

Stakeholder Engagement Policy

Our purpose is to create long-term financial, physical and social value. We do this by providing the right space for our customers and communities so that businesses and people can thrive.

We define our stakeholders as our customers who occupy and use our buildings, the communities around us, our employees, our partners who provide goods and services to us and those who own shares in Landsec. To maximise value creation for us and these stakeholder groups it's crucial that we understand their different needs and expectations.

The purpose of this policy is to formally document and outline Landsec's commitment and approach to inclusive stakeholder engagement.

Statement of commitment

As a responsible business we are committed to:

- Engaging our stakeholder groups to develop and maintain positive, productive relationships
- Ensuring key stakeholders are well informed and have access to information about our business and our activities
- Involving our stakeholders in identifying issues which are material to our business
- Implementing initiatives and programmes that contribute to sustainable development and generate shared value
- Benchmarking our stakeholder engagement performance and continuously identifying areas for improvement

Our objectives for engaging our stakeholders

- Collaborating with stakeholders to identify emerging trends and develop solutions to future challenges
- Ensuring that our activities meet our stakeholders' needs
- Identifying material issues in a collaborative way to create value our business and our stakeholders
- Assessing and creating community support for our projects



Scope

This policy applies to all stakeholder engagement activities across our business. This includes buying, developing, managing and selling property.

Our Stakeholder Engagement Process

Our engagement process requires us to identify and prioritise material issues with every appropriate stakeholder. Ongoing engagement is achieved through a number of different channels.

Stakeholder type	Engagement method
<p>Customers Those who occupy or visit our properties:</p> <ul style="list-style-type: none"> — Occupiers — Employees of occupiers based at our properties — Guests: visitors, shoppers and consumers — Residents 	<ul style="list-style-type: none"> — Customer satisfaction surveys — Post occupancy surveys — Customer engagement meetings, with the frequency and focus tailored our customers' needs — Engagement of occupiers in our sustainability programmes and initiatives — Customer newsletters — Provision of customer portals to share relevant information and guidance documents
<p>Communities Our neighbours and those who live and work in the areas we do business:</p> <ul style="list-style-type: none"> — Local residents — Local businesses — Local schools and colleges — Local and national charities — Community groups and local government 	<p>Engagement through Landsec social sustainability programmes:</p> <ul style="list-style-type: none"> — Community employment programme — Education programmes — Volunteering — Charity partnerships <p>Landsec Developments:</p> <ul style="list-style-type: none"> — Pre-planning community consultations — Designated Community Liaison Managers — Community newsletters



<p>Employees Those who are directly employed by our business</p>	<ul style="list-style-type: none"> — Internal communications — Employee engagement survey — Team meetings — Company conference and Group workshops — Employee forum — Whistleblowing helpline
<p>Partners Those who have a direct working or contractual relationship or share a mutual interest with us.</p> <ul style="list-style-type: none"> — Joint venture partners — Service providers and their employees — Suppliers and their employees — Local and central Government — NGOs — Trade bodies — Industry organisations 	<p>We work to find mutually effective ways to communicate and collaborate with each group. The highest standards of health, safety and security underpin everything we do.</p>
<p>Investors Those who own shares in Landsec and our bondholders</p>	<ul style="list-style-type: none"> — Formal results presentations every six months — Regular capital markets days as appropriate — Financial institutions and debt providers meet our management regularly — Annual AGM

Implementation and evaluation

To be effective in our stakeholder engagement we are risk aware but not risk averse. We always consider potential stakeholder engagement risks prior to selecting the level or method of engagement. Potential risks will include conflicts of views and interest, and engagement challenges.

This policy is included in our starter pack for new employees. Our Sustainability Committee monitors and evaluates its application across our business and ensures that our stakeholders are engaged on all issues identified as material.



Ownership

The Executive Committee is responsible for the operation of this policy.

A handwritten signature in black ink, appearing to read 'MA', located below the text of the policy.

Mark Allan
Chief Executive

02 July 2020