

# Corporate Responsibility Report



2023



# Contents

- 03 Letter from the CEO
- 04 Welcome Statement from ESG Head
- 05 Our Business
  - 06 Who We Are
    - 06 Financial Performance
    - 07 Mission and Vision
  - 07 Memberships and Associations
- 08 Our Sustainability Priorities
- 10 Environmental Performance
  - 11 Understanding the Risks and Opportunities
  - 12 Our Offices
  - 13 Our Impacts
- 15 Our People
  - 19 Our Values
  - 20 Diversity, Equity, Inclusion and Belonging
    - 21 Women’s Empowerment Network
- 22 Learning and Development
  - 23 Performance and Ongoing Success
- 24 Employee Engagement
  - 24 Voice of the Employee Survey
- 25 Employee Well-being
  - 25 Health and Safety
- 26 Supporting Our Communities
- 29 Responsible Business Practices
  - 30 Ethics and Compliance
    - 31 Tax
    - 31 Our Policies and Processes
    - 31 Identifying and Raising Concerns
  - 32 Information Security
  - 32 Responsible Procurement
    - 32 Supplier Diversity
    - 32 EcoVadis Sustainability Rating
- 33 Governance
  - 34 Organizational Governance
    - 34 The Role of the Board and the ELT
    - 35 Ownership and Accountability
    - 35 Conflicts of Interest
- 36 About This Report
  - 37 Report Scope
  - 37 Understanding the Material Issues
    - 38 Stakeholder Engagement
  - 38 Further Information
- 39 Index
- 48 Contacts



# Letter from the CEO

Our first Corporate Responsibility Report, released last year, outlined our commitment to our people, environment, and compliance. We shared the high-level themes that guided our approach to sustainability and introduced our focus areas. Over the last twelve months, we have further evolved our policies, processes, and actions to embed sustainability into our organization and daily operations. As a global leader in the real estate and financial services industry, we understand that our actions have far-reaching implications for society and the environment.

In a world facing challenges such as economic uncertainty and political unrest, along with the impacts of a changing climate, it is more important than ever for businesses like ours to set a clear direction toward a sustainable future. My leadership team and I have committed to:

- Minimizing our environmental impact while upholding business integrity ;
- Promoting the professional and personal growth of our employees;
- Improving the social and economic well-being of the communities in which we operate.

## Building for a Better Tomorrow

We have adopted the theme of ‘Building for a Better Tomorrow’ for our 2023 report – for tomorrow and future generations. Our sustainability activities are aligned with the United Nations Sustainable Development Goals (SDGs) so that we can contribute to goals that positively impact all. We have adopted the Global Reporting Initiative as our framework, representing our evolution in measuring and tracking our progress against the topics most important to our stakeholders and our business, and providing greater accountability and transparency in our reporting.

From embedding sustainable procurement practices to reducing our carbon footprint, in 2023 we implemented initiatives to advance sustainability across our business. We recognize the critical importance of social responsibility and are dedicated to fostering a workplace culture that values diversity, equity, and inclusion. For example, through initiatives such as employee training and diversity recruitment efforts, we strive to create an environment where all individuals can thrive and contribute to our collective success. Our commitment to responsible procurement practices earned us a silver EcoVadis rating in our second year of certification.

## Looking to the Future

As we reflect on our sustainability journey thus far, I am proud of what our people have achieved and encouraged by our progress, but I also recognize that there is still much work to be done. Our plans for 2024 will accelerate our sustainability goals as we undertake a refreshed materiality assessment. We have set a baseline of 2023 for our key measurements for carbon and emissions to refine our reduction targets. And our regular reporting will ensure that we stay on track in our delivery.

I look forward to sharing our progress with you.



Michael Franco  
Chief Executive Officer



# Welcome – Statement from ESG Head

Welcome to SitusAMC's 2023 Corporate Responsibility Report. We are proud to share our ongoing commitment to environmental stewardship, social responsibility, and ethical governance (ESG) as fundamental principles guiding our actions and shaping our future.

In 2022, we committed to supporting the Sustainable Development Goals (SDG) where our business has the greatest impact. Since then, in 2023 we have made great progress in several areas. We achieved our target to increase our diverse vendor spend to 10% by 2030, spending over 11% with our diverse supplier network in 2023. We also successfully recruited over 84% of our intern intake from diverse backgrounds through our partnership with talent pipeline agencies. The launch of our Women's Empowerment Network further demonstrates our commitment to our female demographic.

To strengthen our governance, we formalized an independent Internal Audit department to begin work in 2024. Our Ethics training completion was 100% in 2023.

We recognize the importance of utilizing green energy and our office footprint in green certified buildings increased to 43%, putting us on track to achieve a target of 50% by 2030. We completed our first Carbon Disclosure Project assessment to evaluate our environmental impact and identify improvement areas. Our efforts were recognized by the year-on-year increase of our sustainability rating by EcoVadis.

Despite facing challenges this year related to recruitment and expansion of women in workforce, we remain resolute in our commitment to enhancing our efforts. We are proactively engaged in improving our progress in this important area.

## Looking Forward

Transparency continues to be a priority for us, and we plan to launch 'Going Green' to support our vision to become a leading climate-conscious company. We are launching two additional Employee Resource Groups, Working Parents and Caregivers, and Young Professionals, to support, empower, and value the diverse perspective they bring to our organization.

Our partnerships with Habitat for Humanity will continue to strengthen, and we plan to form a national partnership with an India-based NGO that shares our vision for a better tomorrow.

We prepared this report with reference to the Global Reporting Initiative (GRI) Standards, further evidencing our commitment to transparency in our progress. We are dedicated to operating with integrity, compassion, and foresight as we strive to create a more sustainable and equitable world for future generations.



Sehr Aziz  
Global Head of ESG



Letter from  
the CEO

Welcome

**Our  
Business**

Our Sustainability  
Priorities

Environmental  
Performance

Our People

Supporting Our  
Communities

Responsible  
Business Practices

Governance

About This  
Report

Index



# Our Business



# Who We Are

SitusAMC is the leading independent provider of innovative, trusted solutions powering the entire lifecycle of real estate finance.

Our offering includes:

- Commercial Real Estate Finance Solutions
- Residential Real Estate Finance Solutions
- Talent Solutions
- Technology Solutions
- Data, Analytics, and Research Solutions

With more than 30 years of delivering results, we are trusted by over 1,500 clients, including banks, private equity firms, asset managers, residential originators, servicers, CMBS/RMBS issuers, and insurance companies.

### Financial Performance

At year end 2023, the company reported revenues of USD 716M, with operating costs of USD 620M, (includes compensation costs of \$437M), and interest expenses of USD 84M. A pre-tax loss of USD 25M was recorded, while the final tax position for the year was not finalized at the time of publication.



“WE'RE TRANSFORMING THE WAY THE REAL ESTATE FINANCE INDUSTRY OPERATES BY BRINGING TOGETHER TOP TALENT, INNOVATIVE TECH, AND PROVEN SERVICES TO CREATE MORE EFFICIENT AND TRANSPARENT MARKETS, DRIVING EXPONENTIAL VALUE FOR ALL MARKET PARTICIPANTS.”



**Michael Franco**  
Chief Executive Officer

OUR COMPANY

30+

year legacy delivering industry-leading solutions

4,000+

professionals including 350+ technologists

28

global offices across the US, Europe and Asia

1500+

Clients



# Mission and Vision

At SitusAMC, our mission and vision guide everything we do. They inspire our solutions, innovations, and client interactions. We're committed to our clients' success because it's intrinsically tied to ours. That's why we help them seize opportunities to improve their business – and their bottom line. We're also transforming the real estate industry with comprehensive and sustainable solutions that deliver operational efficiency, increase business effectiveness, and enhance market agility. We're confident we can make a difference thanks to our market presence, industry connections, talented team, and technology.

## OUR MISSION

To help our clients identify and capture opportunities across the entire lifecycle of their real estate activity.

## OUR VISION

To transform the real estate industry by upending the operating paradigm.

## Membership and Associations

We understand the importance of contribution and collaboration across our industry. In addition to regulatory requirements, we are a member of or participate in initiatives within our sector, including:

- AARMR (American Association of Residential Mortgage Regulators)
- CMBA (California Originations and Compliance Forum)
- CREFC (Commercial Real Estate Finance Council)
- CREFCE (Commercial Real Estate Finance Council Europe)
- LMA (Loan Market Association)
- MBA (Mortgage Bankers Association)
- MISMO (Mortgage Industry Standards Maintenance Organization)
- NCREIF (National Council of Real Estate Investment Fiduciaries)
- SFA (Structured Finance Association)



Letter from  
the CEO

Welcome

Our  
Business

**Our Sustainability  
Priorities**

Environmental  
Performance

Our People

Supporting Our  
Communities

Responsible  
Business Practices

Governance

About This  
Report

Index



# Our Sustainability Priorities



# Our Sustainability Priorities - Statement from General Counsel

At SitusAMC, we have identified key themes within the United Nations Sustainable Development Goals (UN SDGs) framework that align with our overall business strategy and reflect the outcome of our materiality assessment. Having this focus has helped us to set priorities in the areas of most importance to our stakeholders. As our strategy for ESG evolves, so will our ambitions.



**Lisa Wallace**  
Executive Managing Director, General Counsel

SUSTAINABLE DEVELOPMENT GOAL	OUR ACTIVITY	OUR AMBITION	PROGRESS
<b>SDG 5.</b> Gender Equality	Creating a workforce that celebrates and promotes diversity	50% of new hires to be female by 2026	In Progress
<b>SDG 7.</b> Affordable and Clean Energy	Transitioning to renewable energy across our corporate estate	50% of our total office footprint to be residing in green certified buildings by 2030	On track
<b>SDG 8.</b> Decent Work & Economic Growth	Ensuring a healthy and safe working environment that celebrates success, while offering development and learning	Continuing to provide a positive, trusted and rewarding working environment for all	On track
<b>SDG 10.</b> Reducing Inequalities	Choosing to work with a diverse and sustainable supply chain	10% of vendor spend to be with diverse suppliers by 2030	Achieved 2023
	Celebrating our diversity in our current and future workforce	50% of intern and entry-level workforce to come from a diverse background by 2025	Achieved 2023
<b>SDG 12.</b> Responsible Consumption & Production	Supporting communities	To ensure we generate positive social impact by working with communities in the areas that matter most	On track
	Reducing, reusing, and recycling throughout our business operations	To measure identify and measure our waste and set reduction targets	Planned 2024
<b>SDG 13.</b> Climate Action	Identifying and understanding our environmental impacts, and taking active steps to reduce them across scopes 1, 2 & 3	To define our net zero target and set interim emissions reductions targets as part of our net zero roadmap	Planned 2024
<b>SDG 16.</b> Peace, Justice and Strong Institutions	Substantially reduce corruption and bribery in all their forms	Maintaining robust policies, procedures, and processes for anti-bribery and corruption throughout our business	Business as usual practices



# Environmental Performance





# Environmental Performance

As a global business, we recognize the importance of understanding and reducing our environmental impact throughout our business operations. From energy efficiency measures to waste reduction strategies, we are committed to positively impacting the environment. This includes our intent to set a net zero target with interim goals for scopes 1, 2 & 3.

## Understanding the Risks and Opportunities

With rising temperatures and increasing numbers of extreme weather events, organizations must consider the impact of climate change on their businesses.

