

Independent Assurance of intu's Corporate Responsibility & Sustainability Performance Reports 2019

ISAE300 Statement

April, 2020

The nature of the assurance

This is a report by Corporate Citizenship for intu Properties plc.

Corporate Citizenship has undertaken **limited** assurance of intu's Corporate Responsibility Report and Sustainability Performance Data Report 2019 and against the GRI Principles for Defining Report Content (materiality, stakeholder inclusiveness, sustainability context and completeness) and Principles for Ensuring Report Quality (balance, comparability, accuracy, timeliness, clarity and reliability).

The assurance covers the period from 1 January 2019 to 31 December 2019.

intu is entirely and solely responsible for the production and publication of the data assured, Corporate Citizenship for its assurance.

The assertions and data in the report relates to intu's performance in their UK operations. intu applies the operational approach in reporting GHG emissions in line with the GHG protocol definition.

Our work has involved reviewing selected data claims and assertions included in the report relating to UK operations against the GRI principles for Defining Report Quality. The carbon emissions data has been prepared in line with the Greenhouse Gas Protocol guidance and the UK Government environmental reporting guidelines. The appropriate GHG conversion factors for company reporting, as published by the Department for Business, Energy and Industrial Strategy have been applied.

GHG quantification is subject to inherent uncertainty due to factors such as incomplete scientific knowledge about the global warming potential of different GHGs and uncertainty around the models and parameters used in estimating GHG emissions.

This engagement was performed in accordance with the International Standard on Assurance Engagement (ISAE) 3000 (Assurance Engagements other than Audits or Reviews of Historical Financial Information) and the relevant subject-matter specific ISAE for GHG data (ISAE 3410, Assurance Engagements on Greenhouse Gas Statements).

Corporate Citizenship has complied with the requirements for independence, professional ethics and quality control as stipulated by ISAE 3000.

Assurance work performed

The assurance work was commissioned in October 2019 and was completed in April 2020. Detailed records were kept of meetings, assurance visits and correspondence relating to the assurance. The assurance process was undertaken by a team of three, including one Consultant, a Senior Consultant and a Director acting in a supervisory capacity.

The assurance engagement was undertaken to a **limited** level, and involved the following activities:

1. Site visits to intu Potteries 21 November 2019 and intu Trafford Centre on 27 November 2019, assessing data and processes through interviews with those responsible for the main elements of corporate responsibility at each centre.

2. Interviews with issue owners at intu head office regarding the data and processes informing intu's Corporate Responsibility Report on 5 February 2020, including those responsible for energy and water; waste; accessibility; health and safety; human resources; sustainable travel; community; and internal audit.
3. Review of key assertions in the reports against evidence provided by intu, evidence included collated totals spreadsheets, source data from reporting systems, internal presentations, survey data and invoices.
4. Commentary on the content and assertions on two draft versions of the Reports, provided by intu's Corporate Responsibility team, assessing the content in line with the GRI Principles for Defining Report Content and Ensuring Report Quality.

Our experience and independence

Corporate Citizenship is a specialist management consultancy, advising corporations that seek to improve their economic, social and environmental performance around the world and is a leading assessor of corporate responsibility and sustainability reports. This is the sixth year that Corporate Citizenship has provided independent assurance services in relation to intu's corporate responsibility reporting.

Conclusion

Based on the scope of work and assurance procedures performed, nothing has come to our attention that causes us to believe that intu's Corporate Responsibility Report and Sustainability Performance Data Report 2019 are not prepared, in all material respects, in accordance with the GRI Principles for Defining Report Content and Principles for Ensuring Report Quality and the DEFRA Environmental Reporting Guidelines.

Commentary

Nothing has come to our attention during the assurance process to suggest that there are significant errors or misstatements in intu's data, or that processes are not in place to prevent these.

The 2019 Corporate Responsibility Report and Sustainability Performance Data Report provides an accurate reflection of intu's performance in creating positive value for society and the environment since the strategy was launched in 2010. The Corporate Responsibility Report also provides a clear qualitative description of the development of intu's 2030 Corporate Responsibility strategy.

Assurance identified examples of best practice in sustainability data measurement at different intu centres. For instance, the Trafford Centre's state-of-the-art building management system (BMS) and detailed sub-metering of energy usage and Potteries' exemplary procedures around the collection, measurement and validation of waste disposal. We encourage sharing of best practice and key learnings among centres to further improve practices across all sites.

Next year, intu intends to implement a new centre-wide online platform to capture community data across centres. The aims of this are to standardise data collection and remove risks of duplication and errors in community totals. We would encourage intu to take the learnings from the successful roll-out of the Don't Waste online system for waste management to successfully embed the new community data system.

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