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MAPPING

A PUBLICATION BY MAPLETREE

INSIDE

TREND

How retailers are reinventing the shopping experience

INSIDER

The joys of managing a student accommodation

SPACES

Green Park in the UK enters its next phase of growth

PAY IT FORWARD

Enriching our communities

WORK OUT YOUR SPACE

The role of logistics real estate within supply chains






Cover photo
Mapletree Logistics Hub – Shah Alam in Malaysia consists of three single-storey blocks of multi-tenanted logistics and warehousing facilities with mezzanine offices.

About Mapletree
Mapletree is a leading real estate development, investment, capital and property management company headquartered in Singapore. Its strategic focus is to invest in markets and real estate sectors with good growth potential. By combining its key strengths, the Group has established a track record of award-winning projects, and delivers consistent and high returns across real estate asset classes. Mapletree currently manages four Singapore-listed real estate investment trusts (REITs) and six private equity real estate funds, which hold a diverse portfolio of assets in Asia Pacific, the United Kingdom (UK) and the United States (US). As at 31 March 2018, Mapletree owns and manages S\$46.3 billion of office, retail, logistics, industrial, residential, corporate housing / serviced apartment, and student accommodation properties. The Group's assets are located across 12 economies globally, namely Singapore, Australia, China, Germany, Hong Kong SAR, India, Japan, Malaysia, South Korea, the UK, the US and Vietnam. To support its global operations, Mapletree has established an extensive network of offices in these countries.

For more information, please visit www.mapletree.com.sg

About Mapping
Published by Mapletree, *Mapping* is a thrice-yearly magazine focused on real estate trends and the latest developments within the organisation. If you have any suggestions on *Mapping*, or are a Mapletree tenant who would like to be featured, drop us a note at _mapping@mapletree.com.sg. All information is correct at time of printing.

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Are you an avid online shopper? With advancements in telecommunications technology and the rise of digital literacy, consumers are taking the digital world by storm with their smartphones. With just a tap of a button, you would have completed your online purchase and sent the e-commerce retailer into a frenzy. At the warehouse, workers start packing your order by going through shelves of immaculately-arranged items before dispatching it — sometimes, within the same purchase day.

The intense e-commerce market, coupled with consumers' insatiable appetite for convenient shopping and a wider variety of product options, continue to drive the demand for quality warehouse space around the world. Find out more about Mapletree's strategies, capabilities and its global network of logistics warehouses in supporting the e-commerce demand across Asia-Pacific in this issue's cover story on page 3.

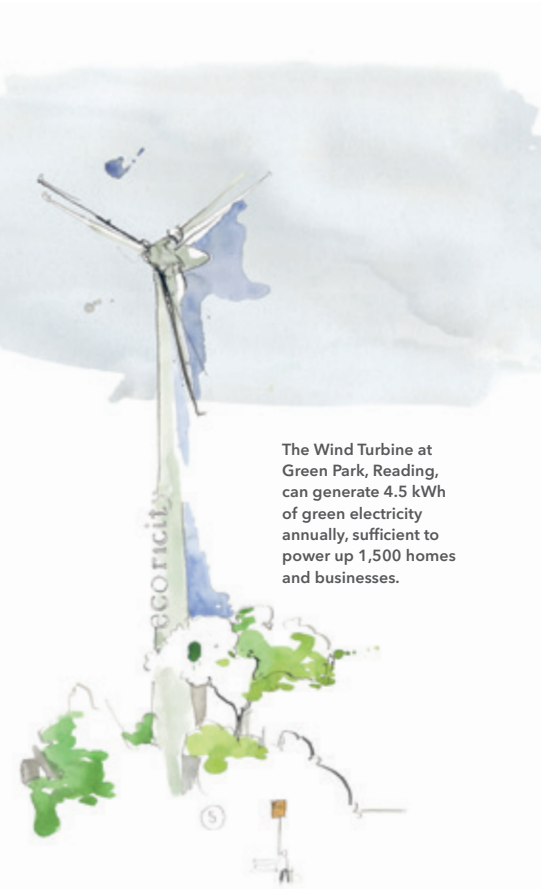


Noting the fact that the e-commerce sector is showing no signs of abatement and the changing consumer preference for unique shopping experiences over just transactions, what then, is in store for traditional brick-and-mortar retailers? Hear more from VivoCity Singapore and Festival Walk in Hong Kong SAR in our retail headliner on page 12, where experts share their recipe for finding the sweet spot in today's retail landscape.