In response, SitusAMC has conducted a risk and opportunity assessment for climate change, and identified the following:

### Physical Risks

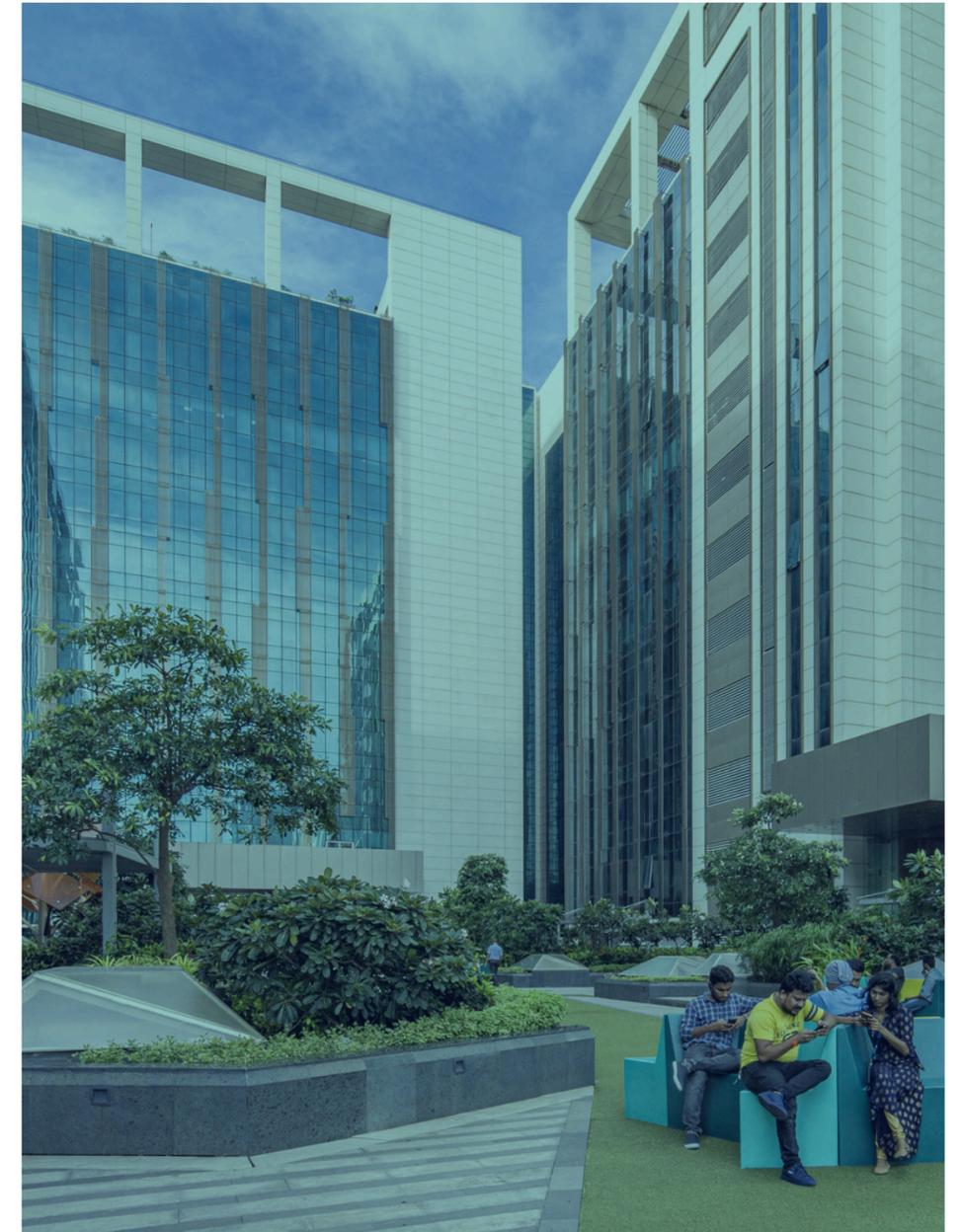
Climate change could lead to increased natural disasters such as floods, hurricanes, and wildfires, which could damage the firm's offices, equipment, and infrastructure. We mitigate this risk by performing annual Business Continuity Planning and testing the ability for employees to work from home in the event they are not able to perform duties in the office.

### Reputational Risks

Clients and investors are becoming increasingly concerned about climate change and are preferring to work with firms that have strong environmental policies and practices. We have made a public commitment to the UNGC, we are aligning our ESG strategy to the UN Sustainable Development Goals, undertake an annual sustainability assessment with EcoVadis, and report under CDP and in this corporate responsibility report. All our people undertake annual training to ensure they are knowledgeable about our changing world.

### Legal Risks

The regulatory landscape is changing rapidly, and firms that are not in compliance with new regulations may face fines, legal action, or reputational damage. We monitor direct and indirect regulatory impact to our firm and our clients. By doing so, we aim to stay ahead of any potential regulatory impact in all jurisdictions where we operate.





# Environmental Performance (cont.)

## Our Offices

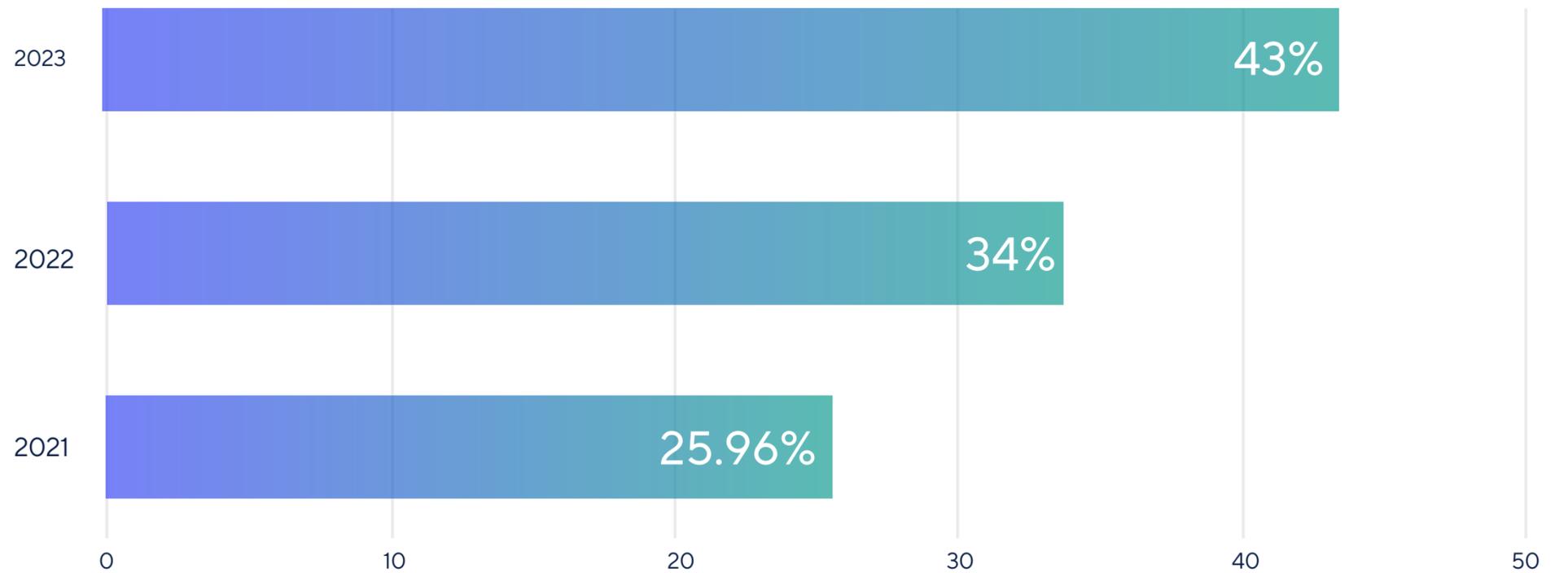
Our organization has established standard practices underpinned by our environmental sustainability policy. For example, when looking at new premises, we prioritize those with robust sustainability credentials. Our offices are generally designed on an open plan principle, so that air and light flows throughout. There is provision for a small number of management offices. We are replacing existing lighting with low-energy bulbs and have installed motion sensors in areas of low use. In some locations we have provision for bike storage and showering to encourage low-carbon commutes.

We have taken steps to reduce our paper consumption by promoting a cloud-based approach to working. This also helps reduce our carbon footprint from email by sending links rather than attachments. Within some locations personal printers have been replaced with multi-function devices with PIN-code printing which means print must be activated in person, reducing unnecessary outputs.

Where we need to purchase office materials, whether for the offices, kitchen, or bathrooms, we buy recycled supplies wherever possible. Efforts in this area will continue into 2024, with a companywide 'Going Green' initiative planned to focus on activities such as increased recycling and further removal of single-use plastics.

In India, which represents nearly half our employee population, over 50% of our presence is in LEED-Certified offices. By 2030, we aim to have 50% of our total office footprint in LEED, BREEAM, or equivalent certified offices - we are currently at 43%. Our green certified offices in India and Europe are using 100% renewable energy, and we are focused on expanding our use of renewables across our US office footprint.

Percentage of Office Footprint in Green Certified Buildings



“SITUSAMC GOING GREEN IS OUR COMPASS TO BECOMING A LEADING CLIMATE-CONSCIOUS COMPANY. TO ACHIEVE THIS, WE PRIORITIZE EDUCATION AND TRAINING FOR EACH OF OUR CORPORATE CITIZENS ON CLIMATE ISSUES AND SUSTAINABILITY AWARENESS. BY DOING SO, WE NOT ONLY LEAD OUR COMPANY’S SUSTAINABILITY EFFORTS BUT ALSO CONTRIBUTE TO OUR BROADER VISION OF GOING GREEN.”



Meghna Tyagi  
Senior Analyst - ESG



# Environmental Performance (cont.)

## Our Impacts

In 2022, we began to measure our carbon footprint across our significant locations, working with Greenstone, our environmental management system provider. The outputs enabled us to identify priority areas for reducing greenhouse gas emissions. A significant program initiated during this period was the shift from physical data centers to cloud-based services, which reduced our onsite emissions considerably.

Our reporting capability has grown since our initial footprint; however, we are still developing our approach to data capture, and as such, data is not yet available for all our locations. Therefore, we are using 2023 as a baseline year.

Our total fuel consumption recorded for the year is derived from electricity and heating at sites where we are able to capture data. Some of our locations also use fuel from heating and cooling activities (including district heating in India). However, where we occupy the space as a tenant in the U.S., we are not yet collecting information from our landlords. The same approach has been applied to our water consumption. We anticipate this will change in time for the next report.

The information shown here has been derived from our environmental management system based on data provided by landlords for sites in London and India. This represents around 43% of our physical footprint. The remainder of the calculation was taken from the Commercial Buildings Energy Consumption Survey (CBECS) based on the occupied sq. ft of the office space and is therefore estimated. It is worth noting, however, that thanks to our flexible working practices, we would anticipate our energy consumption to be lower than the average for these locations.

We recorded a 28% reduction in fuel consumption from the previous year, driven mainly by office planning activities. However, 2023 will serve as the baseline year for future targets as we plan our net zero roadmap and expand our reporting capability.

