighted to be able to have such an impact on community wellbeing.”

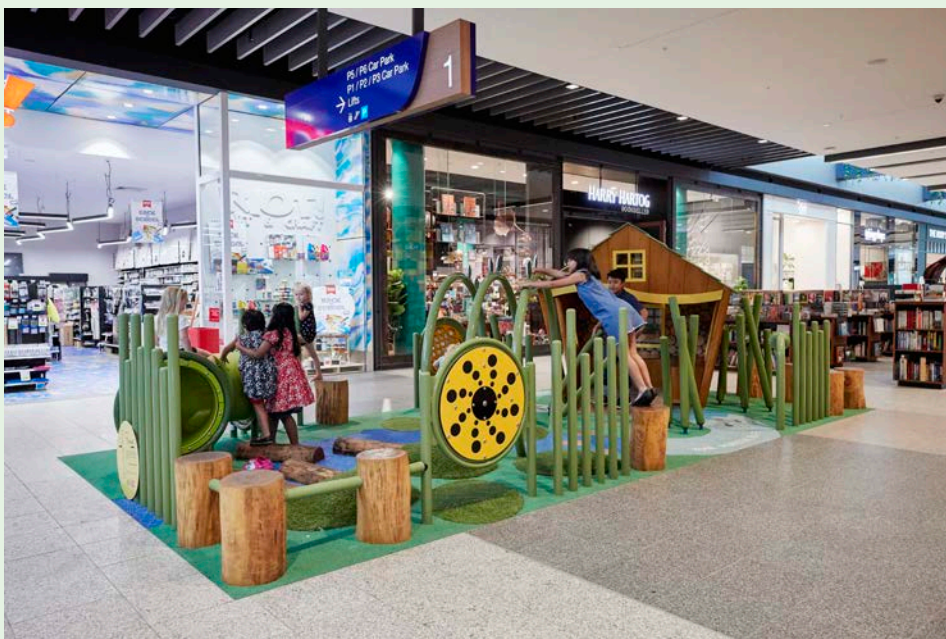
We also delivered an adult change facility at Stockland Green Hills, which is the first adult change room in the Maitland area to assist people in the community with disabilities. The new room includes an adjustable change table and ceiling hoist to make it easier for people with disabilities to use the bathroom.

Maitland mother Susie Lane, whose daughter Claire has a form of epilepsy, was instrumental in the centre installing the facilities. Ms Lane said she would have to lay Claire on the floor to help change her, or take her back to their van, which offered no privacy. “The adult change room allows me to address my daughter’s needs with dignity and privacy, something which every person deserves. We’re so grateful.”

The Green Hills adult change facility is our third such facility with Stockland Wendouree and Stockland Nowra (NSW) also providing one.

In addition to incorporating a quiet room and adult change facility, the Stockland Green Hills redevelopment provided two inclusive playspaces. Designed in collaboration with the Touched By Olivia Foundation, the playgrounds allow all children to play together, including those with physical disabilities, vision, hearing and mobility impairments, or spectrum disorders such as autism.

We have now built 11 Touched By Olivia inclusive playspaces at our retail town centres, including Stockland Shellharbour (NSW), Stockland Baulkham Hills (NSW), Stockland Forster (NSW), Stockland Point Cook (Vic), Stockland Wetherill Park (NSW), Stockland Rockhampton (Qld), Stockland Green Hills and Stockland Wendouree, and have plans to build at least four more inclusive playspaces at our retail town centres over the next year.



*Enjoying our new inclusive playspace at Stockland Green Hills (NSW).*



## Communities

Within our Communities businesses, we delivered an inclusive playspace at our Sienna Wood (WA) residential community and we have been working to overcome challenges associated with delivering LHA homes in situations where we are not in control of the product being delivered. To address this, we have worked to have 11 of our Townhomes products LHA Silver design certified under preliminary assessment. In our Retirement Living portfolio, 10 of our standard Retirement Living home types have been LHA Gold design certified under preliminary assessment. By designing standard products to be LHA Silver compliant, and by working with Development teams to incentivise builder partners to design and construct their own homes to be compliant, we are expecting a growth in the number of homes built to LHA standards as we deliver these projects. We will pilot this initiative at Cloverton (Vic) and Paradise Waters (Qld) display villages in FY19.

In addition to the certification of our standard plans, we continue to work toward our FY20 targets for delivery of LHA certified display homes and options from our builder partners. Some highlights include:

- our Innovation House at North Shore (Qld), built to LHA Gold design standard, is currently being used by our sales teams as a means of engaging prospective residents on LHA and sustainable living more broadly
- our Calleya (WA) display village offers LHA design options from five home builders, and we constructed 49 Townhomes and nine Completed Homes compliant with LHA Silver design standard
- at Aura (Qld), North Shore (Qld) and Willowdale (NSW) in Sydney, several builders have LHA certified display homes available in our display villages so prospective home owners can understand the range of LHA initiatives available for inclusion in their own home designs.