Things are also sprucing up at Green Park, Reading, Mapletree's largest development in the United Kingdom, with the construction of two new buildings and the Reading Green Park Station. With more than 450 activities and events in the pipeline for 2019, there's never a dull moment for businesses at the 79-hectare Park. Refer to page 18 to find out the benefits of working at Green Park.

And in November last year, Mapletree had the pleasure of inviting Olympic champion Joseph Schooling to our flagship business park — Mapletree Business City — in Singapore, where he visited the refurbished 1938 Merryweather Pump Escape Fire Engine on display there. Curious to find out what connection Schooling has with a fire engine? Read about the event and other corporate social responsibility activities Mapletree initiated in the last quarter on page 32.

Olympic champion Joseph Schooling visited the Merryweather Fire Engine at MBC in November 2018.



Lastly, if you are thinking of taking a brief respite from work in the coming weeks, why not consider Ho Chi Minh City, the largest urban centre in Vietnam? A mere two-hour flight from Singapore, Ho Chi Minh City is an exciting mélange of old and new — with historical and modern architecture scattered throughout the metropolis. While you are there, seize the opportunity to stay at Oakwood Residence Saigon, the first serviced apartment developed by Mapletree in Vietnam, which offers sweeping views of District 7. Find out more on page 20.

We thank you for your continued support in *Mapping*. In each story, we hope to keep you peeled from page to page as you learn more about the latest happenings within the Mapletree Group.

note

Welcome

THE LOGIC OF LOGISTICS

Unbeknownst to many, logistics real estate is a vital and growing sector. *Mapping* gains insights from Mapletree, a global logistics real estate player.



Mapletree Logistics Hub – Shah Alam in Malaysia has a gross floor area that spans 213,130 square metres.

LOGISTICS MAKES THE WORLD GO ROUND.

It is the bedrock upon which products and services move through the global supply chain, connecting suppliers and manufacturers with retailers and customers across borders.

Yet, until recently, logistics has been perceived as an ‘unglamorous’ or ‘unexciting’ asset class despite incorporating transformative technologies such as warehouse robots, machine learning algorithms and drones for last-mile delivery — making the industry more efficient than ever.

Worldwide, the logistics real estate sector is experiencing an upward trajectory. “Over the last decade, logistics real estate has become a well sought-after core institutional asset class,” Mr Chua Tiow Chye, Deputy Group Chief Executive Officer of Mapletree, tells *Mapping*. “Logistics real estate is a critical component of an efficient supply chain management providing convenience, immediacy and product variety to end users.”

A number of pivotal factors are driving the burgeoning demand for logistics real estate, especially in the Asia-Pacific region:

- **Increase in domestic consumption.**
Emerging markets like China and Vietnam are seeing a swelling middle class and more affluent consumer households, which fuel the demand for goods and warehouse space.
- **Adoption of modern logistics facilities.**
The implementation of supply chain best practices, including automation and robotics which help to reduce costs and boost efficiency, is creating a demand for modern, high-tech logistics stock in Asia’s emerging markets.
- **Rapid expansion of e-commerce.**
Online shopping is exploding as digital literacy rates continue to improve. E-commerce businesses utilise up to three times more logistics real estate than traditional brick-and-mortar retailers, due to consumers’ expectations of a greater variety of goods and faster speed of delivery.
- **Rise in global and regional trade.**
Trade deals like China’s Belt and Road Initiative and the Comprehensive and Progressive Agreement for Trans-Pacific Partnership boost cross-border trade flows, and hence, result in an increased demand for logistics properties.



The rapid expansion of e-commerce, rise in domestic consumption and trade are some of the factors that drive the increase in demand for logistics properties worldwide.

By pursuing a diversification strategy across both asset classes and geographic markets with good growth potential, Mapletree has become one of the largest logistics real estate owners and managers globally. We trace the path the Group has taken over the past 15 years in this fast-growing industry, and present a glimpse of its next moves.

SETTING ITS SIGHTS ON THE GLOBAL STAGE

In 2004, Mapletree made its maiden acquisition of a warehouse in Singapore. A year later, the Group went regional and embarked on active deal sourcing with several acquisitions in China, Japan, Malaysia and Vietnam. In July of the same year, Mapletree listed its first real estate investment trust (REIT), Mapletree Logistics Trust (MLT) on the Singapore Exchange with an initial portfolio of 15 assets in Singapore valued at S\$422 million.