Fuel consumption within the organization (KJ)	2022	2023
Renewable sources	185,846,674	691,784,392
Non-renewable sources	16,794,616,353	11,430,020,282
<b>Total</b>	<b>16,794,616,353</b>	<b>12,121,804,674</b>

Fuel consumption by type	KJ
Electricity consumption	9,421,314,422
Heating consumption	2,700,490,253

Fuel consumption by type	KJ
Fuel consumption per full-time equivalent employee	2,590,129
Fuel consumption KJ per million (USD) revenue	16.98

Fuel consumption outside the organization <sup>1</sup>	KJ
Renewable sources	691,783,200
Non-renewable sources	11,430,028,800



“SITUSAMC BENEFITS GREATLY FROM THE COLLABORATION BETWEEN FACILITIES MANAGEMENT AND ESG, RESULTING IN AN EFFICIENT AND SAFE WORK ENVIRONMENT FOR OUR EMPLOYEES. BY INTEGRATING ESG PRINCIPLES, WE CONTINUE OUR FOCUS TO REDUCE ENERGY CONSUMPTION AND OPERATIONAL COSTS WHILE CREATING A HEALTHIER, GREENER WORKSPACE FOR OUR EMPLOYEES.”



**Kimberli McKinzie**  
Facilities Lead



# Environmental Performance (cont.)

In 2023 a 10% reduction in energy consumption was reported by our data center providers. Another point of note was the shift in the fuel type used by the data centers, with a 272% increase in renewable energies YoY.

This has also created a reduction in the reported emissions for purchased goods and service, as our suppliers implement their own net zero activities.

Emissions by Scope (tCO2e)	Scope 1	Scope 2
CO2	133	1,140
CH4 (methane)	0.606	1.11
N2O (nitrous oxide)	0.153	1.81
<b>Total CO2e</b>	<b>133.76</b>	<b>1,142.92</b>
<b>Total Scope 1 + Scope 2</b>	<b>1,276.68</b>	

Scope 3 Emissions by Category (tCO2e)	2022	2023
Purchased goods and services (category 1)	64	9.71
Fuel and energy-related activities (category 3)	11.42	6.66
Waste generated in operations (category 5)	1.09	33.3
Waste generated in operations (category 5) – water	341	263
Business travel (category 6)	389	212
<b>Total CO2e</b>	<b>806.51</b>	<b>524.67</b>
Emissions Intensity (Scopes 1 & 2)		tCO2e
Emissions intensity per full-time employee		0.272

Additional metrics we have captured throughout the baseline year include 26 tonnes of waste reported for our India and UK offices, created by general office materials such as paper and packaging. We cannot accurately capture all waste data yet, as it is part of the landlord-provided service in offices where we are co-located with other organizations.

Across the organization, we recognize that electronic waste (typically computers and monitors) can potentially create a significant impact if not managed correctly. Where possible, we optimize the use of our IT equipment throughout its lifecycle, including re-use and repair. When IT equipment reaches end-of-life, it is managed following all applicable legislation through specialized and certified companies.

Our global water consumption<sup>2</sup> throughout the year was 1,720,628,013 megaliters, of which less than 0.5% were identified as being from water-stressed areas.<sup>3</sup>



Letter from  
the CEO

Welcome

Our  
Business

Our Sustainability  
Priorities

Environmental  
Performance

**Our People**

Supporting Our  
Communities

Responsible  
Business Practices

Governance

About This  
Report

Index

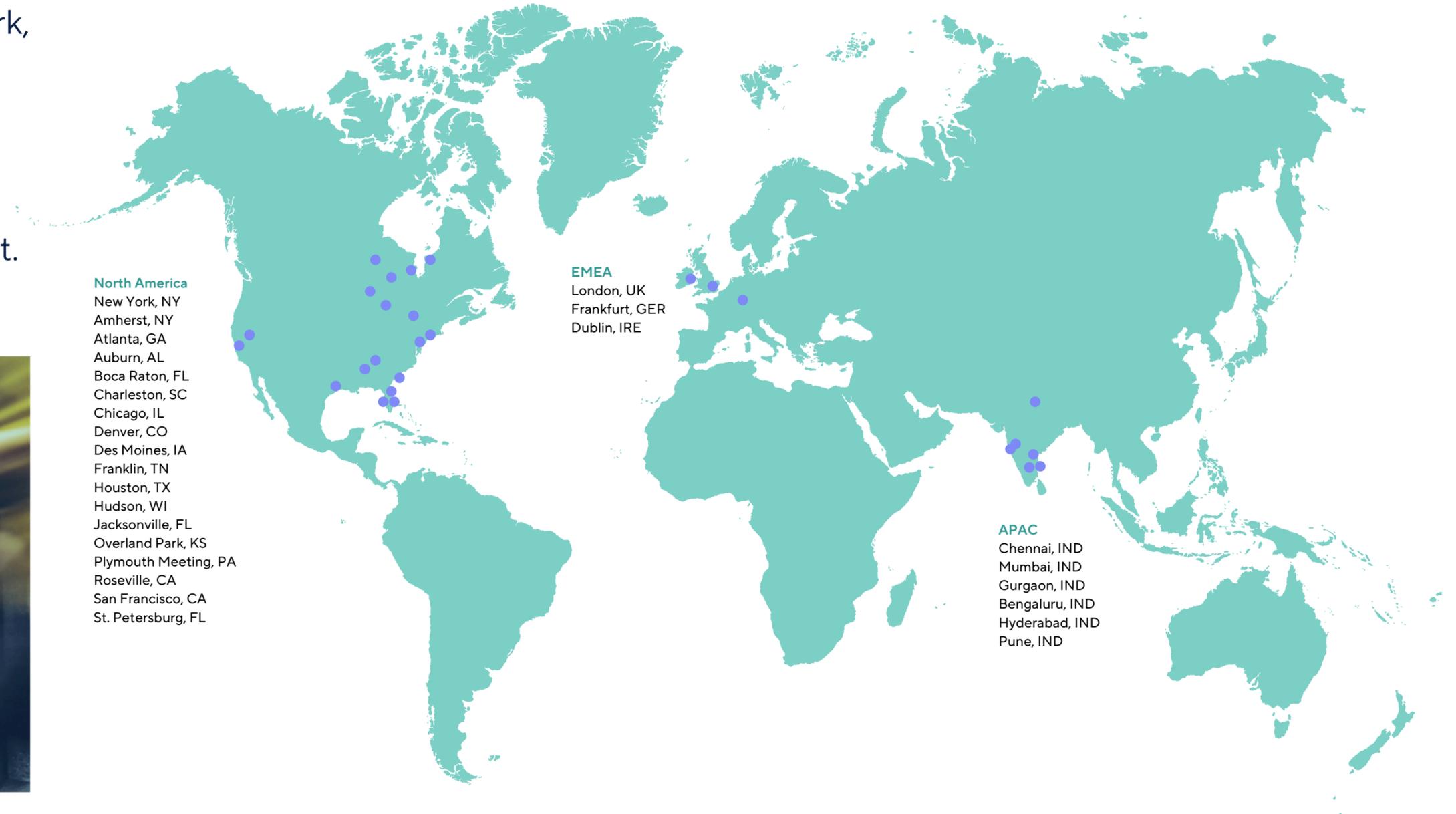


# Our People



# Our People

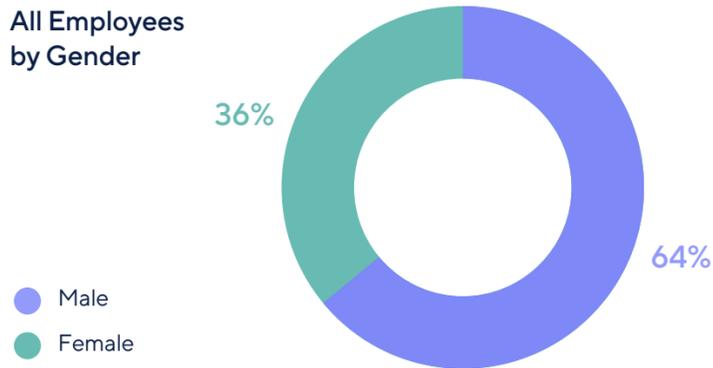
SitusAMC is headquartered in New York, with operations in 28 locations across five countries. We employ over 4,000 people across three regions: the USA, Europe, and India. Most of our employees are full-time and permanent.





# Our People - Gender Breakdown

All Employees by Gender



Full-time employees, and a breakdown by gender and by region

	Male	Female	Not Disclosed	Total
USA	1,047	832	2	1,881
India	1,764	629	12	2,405
Europe	54	26	0	80
<b>Total</b>	<b>2,865</b>	<b>1,487</b>	<b>14</b>	<b>4,366</b>

Part-time employees, and a breakdown by gender and by region

	Male	Female	Not Disclosed	Total
USA	130	182	0	312
India	0	0	0	0
Europe	0	2	0	2
<b>Total</b>	<b>130</b>	<b>184</b>	<b>0</b>	<b>314</b>

<b>Total Employees</b>	<b>2,995</b>	<b>1,671</b>	<b>14</b>	<b>4,680</b>
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Percentage of employees per employee category by gender and age

	Male	Female	Not Disclosed
<b>Senior Management</b>			
Under 30	0	0	0
30-50	52	4	0
Over 50	32	12	0
<b>Total</b>	<b>84</b>	<b>16</b>	<b>0</b>

Middle Management

Under 30	42	30	0
30-50	16	11	0
Over 50	1	1	0
<b>Total</b>	<b>59.2</b>	<b>40.8</b>	<b>0</b>

Sales & Marketing

30	0	33.3	0
30-50	50	0.0	0
Over 50	0	16.7	0
<b>Total</b>	<b>50</b>	<b>50</b>	<b>0</b>

Percentage of employees per employee category by gender and age

	Male	Female	Not Disclosed
<b>Legal &amp; Regulatory</b>			
Under 30	0	5	0
30-50	25	40	0
Over 50	10	20	0
<b>Total</b>	<b>35</b>	<b>65</b>	<b>0</b>

Support Functions

Under 30	12.5	5.3	0.2
30-50	41.5	24.2	0.2
Over 50	9.4	6.8	0
<b>Total</b>	<b>63.4</b>	<b>36.3</b>	<b>0.4</b>

Individual Contributors

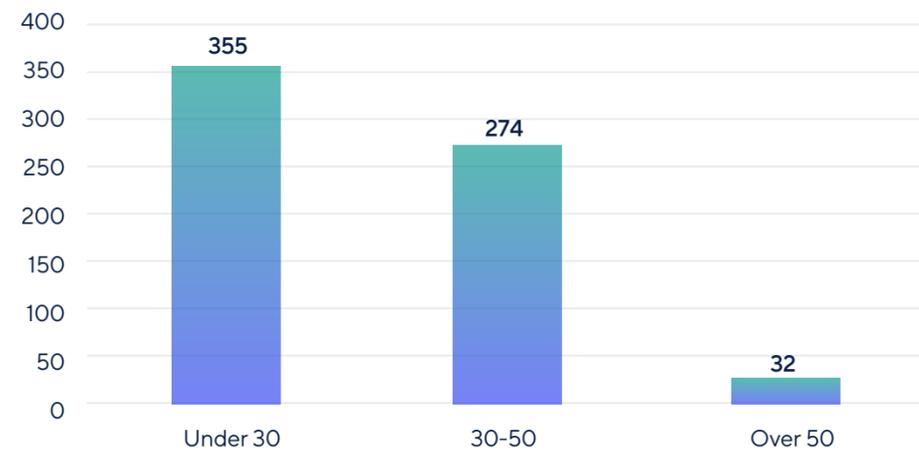
30	22.1	11.5	0.3
30-50	37.2	16.9	0.0
Over 50	5.3	6.6	0.0
<b>Total</b>	<b>64.6</b>	<b>35.1</b>	<b>0.3</b>



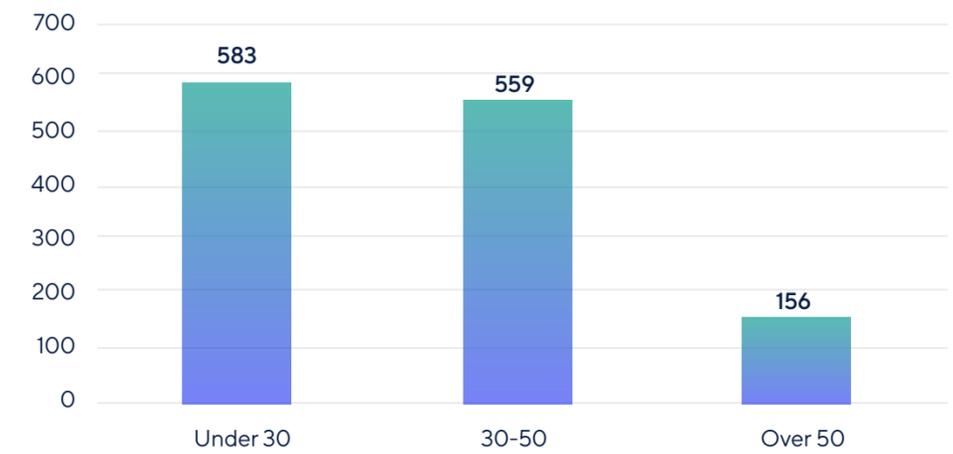
# Our People - New Employees and Employee Turnover

We welcomed 661 new employees during the reporting year, while 1,235 left the organization. Around 33% of senior managers – managing director, executive director, or C-suite roles – were hired from within the local community for in-office positions in our significant locations of operation. Remote roles are excluded from this metric due to the flexibility of location that we offer employees.