## Collective bargaining

We support the right to exercise freedom of association and collective bargaining and are not aware of any operations or suppliers in which these rights are at risk. In FY18, approximately five per cent of our employees were covered by collective bargaining agreements. These agreements contain provisions for health and safety protections during dispute and/or grievance processes and in some cases contain commitments to maintain safe and healthy work environments. More broadly, our Work Health and Safety Policy applies to all employees which provides commitments to a safe and healthy work environment.

## Corporate policies breaches and grievances

We monitor compliance with corporate policies and report any breaches, as outlined below:

- **employee conduct** – there were 12 substantiated breaches of our Code of Conduct in FY18 involving inappropriate behaviours in the workplace resulting in five terminations of employment, six formal warnings and one verbal warning.
- **fraud and corruption** – there were no substantiated breaches of our Fraud and Corruption Policy in FY18.
- **discrimination** – there were no substantiated incidents of discrimination in FY18.<sup>3</sup>
- **privacy** – in late FY18, a former provider of a recruitment system to Stockland, PageUp, advised that a data breach had occurred across its platform. We ceased using PageUp for new recruitment on 1 July 2017 however this data breach potentially impacted all organisations' candidates that had been recorded in PageUp. We have advised all candidates recorded in the database of the potential data breach with appropriate information.
- **grievances** – There was one concern raised by a whistleblower on a confidential basis to one of our Whistleblower Protection Officers in late FY18. This matter was under investigation at 30 June 2018.

<sup>3</sup> This includes incidents involving the rights of indigenous people.



CASE STUDY

Improving the accessibility of Australian homes

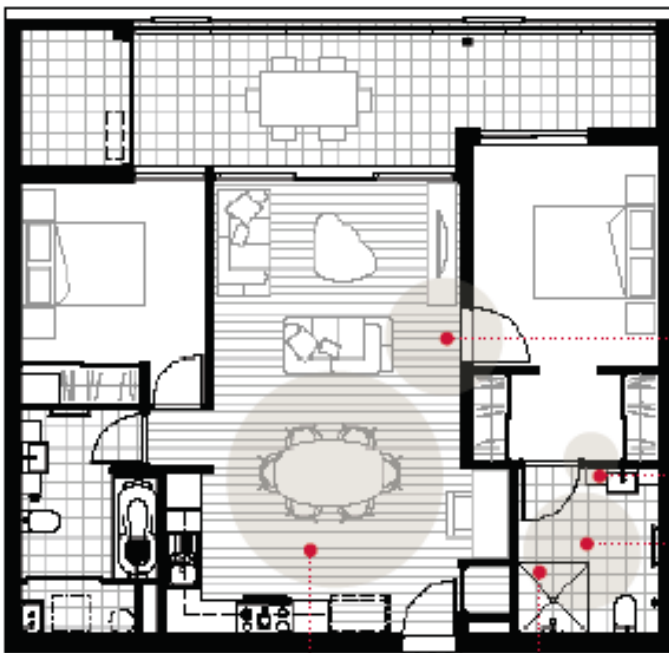
We acknowledge that we can play a role in providing homes that are well designed and provide a better way to live, throughout all stages of life. To support this objective, we use the Livable Housing Australia (LHA) rating scheme that seeks to improve the accessibility of homes for all Australians. LHA certified homes have features that enable them to adapt to assist their occupants' needs over time. Features include wider doorways, additional support to bathroom partitions to enable grip rails to be fitted and hobless shower cubicles to facilitate access for semi-ambulant and wheelchair bound occupants.

Accessible homes are important for all stages of life, including young parents with prams, residents who suffer injuries such as broken legs, and older occupants requiring mobility aides.

To increase the number of LHA homes offered to our customers, our design team has confirmed that 11 of our standard Townhomes home plans and 10 of our Retirement Living home plans are compliant with LHA Silver design standards. By reviewing our standard product range, our Design team was able to realise a home's potential to meet the LHA requirements without increasing the cost to customer or making major design changes.

To further enhance the number of homes that we can influence, we are working with our builder partners to encourage them to design and build LHA homes within our developments and across Australia. We do this by establishing project targets and delivering LHA homes through builder partners at display villages and as Completed Homes. By focusing on LHA at our developments we are working to deliver our target of 20 per cent of Stockland-designed homes in our projects to be LHA Silver design certified.

APARTMENT / EMPIRE, PERRY LAKES - READY FOR CONVERSION TO AS1428



Plan of a standard home design showing LHA accessibility features

Circulation space to main bedroom allows for wheelchair access

Vanity can be removed to widen doorway

Large bathroom can be modified for wheelchair access

Adequate circulation space in living area

Level access to shower



To access the complete list of documents in Stockland's Sustainability Deep Dive Series, [click here.](#)