Not forgetting its strong capabilities in real estate development, Mapletree subsequently undertook the development of logistics facilities and parks. Also, in 2005, it embarked on the development of Mapletree Binh Duong Logistics Park near Ho Chi Minh City in Vietnam. This was followed by the acquisition of a 10-hectare site in Malaysia’s Shah Alam industrial estate to develop Mapletree Shah Alam Logistics Park, the Group’s first logistics park in the country in 2007.

This combination of acquisitions and development projects, as well as the upgrading of existing assets, has led to the establishment of a network of high-quality, well-located, income-producing assets in major logistics clusters worldwide, making Mapletree one of the largest logistics real estate companies globally.

“Mapletree creates value through integrated real estate capabilities, covering the entire logistics real estate value chain through deal sourcing and investments; acquiring and assembling portfolios; investment and development of greenfield and brownfield assets; asset management and operation for value creation; and monetisation and syndication of funds and REITs,” explains Mr Chua.

Most of the Group’s logistics assets in Asia are held by MLT, Singapore’s first Asia-focused logistics REIT and the oldest among Mapletree REITs. Since 2005, MLT has demonstrated a strong operating track record in the region. The REIT currently owns and manages more than 140 properties spanning 4.46 million square metres (sqm) in Singapore, Australia, China, Hong Kong SAR, Japan, Malaysia, South Korea and Vietnam, with assets under management totalling S\$7.8 billion.

“We favour properties in core logistics locations that are within close proximity to key transportation nodes and population centres with modern building specifications. Our acquisitions are expected to be yield-accretive and provide long-term sustainable returns to MLT’s unitholders. We have also been rejuvenating our portfolio by redeveloping assets with older specifications into bigger properties with modern specifications,” says Ms Ng Kiat, Chief Executive Officer of MLT Management (MLTM). In addition, build-to-suit and sale-and-leaseback solutions are available, based on the tenants’ needs.

Helping tenants find the right space is a priority for MLT. “We want to be the landlord of choice offering quality logistics space and connectivity for tenants who are looking to expand regionally,” says Ms Ng. “The Asian real estate markets are not homogeneous. Each market has its unique dynamics, demographics and economic profiles, and is governed by local laws and regulations. We believe our strong on-the-ground local knowledge, coupled with our extensive regional network, will be advantageous in helping our tenants meet their real estate requirements.”

In addition to the properties on MLT’s portfolio, its sponsor, Mapletree Investments, undertakes larger-scale logistics development projects across Asia, especially in markets with a limited supply of investment-grade warehouses, such as China, Vietnam and Malaysia. Once completed and stabilised, these logistics parks and facilities will be offered to MLT for acquisition, thus supporting its growth.

THE E-COMMERCE PHENOMENON

RETAIL E-COMMERCE SALES WORLDWIDE ARE PROJECTED TO HIT **US\$4 TRILLION** IN 2020, UP FROM US\$2.86 TRILLION IN 2018.¹

THE LARGEST E-COMMERCE MARKET IN THE WORLD IS **CHINA**, WHERE ONLINE RETAIL SALES HIT US\$1.1 TRILLION IN 2018 AND ARE PREDICTED TO REACH US\$1.8 TRILLION IN 2022.²

SOURCE: ¹ www.emarketer.com ² Forrester Research, Inc

Strategically located between Hangzhou and other major cities in the Zhejiang province, Mapletree Hangzhou Logistics Park is well-supported by transportation networks and provides good regional connectivity.



Photos: Mapletree Investments, Mapletree Logistics Trust



Mapletree Ouluo Logistics Park is MLT's first redevelopment project in China.

MAPLETREE OULUO LOGISTICS PARK:
BEFORE AND AFTER

Specification	Before Redevelopment	After Redevelopment
Description	7 blocks of single-storey warehouses + 1 office building	4 blocks of double-storey, ramp-up modern warehouses
GFA	33,413 sqm	80,651 sqm
NLA	33,322 sqm	81,052 sqm
Plot ratio	0.40	0.97

global logistics footprint to support their overseas growth.” Long-term strategic collaborations like these will sharpen Mapletree’s competitive edge in the global logistics industry, and create a win-win situation for both parties.

As a mark of confidence in China’s economic outlook, MLT has embarked on a S\$70 million redevelopment of the Ouluo logistics property in the fringe of Shanghai Pudong. Now called Mapletree Ouluo Logistics Park, it will be rebuilt into a modern, two-storey ramp-up facility with 80,651 sqm of gross floor area (GFA), representing a 2.4 times increase from before. Phase 1 of the project commenced in April 2017 and was completed in September 2018, while Phase 2 is slated for completion in March 2020.