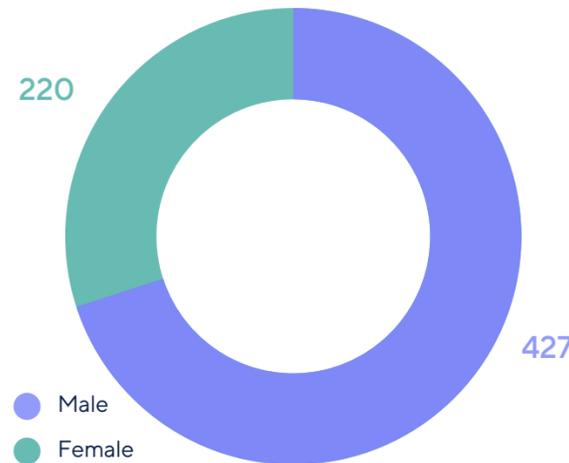
New Joiners by Age



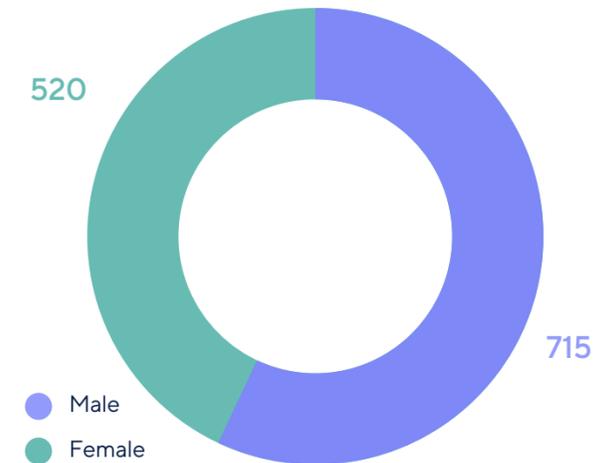
Employee Turnover by Age Group



New Joiners by Disclosed Gender



Employee Turnover by Gender





# Our Values

At SitusAMC, our corporate values serve as the guiding principles that underpin our responsible business practices. Our values define the way we work – with our colleagues, customers, and suppliers – each and every day. They are:



## Be Yourself

We're better because of our differences and the **unique perspective** each person contributes.



## Dream Big

Transformation is not for the timid. We celebrate **brave, bold thinking** that challenges the status quo.



## Think Global. Act Local.

We're at our best when we leverage the strength of our global community to **drive positive outcomes** for our local spheres of influence.



## Advocate For Others

Put your colleagues' and clients' needs above your own, fighting for them and **championing their success at every turn.**



## Stay Nimble

Things change. Be open and **ready to adapt.**



## Own Every Outcome

Take ownership of the results, celebrating success, learning from failures, and always **looking to improve.**



# Diversity, Equity, Inclusion, and Belonging

SitusAMC is a global company, and wherever we operate and across every part of our business, we are committed to fostering, cultivating, and preserving a culture of diversity, equity, inclusion, and belonging, where employees can bring the authentic version of themselves to work, knowing their opinions matter and their voices are heard.

We embrace and support our employees' differences in age, ethnicity, gender, gender identity or expression, language differences, nationality or national origin, family, or marital status, physical, mental, and development abilities, race, religion or belief, sexual orientation, skin color, social or economic class, education, work and behavioral styles, political affiliation, military service, caste, and other characteristics that make our employees unique. We are committed to a workplace free of discrimination, harassment, and retaliation.

Diversity and inclusion are sponsored at the highest levels in the company, and initiatives are applicable – but not limited – to our practices and policies on mobility, recruitment, and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment built on the premise of equity for all. For example, we strive to provide an environment where employees feel that their background and lifestyle do not affect perceptions of them as a professional or affect their opportunities for development and promotion.

At SitusAMC, we are proud to be an Equal Opportunity Employer. We partner with organizations like Project Destined and Future Housing Leaders in the US and The Land Collective in the UK to increase the pipeline of diverse candidates, particularly at the college graduate level.

Our commitment to diversity in our intern program continued throughout the year, with 14 interns joining the company. Of these, 86% were from diverse backgrounds.

We also work with job distributors, recruiters, and non-profits who specialize in promoting workforce equality for people of color, veterans, and those with disabilities

We believe in paying all our employees a fair wage based on market rates, locations, skills, and experience, and are dedicated to promoting pay equity throughout all regions of operation. As part of this commitment, we pledged in 2022 to implement a living wage plan across our global locations. We are pleased to share that as of 2023, we have exceeded this promise by paying well above the standard minimum rate for entry-level roles.

Our ongoing pay equity strategy includes standardization of pay across job bands, and a benchmarking review. These efforts are in line with our industry peers, ensuring that we are building a more equitable compensation system for our valued employees.



"OUR TEAM EMBRACES DIVERSITY, EQUITY, INCLUSION, AND BELONGING (DEIB) BY LEVERAGING OUR DIVERSE PERSPECTIVES AND BACKGROUNDS TO ENRICH OUR CLIENT AND WORKPLACE EXPERIENCES. WE ACTIVELY PUT OUR COMMITMENT INTO ACTION THROUGH INTERNAL CONVERSATIONS, EDUCATIONAL EVENTS, TALENT ACQUISITION, AND PROMOTIONS. WE AIM TO CREATE A CULTURE WHERE EMPLOYEES CAN BRING THEIR BEST SELVES TO WORK, EMPOWERING EACH OTHER TO GROW AND MAXIMIZE THEIR POTENTIAL AND PERFORMANCE BY EMBRACING OUR DIFFERENCES."

In line with our participation to the United Nations Global Compact (UNGC), we fully respect all human rights, including the right to work, freedom of association, and access to education and healthcare.

During the reporting year, some of our employees took parental leave (including maternity, adoptive, or parental bonding leave), while those who took leave in 2022 returned in 2023.

Total number of employees entitled to parental leave	Male	Female
Total number of employees that took parental leave by gender.	183	140
Total number of employees that returned to work in the reporting period after parental leave ended by gender.	183	128
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender.	114	56
Return to work and retention rates of employees that took parental leave by gender.	71.7%	43.4%



Casey Edwards  
Senior Vice President,  
Learning and Development



# Diversity, Equity, Inclusion, and Belonging (cont.)

Launched in March 2023, the SitusAMC Women's Empowerment Network provides a platform that supports and promotes an inclusive community to discuss and create awareness around issues women face in the workplace. With over 500 members, women and allies are encouraged to discuss solutions to workplace barriers, influence positive changes for themselves and others, and find ways to advance professional growth and development in our industry. Six events were hosted in 2023 on topics including work life balance, women and the future of work and the road to success. More activities are planned for 2024, including a financial wellness for women event and a mentoring program.

Based on the success of this employee resource group, responses to a survey highlighted the desire for two further groups to be established: the Working Parents & Caregivers Group and the Young Professionals Group. Both are planned to be implemented in 2024.



Women's  
Empowerment  
Network



# Learning and Development

Our teams benefit from on-the-job exposure to a wide range of clients, areas of business, and processes, allowing them to build the skills and confidence for their roles. We pride ourselves on the accessibility to lean on one another, share ideas, and develop solutions – together.



"I LOOK FORWARD TO TEAM MEETINGS, TRAINING, DEVELOPMENT, AND COACHING OPPORTUNITIES. IT GIVES ME THE INTERACTION WITH PEOPLE THAT I NEED AND APPRECIATE. THE MORE I LEARN, THE MORE I FEEL I CAN GROW WITH THE COMPANY. I ENJOY COACHING OTHERS, SHARING KNOWLEDGE GAINED, AND FINDING WAYS TO MAKE OUR JOB MORE EFFICIENT."



Cindy Buchanan  
QC Specialist II

Each of our employees also receives ongoing training, including annual compliance requirements such as insider trading, ethics, anti-bribery and corruption topics, among other issues relevant to being employed by a registered investment adviser. All employees must also complete an ESG training module during the year.

We encourage our employees to proactively identify areas where they may need additional training or knowledge and request support from their manager. All employees have access to over 200 courses through an online platform. Courses available include:

- MBA Commercial Mortgage Servicer: Level I Certification
- MBA Courses
- CRE Loan Basics & Fundamentals
- CRE Due Diligence UW Training
- RRE Due Diligence UW Training
- Income training for RRE Due Diligence Audits
- RRE Mortgage Basics & Fundamentals
- Excel Training
- Aurora Training – self-paced modules for Human Resources

Further courses cover personal development, leadership, health and wellness, financial wellness, diversity, equity and inclusion, and industry-specific learning.

In-person training sessions are available to help employees upskill or transition to new roles. These courses are typically based around demonstration, e-learning, practice, and assessments.

Regular full-time employees are also eligible to participate in our Education Allowance Program. This benefit enables employees to access funding for job-specific training, certifications, or personal development.

We also offer the Guide to Leaving for transitioning employees to help them in their next career or life stage.

### Average hours of training by employee type

Senior Management	10.3 hours
Middle Management	11.7 hours
Individual Contributor	13.6 hours
Sales & Marketing	8.6 hours
Legal & Regulatory	11.8 hours
Support Functions	12.2 hours



"THE CONTINUING EDUCATION ALLOWANCE IS A TANGIBLE REPRESENTATION OF SITUSAMC'S INVESTMENT IN ITS EMPLOYEES AND A WAY FOR EMPLOYEES TO CONTINUE HONING AND REFINING SKILLS TO BUILD THEIR CAREERS IN THE INDUSTRY."



Sean Ewing  
Vice President,  
Digital Marketing



# Learning and Development (cont.)

## Performance and Ongoing Success

We are committed to creating an environment where our people are empowered to be their best selves. All employees undertake regular performance and career development reviews, except those on parental or long-term leave. Employees meet with their managers for one-to-one meetings covering goal progression, career planning, and coaching on strengths and developmental areas.

