

Sustainability Report

The Manager is committed to the sustainable development of its business, the environment and the well-being of its stakeholders and the communities in which it operates. Its effort in this respect is guided by the Sponsor's corporate social responsibility framework – the "Mapletree Shaping & Sharing Programme".

Environmental Sustainability Greener Buildings

During the year, the Manager continued to make strides in the direction of building a sustainable environment and promoting green initiatives.

In this regard, PSAB was certified Green Mark Gold^{PLUS} by the Building and Construction Authority ("BCA") of Singapore. With this, all four properties in MCT's portfolio have been certified Green Mark Gold and above by the BCA, demonstrating the Manager's commitment towards environmental sustainability.

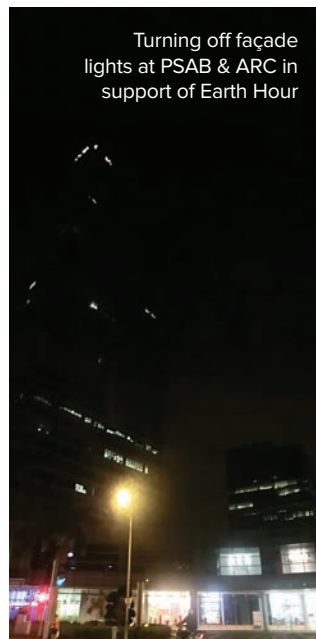
VivoCity and MLHF had been certified BCA Green Mark Gold, while Mapletree Anson was one of the first buildings in Singapore to be certified BCA Green Mark Platinum.

Some of the features of Green Mark buildings include:

- Higher efficiency of the air-conditioning system;
- Improved monitoring and control systems to optimise use of water and electricity;
- Use of energy efficient lighting fixtures to reduce electricity consumption; and
- Use of water efficient features to reduce water consumption.

Supporting Green Initiatives

In collaboration with the Sponsor, the retail malls VivoCity, ARC and HarbourFront Centre jointly launched a campaign "We Support Earth Day" from 22-27 April 2014 to create greater awareness of Earth Day and sustainability concerns of the environment.



Turning off façade lights at PSAB & ARC in support of Earth Hour

The airconditioning in the malls were increased by 1°C and all water features were switched off to reduce energy and water consumption on that day. Participating tenants also reduced the amount of lighting used within their stores.

MCT's office assets, PSA Building, Mapletree Anson and MLHF also participated by increasing aircondition temperature for Level 1 common areas by 1°C, turning off water features for the day, and turning off all external façade lights and non-essential lighting for the night.

As part of efforts to promote awareness on recycling as well as engaging the community, VivoCity partnered with Lasalle College of the Arts to display outdoor furniture made from empty drinking plastic bottles at VivoCity from 22-27 April 2014.

To further demonstrate the commitment towards environmental sustainability, the Manager has opted to use environmentally friendly paper for the production of this Annual Report. In addition, printed copies of the annual report will be made available only upon request.

Community Engagement Engaging Tenants

The Manager works closely with tenants at MCT's malls to achieve high levels of service quality.

Since July 2010, VivoCity has been conducting monthly Service Excellence Workshops as an in-house induction programme for new employees of both tenants and VivoCity's Centre Management Office. The programme focuses on VivoCity's Service Culture, tips on building customer loyalty, managing customer complaints and service delivery Do's and Don'ts. It also includes a VivoCity tour that highlights key amenities, facilities and unique features of the mall. Each participant of the workshop is given a Service Excellence handbook which provides practical tips and real-life examples of handling customers.

Regular networking sessions are also conducted with MCT's tenants for the Manager to better understand their needs, and to receive valuable feedback on the management of the properties. One of the key networking events held in the past year was VivoCity's 8th Anniversary Celebration, where tenants and partners are invited on board The Royal Albatross, a 47-metre luxury tall ship specially berthed at the waterfront of VivoCity for a night of interaction and entertainment.

