

CLARK Property Partners Pty Ltd

ABN 68 641 858 737

t/as CLARK Commercial | CLARK Prestige | and associated divisions

CPP-POL-03

Social & Community Policy

Version 1.0 | June 2026 | Approved: Stephen Clark, Managing Director

Defined Term

CLARK Property Partners Pty Ltd (ABN 68 641 858 737) trading as CLARK Commercial, CLARK Prestige, and associated divisions and business names is referred to throughout this Policy as "**CPP**". All references to CPP in this document apply to the entire organisation including all trading divisions, business names, personnel, directors, contractors and agents acting on behalf of CPP.

01 Policy Statement

1. Policy Statement

CLARK Property Partners Pty Ltd (ABN 68 641 858 737) trading as CLARK Commercial, CLARK Prestige, and associated divisions and business names ("CPP") believes that well-managed property assets have genuine social value. They create local employment, support small businesses, activate communities and contribute to the social fabric of their catchments. This Policy sets out CPP's commitments to the communities, tenants, clients and people connected to its operations across all divisions.

02 Community Engagement

2. Community Engagement

CPP is committed to contributing positively to the communities in which it operates:

- At retail and mixed-use assets under management, CPP will develop and deliver annual marketing and activation programmes that create genuine community connection
- CPP will coordinate community events, markets, seasonal activations and engagement campaigns that are inclusive and accessible to all community members
- At integrated Built-to-Rent and mixed-use assets, CPP will work with residential management partners to align retail and residential community programmes
- CPP will support local charities, community organisations and social enterprises through precinct activations where practicable
- CPP will measure and report community engagement outcomes including event attendance, customer database growth and social media engagement

03 Support for Small & Local Business

3. Support for Small & Local Business

The majority of tenants at retail assets managed by CPP are small, locally-owned businesses. CPP's management approach is designed to support their commercial viability:

- Maintaining proactive, respectful and regular relationships with all tenants across every managed asset
- Providing early and transparent communication regarding any changes to operations, access, marketing or management
- Supporting new tenants through a dedicated onboarding and marketing integration programme
- Advocating to asset owners for fair and collaborative approaches to lease administration, rent reviews and outgoings where tenant circumstances warrant consideration
- Prioritising local suppliers and contractors in CPP's procurement decisions across all divisions

04 Customer Service Standards

4. Customer Service Standards

Across all CPP divisions — commercial sales, leasing, prestige residential, property management, hotels and marketing — CPP is committed to delivering a consistently high standard of customer service:

- All client, tenant and customer enquiries acknowledged within 1 business day
- All personnel maintaining professional, courteous and responsive communications at all times
- Regular client and tenant relationship reviews conducted to assess satisfaction and identify improvement opportunities

- Complaints handled promptly, fairly and transparently with written responses provided within 5 business days
- CPP will never prioritise transactional outcomes over the long-term wellbeing and satisfaction of clients and tenants

05 Tenant & Customer Wellbeing

5. Tenant & Customer Wellbeing

At the assets CPP manages, the wellbeing of tenants, customers and the public is a standing operational priority:

- Maintaining clean, safe and well-presented assets at all times — a non-negotiable operational standard
- Ensuring accessible facilities for people of all abilities, consistent with applicable accessibility legislation
- Responding promptly and respectfully to all tenant and customer concerns
- Incorporating tenant and customer feedback into management improvement plans at each asset
- Ensuring that marketing content and precinct activation programmes are inclusive and respectful of all community members

06 Employee Wellbeing

6. Employee Wellbeing

CPP's people are its most important asset:

- A safe, supportive and fulfilling working environment for all CPP personnel across all divisions
- Investment in professional development, training and career progression opportunities
- Fair, transparent remuneration compliant with all applicable employment legislation and awards
- Recognition and reward of high performance
- Support for flexible working arrangements where operational requirements permit
- Zero tolerance for bullying, harassment or victimisation in the workplace

Stephen Clark

Managing Director

CLARK Property Partners Pty Ltd

June 2026

Version 1.0

Review Due: June 2027

Policy Owner: Managing Director, CPP