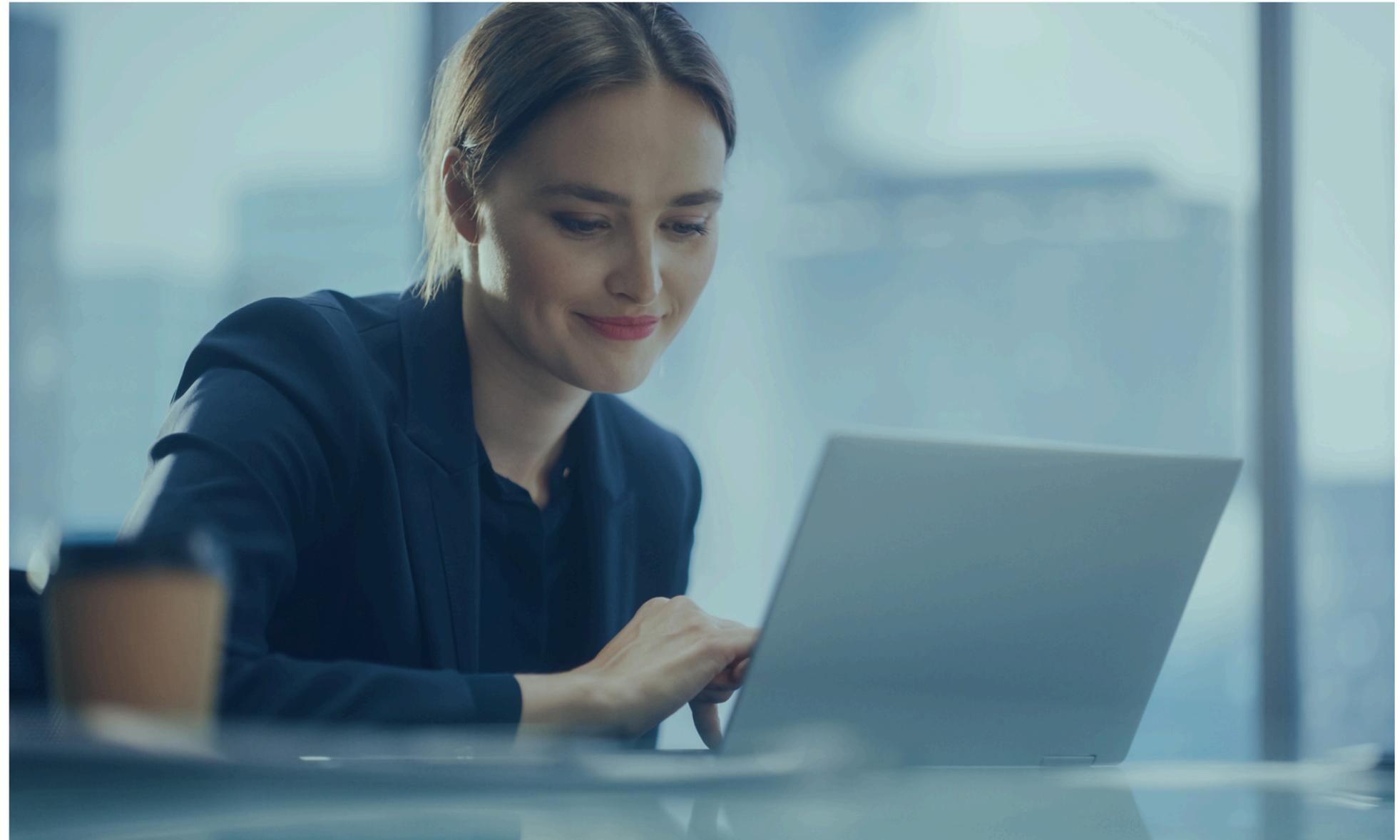
In addition, the company undergoes a year-end performance process. During this process, employee performance is assessed against goals in addition to reviewing employee contributions, career development, training needs, promotions, and pay increases.

### Regular performance and career development review

Male	Female
99.5% completed	99.4% completed

### Regular performance and career development review

Senior management	100%
Middle Management	99.1%
Individual Contributor	99.9%
Sales & Marketing	100%
Legal & Regulatory	100%
Support Functions	97.3%





# Employee Engagement

We engage with our people in a variety of ways, including town hall meetings, regular local briefing sessions, e-news, and our intranet and website.

During 2023, we implemented a global employee engagement app called Move the Chain. The tool enables SitusAMC leaders to share thought pieces, polls, and questions that allow for direct employee feedback to the executive team. Different communities have been created for employees on topics such as employee resource groups and local office groups. Information about events can be added to the app, allowing users to see what's coming up and how to participate.

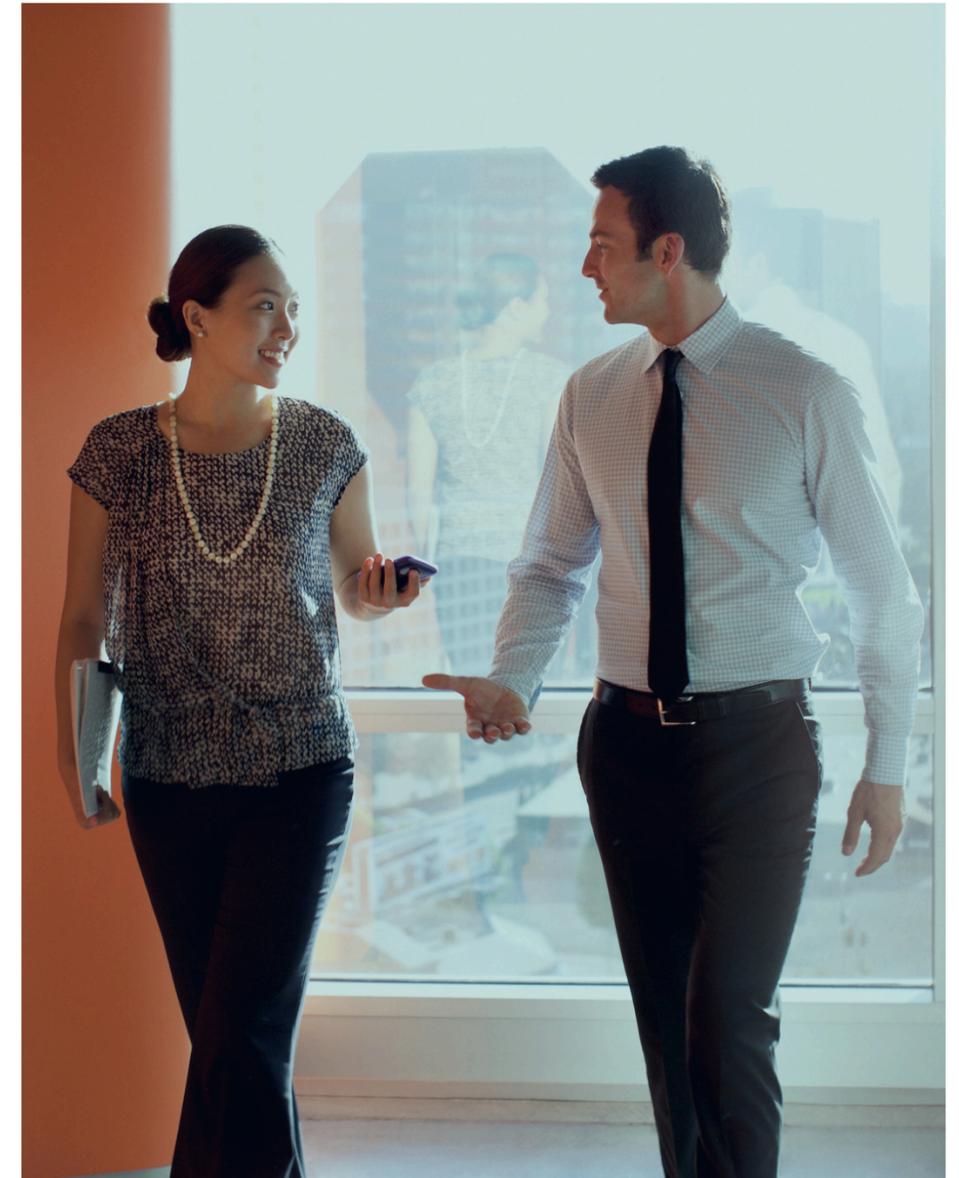
Move the Chain also serves as a platform for employees to make donations to groups that align with the company's commitment to the UN Sustainable Development Goals and capture the overall contributions made by the company. To date, over half the employee workforce has created their profile, and around 38% are interacting on the app regularly.

## Voice of the Employee Survey

In 2022 we initiated a new Voice of the Employee program to enable us to formalize a global and anonymous feedback mechanism for our teams. Since the inception, four employee surveys have been run, while in 2024 we will begin quarterly surveys.

Our 2023 survey had a participation rate of 86% – an increase of 27% against 2022, while our positive net promoter score was 79, a six-point increase on the previous year. The results ranked us four points above the true benchmark and a point over the commercial and professional services benchmark.

We use the Workday Peakon employee voice platform which gives all employees access to results, and leaders can view their team results (based on access thresholds). Global and divisional results are communicated directly to the ELT after the survey has closed, while highlights are shared with employees at town hall sessions. Action plans are created and set up directly in our employee voice platform. A total of 68 action plans have been created and 28 have been completed. They range across all four main drivers: engagement, transformation & change, health & wellbeing, and diversity & inclusion.





# Employee Well-Being

The organization offers all employees voluntary medical benefits, access to regional health events, and an Employee Assistance Program (EAP). We make all information accessible via the company intranet site, open enrollment, vendor websites, and written communications.

Benefits available to all employees at all locations include the following:

- Life insurance
- Health care
- Disability and invalidity coverage
- Parental leave
- Retirement provision

Further benefits such as counselling services, critical illness cover, and employee discounts are available.

## Health and Safety

SitusAMC takes a preventive approach to mitigating occupational health and safety impacts. All employees must undertake health and safety training as part of their onboarding activity and refresh their learning annually. Training includes the following courses: Healthy Working, Workplace Safety, Supporting Better Mental Health, Nurturing a Culture that Supports Mental Health, and Remote Working – creating the right environment. Employees are also provided with information on how to raise any questions or concerns related to health and safety.

The Employee Handbook contains companywide and location-specific information. Nominated fire marshals are present in each of our locations, with certified first aiders in all our India and European offices. Our offices also undergo regular health and safety audits.

SitusAMC is primarily an in-office and remote office workforce with no high-risk hazards. We have evaluated potential hazards and identified the most likely type of injury to be related to repetitive use, poor ergonomics, or a slip and fall as employees walk to and from workstations. We provide ergonomic workstation evaluations and related equipment.

The training, HR, and facilities department heads evaluate and develop the occupational health and safety management, consultation, training, protocols, communications, and reporting for the organization.

Our health and safety management system follows the country's requirements where it is operational and covers our global workforce.

- USA – OSHA standards
- UK – Health and Safety at Work Act
- Europe – European Agency for Safety and Health at Work EU
- OSHA India – Occupational Safety Health & Working Conditions Code.

An injury and incident log is maintained and tracked for all reported injuries or incidents throughout the year. Each region tracks and reports their incidents in accordance with local Health and Safety regulations.



# Supporting Our Communities



# Supporting Our Communities

Our global offices participate in local community projects, ranging from mentoring to local charity initiatives.

For example, SitusAMC has a relationship with Habitat for Humanity, where we join in build days local to the office locations in the US and UK, while other offices have developed community initiatives close to their locations.

We encourage our people to give their time and talent to non-profit organizations that are important to them and, in turn, positively impact the communities we serve. Many of our employees have independently served on boards, volunteered at schools, and supported many community-based projects. Our Company Volunteer Program allows full-time employees to take the equivalent of one paid day off each year to volunteer. During the year, 1,429 hours of volunteer activity were recorded across Europe and North America.