In an environment of rising costs, the Manager strived to help tenants where possible. During the year, the Manager devoted more resources on identifying and organising activities that will more directly and effectively drive tenant sales. Further, for both office and retail tenants, the Manager have begun to share some of the energy tariff savings that were achieved, to help ease some of the cost pressures faced by the tenants.

Contributing to a Better Society

MCT's retail malls, with healthy shopper traffic, are ideal platforms to increase the visibility and impact of philanthropic, social and environmental causes. In the past year, VivoCity and ARC have supported a number of meaningful causes, including:

Bone Marrow Donor Programme 24 - 29 June 2014

The Bone Marrow Donor Programme was established in 1993 and their mission is to ensure that every single patient whose life depends upon a bone marrow transplant to survive is given that chance. A roadshow was held at VivoCity from 24-29 June 2014, and the main objective was to educate members of the public about the bone marrow transplant programme and encourage them to sign up to be a donor. The roadshow garnered about 270 donors over the 6 days.



Bone Marrow Donor Programme Roadshow

Festival of Biodiversity 12 - 13 July 2014

The Festival of Biodiversity, organised by the National Parks Board in collaboration with the Biodiversity Roundtable, aims to create awareness and foster a sense of appreciation for our natural heritage and the importance of biodiversity. The Festival was held at VivoCity from 12-13 July 2014, and President Tony Tan Keng Yam attended as the Guest of Honour.



Festival of Biodiversity 2014

SASCO (Singapore Amalgamated Services Co-operative Organisation) Senior Citizens' Home – Awareness on Dementia 21 - 27 July 2014

SASCO Senior Citizens' Home is a registered charity that provides care to the elderly in Singapore. They ran a campaign at Alexandra Retail Center from 21-27 July 2014 to create awareness on dementia and hosted a donation drive where the public could pledge monthly donations to the Home.

Hair for Hope 26 - 27 July 2014 (held in VivoCity for the 5th consecutive year since 2010)

Hair for Hope, an annual event organised by Children Cancer Foundation (CCF), invites members of the public to shave their heads onsite in support of children with cancer. It is the only head-shaving event in Singapore that serves to raise funds and awareness of childhood cancer.

The event also provides a platform for the general public to show their support by means of monetary pledging and the funds raised will contribute to the annual running costs needed to provide critical programmes and services to the children and their families.

VivoCity has been supporting this event as a venue sponsor/partner since 2010.



Hair for Hope 2014

Sustainability Report



Singapore Red Cross Campaign 10 - 12 October 2014

The Singapore Red Cross is a homegrown humanitarian organisation dedicated to relieve human suffering, protect lives and dignity and respond to emergencies since 1949. The Singapore Red Cross commemorated its 65th Anniversary in September / October 2014, including a roving truck exhibition which stopped by at the VivoCity Plaza from 10-12 October 2014.

Haze: Know It! Stop It! Exhibition 7 - 9 November 2014

The Singapore Institute of International Affairs (SIIA) held the first ground up initiated public education exhibition on the transboundary haze, an annual nuisance that has threatened health and disrupted daily lives in many parts of Indonesia, Malaysia and Singapore. The roadshow brought together representatives from active non-governmental organisations (NGOs) in the region, as well as some private sector key players in the agroforestry and banking industry to engage the public to better understand the possible causes.

World Vision Singapore Awareness Campaign: Every Child, A Smile 5 - 14 December 2014

World Vision is dedicated to working with children, families and communities worldwide to reach their full potential by tackling the causes of poverty and injustice. Through an experiential and educational booth at VivoCity, World Vision raised awareness of the needs of these communities and how we could help.

WWF Save Our Forest Campaign 8 - 21 December 2014

World Wildlife Fund (WWF) conducted a forest-themed roadshow with the main objectives to raise awareness of the importance of protecting forests, increase consumer awareness on how we are linked to species' existence and extinction, and to raise funds for forest conservation and animal protection.

Shaping and Sharing

Through the Sponsor's "Shaping and Sharing" programme, the Manager actively participated in group-wide social initiatives that focuses on two broad objectives of empowering individuals and enriching communities to achieve positive social and environmental impacts.

