



Tenant Relations Framework

AIM REIT Management Company Limited
AIM Real Estate Management Company Limited

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1. Introduction

AIM REIT Management Company Limited and AIM Real Estate Management Company Limited (collectively referred to as the “Company” or the “REIT Manager”) as the REIT Manager of AIM Industrial Growth Real Estate Investment Trust (“AIMIRT”) and AIM Commercial Growth Real Estate Investment Trust (“AIMCG”) (collectively referred to as the “REIT”) view tenants as key business partners, as they are the primary source of income and stability for the REIT. The primary objective is to ensure tenant satisfaction to retain existing tenants and attract new, high-potential tenants, which directly impacts the REIT’s long-term cash flow stability. The REIT focus on investing in high-quality properties built to standard, well-maintained, and with complete infrastructure to effectively support tenant business operations.

2. Property Manager Fee Structure to Incentivize Property Manager’s Performance

The REIT Manager implement a remuneration system for property managers tied to their performance, incentivizing them to maximize their capabilities and maintain tenant satisfaction. This system includes the following components:

1) Performance Fee

The remuneration is determined based on actual revenue collected from lease and service agreements of the main assets to incentivize property managers to focus on maximizing yield from leased space, maintaining a stable tenant portfolio, and enhancing revenue collection to meet the REIT’s expectations.

2) Incentive Fee

Additional remuneration will be paid based on success in generating operating profit. This mechanism is designed to stimulate property managers to manage projects with maximum efficiency by both increasing revenue and strictly controlling operating costs.

3) Commission Fee

Designed to motivate property managers to consistently maintain a high occupancy rate. It encompasses both relationship management to encourage lease renewals among existing tenants, and the execution of proactive marketing to attract high-potential new tenants when vacancies occur, ensuring a stable, long-term cash flow.

3. Responsibilities of Property Managers

In addition to the fee structure outlined above, the duties and responsibilities of the property manager are also explicitly stipulated in the property management agreement between the REIT Manager and the property manager for each project (“**Property Management Agreement**”). This ensure that the main assets are professionally managed and the best interests of the trust unitholders are protected. Key responsibilities include:

1) Property Maintenance and Repair

The property manager is responsible for maintaining the asset in good condition, ensuring it is always ready for lease or sale. This includes repairs, renovations, and property improvements, guaranteeing that the tenant receives a leased space that is fully complete and immediately usable.

2) Preventive Maintenance

Manage and overseeing property maintenance according to schedule and as necessary to ensure long-term operational efficiency. This covers security systems, fire protection systems, communication networks, and emergency response protocols. This proactive approach minimizes the risks of accidents and system failures that could interrupt business operations. Furthermore, tenant personnel will be provided with occupational health and safety standards that reflect service excellence.

3) Asset Modification and Restoration

Facilitating the alteration, restoration or modification of the asset as necessary and appropriate to meet tenant needs or respond to market conditions, providing flexibility in space utilization. Tenants may request consultations regarding modifications or expansions to their factories/warehouses to accommodate evolving business models or production technologies.

4) Utility Procurement and Coordination

Operate and/or coordinate with the REIT Manager and assist the REIT Manager in managing the provision of utilities to retail tenants in the property, including but not limited to electricity, water, telephone, waste disposal, equipment maintenance, security, and parking lot, as well as any other services necessary for the leased spaces. This reduces the burden of coordinating with multiple external service providers directly, allowing tenants to focus their time and resources on their core business operations efficiently.

5) **Facilitating business license applications**

Coordinate and facilitate retail tenants' applications for business licenses related to their leased spaces, streamlining complex processes and reducing coordination time with government agencies. This service provides added value for tenants.

The property manager must undergo annual performance evaluations by the REIT Manager. If performance is deemed unsatisfactory, the REIT Manager will notify the property manager to make improvements. The REIT Manager may terminate the Property Management Agreement if the property manager fails to fulfill their obligations under the terms of the agreement, creating an ongoing pressure to maintain high service standards.

4. Tenant Selection

To attract potential tenants and mitigate operational risks, the property managers employ the following tenant selection process:

- 1) **Business Type & Ethics:** Consider whether the tenant's business aligns with the building's intended use, and verify that it does not involve illegal activities or pose environmental and social risks exceeding acceptable standards.
- 2) **Strategic Alignment:** Consider the industry mix of tenants to diversify risk and create synergy within the project.

5. Goals for Tenant Management and Measuring Tenant Satisfaction

The REIT Manager aims to maximize tenant satisfaction through property management by the REIT Manager and the property managers, as reflected in tenant renewal rates and occupancy rates for each project.

6. Tenant Complaint Management

The REIT Manager places importance on service delivery and convenience, including maintaining positive tenant relationships. To that end, they have established a system and procedures allowing tenants to contact them or file complaints regarding services, with the following key features:

- 1) Tenants may contact or submit complaints directly to the Asset Management Department using the contact details provided.
- 2) The Asset Management Department investigates and analyzes the causes of complaints and informs the Chief Executive Officer.

- 3) In addition, to ensure that such complaints are properly received and fully addressed, the REIT Manager will arrange regular direct meetings with tenants.

Channels for Receiving Tenant Complaints

Contact Asset Management Department of the REIT Manager directly by phone or email.

7. Review and Improvement of the Tenant Management Plan

The REIT Manager requires periodic reviews of this tenant management plan to ensure its operating procedures continue to prioritize maximizing tenant satisfaction. This plan will be promptly updated if any event significantly impacts the REIT's administration or if updates are needed to align with evolving tenant expectations.