SITUSAMC IS PROUD OF OUR PARTNERSHIP WITH HABITAT FOR HUMANITY INTERNATIONAL, WHICH GIVES OUR EMPLOYEES THE OPPORTUNITY TO PARTICIPATE IN BUILD DAYS IN THEIR LOCAL COMMUNITIES. THEY HAVE WORKED ALONGSIDE HABITAT VOLUNTEERS TO CONSTRUCT AFFORDABLE HOUSING FOR MINORITY AND VETERAN HOMEOWNERS AND OTHERS IN NEED OF SAFE AND RESILIENT HOUSING...

Quote continued next page >>>



# Supporting Our Communities (cont.)

In a further commitment to creating a positive impact, the company operates an annual matching program for documented employee donations to organizations that reflect our areas of focus:

- Charities and causes that advocate for equal rights and the rights of others – up to USD 100,000
- Charities and causes that offer relief for those affected by the global pandemic and other natural disasters – up to USD 75,000

During the year, we helped to raise over USD 244,000, with USD 203,000 donated by SitusAMC and USD 42,000 donated by employees.

Organizations that benefited included:

- Team Up Philly
- CAMFED – Campaign for Female Education
- Habitat for Humanity
- Ronald McDonald House
- Catalyst
- Maui Humane Society
- Maui Food Bank
- Maui United Way

We share details of our community programs on the Move the Chain website.



“IN ADDITION, SITUSAMC SUPPORTS OUR EMPLOYEES’ PHILANTHROPIC EFFORTS THROUGH OUR COMPANY VOLUNTEER PROGRAM AND DONATION MATCHING. OUR GOAL IS TO MULTIPLY THEIR IMPACT AND PROMOTE POSITIVE OUTCOMES WITHIN THEIR COMMUNITIES AND TO THE CAUSES THAT ARE IMPORTANT TO THEM.”



**Sydney Nelson**  
Vice President, Corporate Communications



[Teamupphilly.org](https://Teamupphilly.org)



[Habitat.org](https://Habitat.org)



[Camfed.org/us/](https://Camfed.org/us/)



RMHC®

[rmhc.org](https://rmhc.org)



CATALYST

[Catalyst.org](https://Catalyst.org)



[Mauihumanesociety.org](https://Mauihumanesociety.org)



MAUI FOOD BANK  
Helping the Hungry

[Mauifoodbank.org](https://Mauifoodbank.org)



Maui United Way

[Mauiunitedway.org](https://Mauiunitedway.org)



# Responsible Business Practices



# Responsible Business Practices

SitusAMC is a signatory to the UNGC and is committed to upholding the 10 principles that address human rights, labor, environment, and anti-corruption.

We expect our suppliers, investments, and business partners to hold the same human rights and environmental sustainability standards as SitusAMC; sustainability due diligence is performed on new suppliers and acquisitions before engagement.



“IN 2023, 4,680 EMPLOYEES COMPLETED THE TRAINING. THIS NUMBER INCLUDES SITUSAMC'S MOST SENIOR MANAGEMENT MEMBERS, INCLUDING OUR CEO, TO WHOM THIS MANDATORY REQUIREMENT ALSO APPLIES.”



**Simon Caille**  
Global Head of Compliance

## Ethics and Compliance

We operate under all the applicable laws and regulations required as a global organization and within our sector. Staying abreast of all upcoming regulations that will impact our clients and business means we have a long-term view of our sector and emerging trends.

On a day-to-day basis, we operate under a robust compliance framework. Our SitusAMC Code of Conduct ensures all employees conduct themselves with the highest integrity with clients, business partners, and colleagues. We support the intent within SDG 16 to substantially reduce bribery and corruption in all forms. Internally, we monitor the interactions between our employees and public officials, and the number of instances where a bribe was requested or proffered.

Our compliance department reports monthly on its activities, including, but not limited to, any incident, complaints, or regulatory disputes and their status during the reporting period. Under the SitusAMC Risk Management and Governance framework, our risk review process continues throughout the year. In 2023, 26 operations (representing 42%) were assessed for corruption-related risks, with no significant risks identified.

All employees are required to undertake annual training on anti-corruption policies and procedures. In 2023, 4,680 employees completed the training. This number includes our CEO, a member of our highest governing body, for whom mandatory training also applies.

## Communication and training about anti-corruption policies and procedures (employees by number and percent)

	Europe	India	US	Percent
Senior management	1	-	24	100%
Middle management	21	18	338	100%
Sales & Marketing	-	-	6	100%
Legal & Regulatory	2	-	18	100%
Support Functions	10	129	374	100%
Individual Contributor	48	2,258	1,433	100%
<b>Total</b>	<b>82</b>	<b>2,405</b>	<b>2,193</b>	<b>100%</b>

Our anti-corruption policies and procedures have been communicated to 1,500 business partners to date (for example clients and suppliers), representing 90% of our total partners (1,667).

## Business partners that the organization's anti-corruption policies and procedures have been communicated to, by type and region

	Europe	India	US	Total
Number of partners	190	10	1,300	1,500
Percent	11.4%	0.6%	78%	90%



# Responsible Business Practices (cont.)

## Tax

In addition to our environmental and social initiatives, we uphold our corporate responsibility by ensuring full compliance with tax regulations. We engage a third-party professional services firm, Grant Thornton, to calculate our tax liabilities and file tax returns on our behalf to ensure compliance with federal, state, and international tax requirements.

With the assistance of corporate and segment controllers, the Chief Accounting Officer and Chief Financial Officer review our activities related to tax exposures and obligations and monitor for any changes in tax profile or requirements. During the year, we also employed a full-time tax director to expand our internal review and control framework related to tax.

We work with tax authorities in filing our tax returns and if any clarification is needed regarding calculating taxes owed.

As well as using Grant Thornton in preparing our tax returns, we engage their services as external auditors for our financial statements, in which we ensure appropriate disclosure of all financial matters, including tax. Our tax estimates and effective tax rates are reported to our investors on a regular basis.

## Our Policies and Processes

SitusAMC embeds our policy commitments across all business functions. Our policies apply to all employees as they undertake our operational activities and engage in business relationships with suppliers, customers, and third parties. Our Modern Slavery Statement and Supplier Code of Conduct are on the website, while our Ethics pack is provided regularly to our clients as part of their ongoing information requirements.

Core policies in place relate to ethics and business conduct, labor and human rights, the environment, and policies specific to the nature of our business. Our policies reflect our commitments to the UN Sustainable Development Goals.

Each policy has a defined policy owner and is reviewed and updated regularly. Our CAO and relevant C-level members of the Executive Team approve policy commitments. The employee handbook references all material governance policies, and all employees are to sign and acknowledge the handbook annually.

## Identifying and Raising Concerns

SitusAMC has not identified any significant negative impact on the environment, people, or the communities in which it operates. We review our supply chain for potential negative impacts before the vendor is onboarded, and, depending on the risk weighting of the vendor, a decision on whether to use them is made.

SitusAMC has specific grievance mechanisms in place. Depending on the nature of the grievance, there is a specific escalation process (HR, Compliance, ESG). There is also a whistleblowing hotline for anonymous reporting for employees.

The compliance department has designed the grievance mechanism in collaboration with InfoSec, Legal, and HR departments. The effectiveness of the grievance mechanism is monitored via exit interviews and client surveys. Should anything be raised outside these reviews, it is highlighted to the compliance team for review and any necessary action.

The Code of Conduct in the employee handbooks outlines how employees are expected to implement responsible business conduct. Concerns about responsible business practices can be raised through channels such as an anonymous whistleblowing hotline or the Compliance, HR, ESG and legal departments. An escalation process for communicating critical concerns is also in place. In addition, each organizational policy outlines who to contact.

External parties may raise concerns through an anonymous whistleblowing hotline, which is supported by a Complaints Policy on our website. Critical concern items are raised to the Board by the CEO or the CAO/General Counsel as appropriate. No critical concerns were recorded in the reporting year.



# Responsible Business Practices (cont.)

## Information Security

SitusAMC protects the confidentiality, integrity, and availability of its data and information systems, regardless of how it is created, distributed, or stored. Our security controls are tailored to the risk and sensitivity of the data, our information systems, and all legal obligations, and are directed by our Information Security Policy.

The organization has not experienced any complaints related to breach of customer privacy for the past year.



"AT SITUSAMC, WE RECOGNIZE THE IMPORTANCE OF INCORPORATING ESG BEST PRACTICES INTO THE FABRIC OF OUR ORGANIZATION. WE HAVE PRIORITIZED INITIATIVES ACROSS THE FIRM TO ENSURE THAT SITUSAMC IS AT THE FOREFRONT OF ESG STANDARDS AND IS SETTING THE BAR FOR OUR INDUSTRY."



**Michael Franco**  
Chief Executive Officer

## Responsible Procurement

SitusAMC recognizes and values the long-term benefits that sustainability and a transparent supply chain bring to the business, its clients, and the community.

Our Supplier Code of Conduct is publicly available on our website and explains our requirements for organizations who wish to supply products or services to SitusAMC.

In our drive to work with suppliers that share our sustainability goals and objectives, SitusAMC has incorporated sustainability as part of our overall supplier risk assessment, due diligence, and supplier selection process. Our Vendor Risk Management Program focuses on outsourced activities that may substantially impact SitusAMC's operations or clients, involving sensitive employee and client information that poses material risks in the form of compliance, reputational, strategic, and operational or information technology risks.

SitusAMC takes a risk-based approach to supplier due diligence, with the greatest focus on those deemed high-risk. In 2023, all new high-risk vendors with a spend of >USD 1M per annum were screened using environmental and social criteria, while 130 existing vendors went through a reassessment process.

The total number of vendors reviewed was 244; none were found to have significant actual or potential adverse environmental, social, or forced or compulsory labor impacts.

The only vendors who did not undergo the assessment process were vendors, where a client has instructed us to hire a specific supplier.

## Supplier Diversity

We made good progress against our goals for supplier diversity during the year, meeting our target of 5% of all suppliers being diverse. Our 2030 goal of 10% spend with diverse suppliers was exceeded by year-end, with 11.3% of spend attributed to diverse vendors.

## EcoVadis Sustainability Rating

The EcoVadis rating is a globally recognized approach, with ratings based on a firm's environmental impact, including carbon emissions, human rights, labor practices, ethical business conduct, and approach to sustainable procurement. To date, EcoVadis has provided ratings on more than 130,000 companies.



In 2022 – our first year of application – we received our inaugural rating from EcoVadis at the Bronze level. In May 2023, we were delighted to be awarded a Silver Sustainability Rating from EcoVadis in recognition of our commitment to:

- Minimizing the firm's environmental impact while upholding business integrity;
- Promoting the professional and personal growth of its employees;
- And improving the social and economic well-being of the communities in which the firm operates.



Letter from  
the CEO

Welcome

Our  
Business

Our Sustainability  
Priorities

Environmental  
Performance

Our People

Supporting Our  
Communities

Responsible  
Business Practices

**Governance**

About This  
Report

Index



# Governance





# Organizational Governance

The Board of SitusAMC Group Holdings GP, LLC (Board) is the highest governance body of SitusAMC and is responsible for setting the strategic direction of the organization.

The Board consists of the SitusAMC CEO and senior qualified members of each of our majority owners, Stone Point Capital, and PSP, totalling seven members. All members are deemed to possess the competencies, skills, industry expertise, and leadership qualities required of individuals serving on our Board.

