

Office

dexus

Australia's preferred office partner

Dexus is focused on being the leading owner and manager of Australian office property.

Dexus is the largest owner and manager of office properties in Australia, with a \$23.3 billion portfolio that covers 1.8 million square metres across 51 properties.

Our high-quality portfolio is located where our customers need to be, in the central business districts of Sydney, Melbourne, Brisbane and Perth. Leadership in office is a key strategic objective that is supported by our scale. Our scale provides the opportunity to invest in people, systems and technologies that enhance our customers' experience and generate cost efficiencies.

Scale also enhances our ability to provide the ideal workspace solution for customers.

Our strong track record of developing quality office properties with a focus on sustainability has achieved global recognition.

Our customers can take comfort in the knowledge that they are operating their business in a truly sustainable workspace, with Dexus being recognised as the Global Industry Leader for the Real Estate Sector by DJSI, achieving A-List status by CDP and the Dexus Office Trust

named a 2019 Global Sector Leader by GRESB.

As property innovators, we are deeply committed to working with our customers to provide spaces that engage and inspire, as well as delivering quality, sustainable returns for our investors.

7.5%

Dexus office portfolio one-year unlevered total return

>1,400

Office customers

96.5%

Dexus office portfolio occupancy by income

+47

Office Customer Net Promoter Score at 30 June 2020

5.0 star

Average NABERS Energy rating



- NSW 60%
- VIC 21%
- QLD 14%
- WA 5%

The Dexus experience

Listening to our customers, we have curated a range of services that are carefully designed to satisfy the everyday needs and enhance the experience of the people who work in our properties. The services we provide are grouped into the four key pillars of Convenience, Community, Wellbeing and Sustainability.

Community

Creating customer communities through activations in our office foyers, convenient local shops, and online building community platforms providing workplace news and information, events and retail offerings.

Wellbeing

Offering services and amenities that promote the health and wellbeing of customers through quality end-of-trip facilities, yoga, Pilates and fitness classes.

Convenience

Delivering a convenient work experience through five-star concierge, priority access to childcare, transport solutions, simple and easy leases, and access to Dexus Place, a tailored extension of our customers' work environment that includes meeting, training and conference facilities as well as bespoke event space supported by state-of-the-art technology.

Sustainability

Working with our customers to achieve energy, water and waste efficiencies for their tenancies along with sustainable fit-out designs.



Supporting our customers' needs through the COVID-19 crisis

Our top priority in dealing with the COVID-19 pandemic was to ensure the health, safety and wellbeing of our customers, employees and people visiting our buildings. Dexus took proactive steps at its properties to deliver COVID-safe environments in line with government guidelines, implementing measures to prevent the spread of the pandemic including:

- Increased cleaning in high touch points, including food courts and bathrooms
- Touchless sanitiser stations in office lobbies
- Prominent signage advising physical distancing requirements
- Regulating lift occupancy and people traffic management in lobbies
- Additional cleaning packages for individual tenancies

Customer surveys helped Dexus to understand future building physical occupancy levels and customers' expectations, and informed strategies for a smooth transition into and out of the lockdown period.

An independent health expert was engaged to review the processes for end-of-trip facilities, bike storage, lifts and lobbies, food courts and bathrooms to enable them to re-open.