Education

In FY14/15, the Sponsor contributed S\$535,000 to fund bursaries at Singapore's fifth university, Singapore Institute of Technology. With this, the Sponsor has contributed S\$2.5 million to the endowment funds of all five Singapore universities, benefitting over 30 students from financially disadvantaged backgrounds every year.

Active involvement in the community

Beyond financial assistance, the Sponsor also encourages active staff involvement in their respective communities. The Mapletree Staff CSR programme was launched in June 2014, where three groups of staff volunteers were awarded seed funding of S\$5,000 each to implement their CSR ideas. These included the distribution of necessities by Singapore-based Mapletree volunteers to underprivileged families, specifically, those residing in the Tanjong Pagar and Jalan Kukoh areas.

Internal fundraising

Other staff activities during the year included an internal fundraiser at the Manager and Sponsor's corporate headquarters, Mapletree Business City (MBC), in October 2014. The event saw over 20 staff volunteers preparing home cooked meals, desserts and baked items for sale. The event raised S\$25,000, where all proceeds went to HealthServe, a charity offering medical aid and counselling to foreign workers and the disadvantaged.

Blood donation drive

Also at MBC, the Sponsor organised the annual blood donation drive in partnership with Coca Cola in December 2014. Held for the fourth consecutive year, members of Mapletree's Recreational Club contributed over 40 man hours to ensure the smooth running of the two-day drive, which saw 153 bags of blood collected, an increase from 2013.

Arts in the City

Mapletree continued to host regular complimentary lunchtime arts performances at its Singapore flagship development, MBC, during the year. A joint collaboration between Mapletree and National Arts Council, the "Arts in the City" series offers opportunities for the working community in Alexandra Precinct to engage with the arts, while at the same time, providing a platform for local arts groups to showcase their talents.

Employee Engagement

The Manager believes in investing in its people, and integrates programmes by the Sponsor to provide a diverse yet inclusive and collaborative workplace that energises and engages staff to perform at their best.

Attracting talent

A key component of the Sponsor's talent management strategy is to grow its pool of young talents. This is done through two programmes, which target candidates at different stages of their careers. The Mapletree Associate Programme ("MAP") takes fresh graduates through 12 months of intensive on-the-job training; while the Mapletree Executive Programme ("MEP") targets postgraduate degree holders who have some working experience, and puts them through a 24-month programme that includes two job rotations to different business units and functions, to expose them to the demands of the diverse positions available within the Group. In addition, the Manager and Property Manager participated in the Mapletree Internship Programme and Work Placement Programme, offering aspiring students practical hands-on experience in the real estate industry.

Developing people

The Manager is committed to developing its employees as they establish their careers. This includes strengthening technical competencies and building leadership skills at every level. The Mapletree flagship leadership programmes are constantly reviewed and enhanced to remain relevant to business needs. In addition, a diverse pool of external training providers are partnered to design customised courses that cater to the specific needs of its employees and the business.

Engaging Employees

In FY14/15, the Sponsor conducted an employee engagement survey ("EES"). This was the second EES conducted, following the inaugural EES in 2011. Following the feedback received in 2011, action plans targeting areas that would improve engagement levels were executed.

One initiative involved promoting more effective communication by providing different channels for staff to interact with the management. Networking sessions were organised for employees to engage senior managers, including members of the Board of Directors. Through these sessions, employees were able to tap the wealth of knowledge and experience of senior management and the Board of Directors. The second EES saw a higher participation rate, and the scores in many categories such as communication, immediate supervision, decision making and teamwork also improved.

The Manager is now focused on improving areas identified in this EES exercise, such as operating efficiency and training.

Balancing Work-Life

The Mapletree Recreation Club organises a variety of activities to encourage employees to stay healthy and maintain work-life balance. These include health screenings, wellness related talks, workshops on nutrition and weight management and pro-family events such as movie nights. These activities also help to build closer bonds among colleagues. Employees are also encouraged to head home earlier on the annual national "Eat with Your Family Day" in Singapore.