Our company believes in the importance of differing views and independence for Board members. This diversity of thought results in the ability to foster robust discussions, mitigate risks, drive innovation, ensure accountability, build stakeholder confidence, uphold ethics, plan strategically, and adapt to change effectively. With these criteria in mind, our Board can fulfill its fiduciary duties and contribute to our organization's long-term success and sustainability.

Board members regularly participate in, attend, and host learning symposiums, conferences, and roundtables related to all areas of real estate finance and corporate initiatives, generally. Additionally, each board member has access to relevant information, data, research reports, and industry benchmarks that inform their decision-making process and enable them to stay abreast of market trends, competitive landscapes, and emerging opportunities or risks. The Board also stays informed about evolving regulatory requirements, governance principles, and best practices in corporate governance.

The members of our Board employed by Stone Point Capital and PSP Investments are not paid by SitusAMC.

Their remuneration is in line with the practices and policies of their respective organizations.

### The Role of the Board and the ELT

The Board is supported by the Executive Leadership Team (ELT) – the highest governance body responsible for the day-to-day operation of SitusAMC.

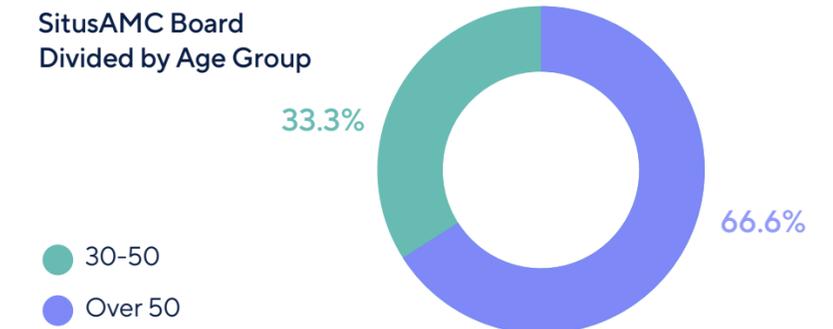
The Board meets quarterly, while the ELT meets monthly. Sustainability and ESG are regular agenda topics for the Board, including discussions on companywide policies and goals related to sustainable development.

Beyond the executive team, additional internal and external stakeholders are engaged on topics related to ESG through activities such as client audits, employee surveys, resource groups, town hall meetings, and the employee engagement app.

SitusAMC has numerous governance bodies that oversee different aspects of the organization. The CEO is a member or participant of all bodies. The Board and CEO oversee compensation processes and determinations at the highest level. Executives receive a base salary plus an annual bonus program that applies companywide. Depending on their offer letter or agreement terms, executives may be eligible for additional bonuses, equity programs, or incentive common unit shares. There is a separate compensation committee comprised of members of the Board. The company works with an external consultant to determine fair remuneration proposals.

Members of Governance bodies	Male	Female
SitusAMC Board	2	1
Executive Leadership Team	4	3
Risk and Compliance Committee	5	2
Compensation Committee	2	1
Artificial Intelligence (AI) Committee	3	3
Risk and Audit Committee	2	2
ESG Committee	5	4

SitusAMC Board Divided by Age Group





# Organizational Governance (cont.)

## Ownership and Accountability

The Board delegates responsibility to the ELT, via the CEO, to manage the organization's sustainability impacts. The Head of ESG works with different department heads to advance the ESG/Sustainability strategy and reports to the Chief Administration Officer (CAO) on the ELT. They provide updates and recommendations that the Board can use to make budget decisions for sustainability initiatives.

The Board reviews the progress of sustainability initiatives via a quarterly Board pack. The success is measured by audit (governance) results and rating agencies (EcoVadis and CDP) for sustainability matters.

The ELT reviews and approves the alignment of the Sustainable Development Goals for the year. The Head of ESG reviews the consolidated reported information prior to submission to the Board. The respective Heads of Department review disclosures on HR, Legal, and Compliance information, while the Head of ESG ensures consistent reporting.

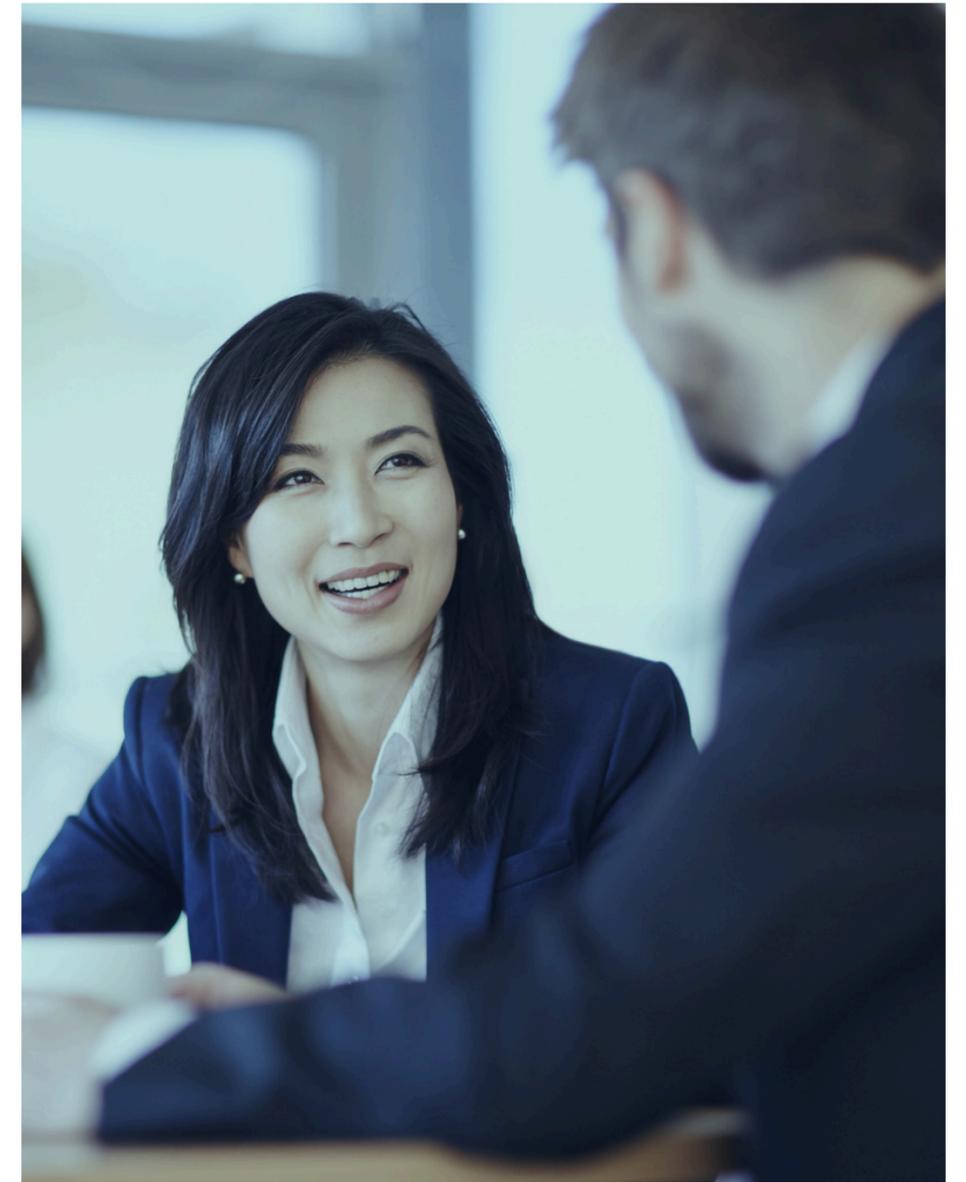
The evaluation of the Board is closely aligned with the review of the Company's overall annual performance, which is measured via a scorecard. The scorecard includes elements such as Strategic Initiatives, Process Control and Refinement, People, and IT Development.

Our corporate scorecard is finalized annually but reviewed quarterly to ensure the firm is on target. Third-party auditors and evaluators are also part of our general governance program. Areas for improvement or remediation are identified in subsequent scorecards and performance is discussed among the ELT and reported to the Board.

## Conflicts of Interest

The organization operates within a series of policies related to conflicts of interest, including identifying, raising, and addressing a potential or actual conflict of interest, including during the vendor management process. All employees participate in annual mandatory conflict-of-interest training. Additionally, they must agree to sign the Employee Handbook, which states the ramifications of non-disclosure. SitusAMC also maintains an anonymous whistleblowing hotline.

Conflict-of-interest reports are disclosed monthly via the Risk and Compliance Committee to the CEO (Board member), CFO, CIO, CISO, and CAO. Material conflicts of interest are reported to the Board via a quarterly Board update or immediately via the CEO or CAO/General Counsel, depending on the severity.





Letter from  
the CEO

Welcome

Our  
Business

Our Sustainability  
Priorities

Environmental  
Performance

Our People

Supporting Our  
Communities

Responsible  
Business Practices

Governance

**About This  
Report**

Index



# About This Report



# About This Report

## Report Scope

This Corporate Responsibility Report covers the period from January to December 2023 for all subsidiaries of SitusAMC Holdings Corporation. It has been prepared with reference to the Global Reporting Initiative (GRI) Standards

This Corporate Responsibility Report covers the period from January to December 2023 for all subsidiaries of SitusAMC Holdings Corporation. It has been prepared with reference to the Global Reporting Initiative (GRI) Standards.

This report provides information about our environmental, social, and governance (ESG) performance. The scope of this report encompasses our operations, products, and services, as well as their impacts on stakeholders and the environment. We have shared disclosures on our approach to sustainability, including our strategies, policies, and management systems. We also provide quantitative data and qualitative information to illustrate our performance and progress.

Using the GRI Standards framework for reporting, we demonstrate our commitment to responsible business practices. We believe that transparent and credible reporting is essential for building trust with our stakeholders and driving continuous improvement in our sustainability efforts.

We have defined significant locations as the US – comprising New York, Houston, Denver; Europe – London; and India – Mumbai, Chennai, Gurgaon. Local is defined as being within 50 miles of our operations.

## Understanding the Material Issues

By identifying and understanding the issues most relevant to our business and stakeholders, we are better equipped to develop our response to the most significant topics.

Our approach involves a review process (last undertaken in 2022), which includes assessing increased client requests, responses to annual client services questionnaires, and feedback from employee surveys. In addition, we consider the evolving regulatory landscape and market trends within our sector.

This materiality process involves our ELT, key clients, legal advisory services, and employees

The result of the materiality assessment enabled us to identify nine core areas under the themes of environment, social, and governance, which have informed the basis of our sustainability strategy. Through the materiality process, we aim to align our reporting efforts with our stakeholders' key concerns and priorities, ensuring transparency and relevance in our sustainability initiatives. Ahead of a more in-depth materiality assessment planned for 2025, we have prioritized the following themes and impact levels.

We will undertake our next materiality review ahead of the 2025 reporting period.

	Our Customers	Our Business	Our Suppliers
<b>Environmental</b>			
Energy consumption	Medium	High	Medium
Emissions	High	High	High
Net Zero commitment	Medium	Medium	Medium
<b>Social</b>			
Employee attraction and retention	Medium	High	Low
Diversity and equal opportunity	Medium	High	Medium
Employee learning and development	Low	Medium	Low
<b>Governance</b>			
Business ethics and integrity	High	High	High
Supply chain sustainability	High	High	High
Regulatory change monitoring	High	High	Medium



# About This Report (cont.)

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## Stakeholder Engagement

We have adopted a multi-stakeholder approach throughout our business. We have identified two major groups – clients and employees

We undertake regular client satisfaction surveys to understand our performance and how we can provide better service. It also helps us highlight growth and opportunity areas and identify any areas of attention. We also communicate regularly with clients and interested parties through our client account management and support activities, our website, marketing material, and, more recently, our podcast series. Our employee engagement activities include an annual employee survey, which yields scores against a range of topics and a net promoter score. Findings are shared with the executive leadership, and, where needed, action plans can be implemented.

In addition, we have joined over 23,000 organizations in reporting to the CDP, furthering our commitment to transparency. Our reporting is still at an early stage, but we are making progress, and have shifted from a D to C- rating.

## Further Information

Questions related to this report or the ESG information it contains should contact the Senior Director, ESG at [esg@situsamc.com](mailto:esg@situsamc.com).

Financial queries should be directed to the Chief Accounting Officer [scottgray@situsamc.com](mailto:scottgray@situsamc.com).

See also [www.situsamc.com](http://www.situsamc.com).



Letter from the CEO

Welcome

Our Business

Our Sustainability Priorities

Environmental Performance

Our People

Supporting Our Communities

Responsible Business Practices

Governance

About This Report

**Index**



# Index





# Index

GRI Standard	Disclosure	Note	Location	UNGC linkage	SDG linkage
GRI 2: General Disclosures	2-1 Organizational details	SitusAMC Holdings Corporation The company operates as a corporation, with ownership structured through shares issued to shareholders.	Index		
	2-2 Entities included in the organization's sustainability reporting	No adjustments have been made for minority interests.  SitusAMC conducts due diligence, taking environmental and social factors into consideration before an acquisition. The suppliers of the incoming entities are also reviewed as part of the due diligence on the incoming entity.  Material topics remain consistent for acquisitions/disposals as they are in the same industry.	About this report		
	2-3 Reporting period, frequency and contact point		About this report		
	2-4 Restatements of information	There are no restatements of information.	Index		
	2-5 External assurance	This report has not undergone external assurance.	Index		
	2-6 Activities, value chain, and other business relationships	SitusAMC is active in commercial and residential real estate in the US and commercial real estate in Europe. Within our supply chain, technology providers represent our largest proposition of vendors.  There are no significant changes compared to the previous reporting period.	Our business		



# Index

GRI Standard	Disclosure	Note	Location	UNGC linkage	SDG linkage
GRI 2: General Disclosures (continued)	2-7 Employees		Our people		SDG 5 SDG 8 SDG 10
	2-8 Workers who are not employees	We do not currently have any workers who are not employees.	Index		
	2-9 Governance structure and composition		Governance		
	2-10 Nomination and selection of the highest governance body	There are no restatements of information.	Governance		
	2-11 Chair of the highest governance body	The partnership agreement governing the management of the highest governance body does not foresee the position of chairman among the designated managers.	Governance		
	2-12 Role of the highest governance body in overseeing the management of impacts		Governance		
	2-13 Delegation of responsibility for managing impacts		Governance		
	2-14 Role of the highest governance body in sustainability reporting		Governance		
	2-15 Conflicts of interest		Governance		
	2-16 Communication of critical concerns		Governance		
	2-17 Collective knowledge of the highest governance body		Governance		
2-18 Evaluation of the performance of the highest governance body		Governance			



# Index

GRI Standard	Disclosure	Note	Location	UNGC linkage	SDG linkage
GRI 2: General Disclosures (continued)	2-19 Remuneration policies		Governance		
	2-20 Process to determine remuneration		Governance		
	2-21 Annual total compensation ratio	As a privately owned organization, we believe this information to be confidential. Also given the countries in which we operate, we believe the total compensation ratio to be fair.	Index		
	2-22 Statement on sustainable development strategy		CEO welcome		
	2-23 Policy commitments		Responsible business practices		
	2-24 Embedding policy commitments		Responsible business practices		
	2-25 Processes to remediate negative impacts		Responsible business practices		
	2-26 Mechanisms for seeking advice and raising concerns		Responsible business practices		
	2-27 Compliance with laws and regulations	We have not experienced significant non-compliance with laws during the reporting year.	Index		
	2-28 Membership associations		Our business		
	2-29 Approach to stakeholder engagement		About this report		
2-30 Collective bargaining agreements	No employees are covered by collective bargaining agreements.	Index	Principle 3	SDG 8	
GRI 3: Material Topics	3-1 Process to determine material topics		About this report		
	3-2 List of material topics		About this report		
	3-3 Management of material topics	SitusAMC has not reported any negative impacts through its activities or as a result of its business relationships.	Index		



# Index

GRI Standard	Disclosure	Note	Location	UNGC linkage	SDG linkage
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed		Our business		
	201-2 Financial implications and other risks and opportunities due to climate change		Environmental performance	Principle 7	
	201-3 Defined benefit plan obligations and other retirement plans	<p>US: No pension plan benefit is offered; therefore, no pension liability exists. The 401(k) plan offers a discretionary match of 100% on the first 2% plus 50% on the next 2%.</p> <p>Europe: pension plan is a defined contribution plan, therefore there are no liabilities to the company. As an employer, we contribute 10% of the gross salary for UK and Ireland employees. All employees in the UK and Ireland are in the pension scheme. No pension scheme is offered by the company in Germany.</p> <p>India: A state-funded pension plan exists for employees who earn less than INR 15,000. There is no employer contribution.</p>	Index		
	201-4 Financial assistance received from government	None.	Index		
GRI 202: Market Presence	202-1 Ratios of standard entry level wage by gender compared to local minimum wage		Our people		SDG 8
	202-2 Proportion of senior management hired from the local community		Our people		SDG 8 SDG10
GRI 204: Procurement Practices	204-1 Proportion of spending on local suppliers	We do not currently report on this data.	Index		SDG 10
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption		Responsible business practices	Principle 10	SDG 16
	205-2 Communication and training about anti-corruption policies and procedures		Responsible business practices	Principle 10	SDG 16
	205-3 Confirmed incidents of corruption and actions taken		Index	Principle 10	SDG 16
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No incidents of anti-competitive behavior were identified in the reporting year.	Index	Principle 10	SDG 16



# Index

GRI Standard	Disclosure	Note	Location	UNGC linkage	SDG linkage
GRI 207: Tax 2019	207-1 Approach to tax		Responsible business practices		
	207-2 Tax governance, control, and risk management		Responsible business practices		
	207-3 Stakeholder engagement and management of concerns related to tax		Responsible business practices		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Emissions factors applied: DEFRA 2022/2023, IEA, GHG Protocol Additional information: CBECS 2018	Environmental performance	Principle 8	SDG 12 SDG 13
	302-2 Energy consumption outside of the organization		Environmental performance	Principle 8	SDG 12 SDG 13
	302-3 Energy intensity		Environmental performance		
	302-4 Reduction of energy consumption		Environmental performance	Principle 8	SDG 13
GRI 303: Water and Effluents 2018	303-5 Water consumption		Environmental performance	Principle 8	SDG 12
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Emissions factors applied: DEFRA, IEA, GHG Additional information: CBECS 2018 AR5 Global-Warming-Potential-Values (Feb 16, 2016)	Index	Principle 8	SDG 13
	305-2 Energy indirect (Scope 2) GHG emissions		Index	Principle 8	SDG 13
	305-3 Other indirect (Scope 3) GHG emissions		Index	Principle 8	SDG 12
	305-4 GHG emissions intensity		Environmental performance	Principle 8	SDG 12
	305-5 Reduction of GHG emissions		Environmental performance	Principle 8	SDG 12



# Index

GRI Standard	Disclosure	Note	Location	UNGC linkage	SDG linkage
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts		Environmental performance	Principle 8	SDG 12
	306-2 Management of significant waste-related impacts		Environmental performance	Principle 8	SDG 12
	306-3 Waste generated		Environmental performance	Principle 8	SDG 12
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria		Responsible business practices	Principle 7 Principle 8	SDG 10 SDG 12
	308-2 Negative environmental impacts in the supply chain and actions taken		Responsible business practices	Principle 7 Principle 8	SDG 10 SDG 12
GRI 401: Employment 2016	401-1 New employee hires and employee turnover		Our people		
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees		Our people		
	401-3 Parental leave		Our people	Principle 1	SDG 10
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	We abide by all the regulatory requirements of the local states that we operate in.	Our people	Principle 1	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system		Our people	Principle 1	SDG 8
	403-2 Hazard identification, risk assessment, and incident investigation		Our people	Principle 1	SDG 8
	403-3 Occupational health services	The organization mitigates risk through a preventive approach, following the required Health and Safety regulations by region and with input from Facilities and Human Resources.	Index	Principle 1	SDG 8
	403-4 Worker participation, consultation, and communication on occupational health and safety		Our people	Principle 1	SDG 8



# Index

GRI Standard	Disclosure	Note	Location	UNGC linkage	SDG linkage
GRI 403: Occupational Health and Safety 2018 (continued)	403-5 Worker training on occupational health and safety		Our people	Principle 1	SDG 8
	403-6 Promotion of worker health		Our people	Principle 1	SDG 8
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		Our people	Principle 1	SDG 8
	403-8 Workers covered by an occupational health and safety management system	We do not maintain an external audit certification for health and safety. Onsite contractors are advised of our health and safety policy, and they are also advised to work under their own policy requirements.	Index	Principle 1	SDG 8
	403-9 Work-related injuries	There were no fatalities, high-consequence work-related injuries, or recordable work-related injuries recorded during the reporting year.  The US reported 4,152,181.95 working hours in 2023. Working hours data was not available for other locations.	Index	Principle 1	SDG 8
	403-10 Work-related ill health	One instance of work-related ill health was recorded during the reporting year, related to a slip or fall. No other incidents were reported.	Index	Principle 1	SDG 8
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee		Our people		SDG 8 SDG 10
	404-2 Programs for upgrading employee skills and transition assistance programs		Our people		SDG 8
	404-3 Percentage of employees receiving regular performance and career development reviews		Our people		SDG 10
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees		Our people	Principle 6	SDG 5
	405-2 Ratio of basic salary and remuneration of women to men		Our people	Principle 6	SDG 8 SDG 10
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Zero incidents of discrimination were reported globally.	Index	Principle 6	SDG 10



# Index

GRI Standard	Disclosure	Note	Location	UNGC linkage	SDG linkage
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	<p>None were found to be at significant risk.</p> <p>The company operates in professional offices in the professional financial services sector in the United States, India, the UK, and the EU.</p> <p>In the United States, it is a legal right to unionize; therefore, this is not identified as a high-risk area of operations. The right to form a Trade Union is guaranteed as a fundamental right under Article 19 (1) (c) of the Indian Constitution.</p> <p>The company does not limit employee's right to exercise their freedom of association and collective bargaining.</p>	Index	Principle 4	SDG 10
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor		Index	Principle 1 Principle 5	SDG 3 SDG 8 SDG 16
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor		Index	Principle 1 Principle 4	SDG 3 SDG 8 SDG 16
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs		Supporting our communities		SDG 10
	413-2 Operations with significant actual and potential negative impacts on local communities	We do not currently operate in any high-risk jurisdiction where our offices potentially negatively impact local communities.	Index		
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	100%	Responsible business practices	Principle 1 Principle 2 Principle 3 Principle 4 Principle 5 Principle 6	SDG 5 SDG 10 SDG 16
	414-2 Negative social impacts in the supply chain and actions taken	No negative impacts were identified.	Index		
GRI 415: Public Policy 2016	415-1 Political contributions	The organization does not make any financial or in-kind political contributions.	Index		
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	None.	Index		



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