“The redevelopment of Mapletree Ouluo Logistics Park is part of MLT’s portfolio rejuvenation strategy to upgrade out-of-date assets to modern Grade A specifications, which will raise competitiveness and the long-term income growth profile. At the same time, the redevelopment will unlock value and optimise the site’s potential,” explains Mr Ang Jit Siong, Mapletree’s Head of Operations for Logistics in China.

Bolstered by its excellent location close to Shanghai Pudong International Airport, Mapletree Ouluo Logistics Park has secured strong pre-commitment from both existing and new tenants, including leading third-party logistics (3PL) providers like DHL. Phase 1 achieved full occupancy immediately upon completion.



Mapletree Ouluo Logistics Park Phase 1 was opened by (left to right) Mr Stanley Loh, Ambassador to the People’s Republic of China; Mr Chan Chun Sing, Singapore’s Minister of Trade and Industry; Mr Lee Chong Kwee, Chairman of MLTM; and Mr Lee Ark Boon, Mapletree Chief Executive Officer for China Logistics Development.

THE CHINA BOOM

Home to the world’s largest population and the world’s second-largest economy, the China market is rife with opportunities. For one thing, a sizeable portion of its 1.4 billion-strong population is fast ascending to the ranks of the middle class, stimulating China’s transition from an investment-driven to a consumption-driven economy.

“Apart from consumerism, several key trends such as urbanisation, e-commerce, e-payments and technological advancement (both in retail as well as in logistics services), industrial restructuring, as well as a lack of existing quality modern warehouses and distribution centres, have further intensified the growth of China’s logistics sector. As China continues to restructure from labour-intensive low-cost manufacturing towards advanced manufacturing and domestic consumption, the importance of logistics management and services will only continue to grow,” says Mr Lee Ark Boon, Mapletree’s Chief Executive Officer for Logistics Development in China.

As a Group, Mapletree has close to 70 logistics assets (including those under construction) in more than 40 Chinese cities covering more than five million sqm of net lettable area (NLA).

“Mapletree’s logistics strategy in China is to develop a country-wide network of warehouses and distribution centres serving both end-consumers and industrial needs. This involves developing hubs and nodes, primarily in Tier 1 and 2 cities (including provincial capitals) but also in selective key Tier 3 cities,” says Mr Lee. “We are also beginning to develop global partnerships with our Chinese partners such as Shunfeng Express, using Mapletree’s



Photos: Mapletree Logistics Trust

One of MLT’s properties in China, Mapletree Fengdong (Xi’an) Industrial Park offers approximately 64,000 sqm of warehousing space with easy access to transportation networks and the city centre.

“Mapletree’s logistics strategy in China is to develop a country-wide network of warehouses and distribution centres serving both end-consumers and industrial needs. This involves developing hubs and nodes, primarily in Tier 1 and 2 cities but also in selective key Tier 3 cities.”

Mr Lee Ark Boon,
Mapletree Chief Executive Officer, China Logistics Development

Mapletree Logistics Hub – Tanjung Pelepas, Iskandar in Johor is accessible via the North-South Highway and Senai Highway, and well-connected to Senai Airport, Tuas Second Link and Port of Tanjung Pelepas.



Photo: Mapletree Investments

THE LANDLORD OF CHOICE

Malaysia also presents a good investment proposition due to its limited supply of prime, institutional high-grade logistics facilities. Seizing this opportunity, Mapletree developed its first logistics property in the Shah Alam industrial estate in 2007, which was later divested to MLT.

One of Mapletree Investments’ two remaining properties is Mapletree Logistics – Hub Shah Alam, located in the heart of Section 22 Shah Alam. It comprises three blocks of three-storey ramp-up, multi-tenanted logistics and warehousing facilities, and has a GFA of 213,130 sqm. Well-connected to Kuala Lumpur City Centre, Kuala Lumpur International Airport and Port Klang via major highways, the asset offers excellent connectivity for multinational corporations and logistics

providers. The other property is Mapletree Logistics Hub – Tanjung Pelepas, Iskandar in Johor. Situated in the Port of Tanjung Pelepas, a fast-growing transshipment hub, it is made up of two blocks of two-storey ramp-up warehouses and a one-storey warehouse, with a GFA of 133,698 sqm.

Shopee, a Singapore-headquartered e-commerce platform, has been the anchor tenant of Mapletree Logistics Hub Shah Alam since January 2018. “There are a few key reasons that urged us to settle here,” says Ms Kwa Yin Leng, Assistant Operations Manager of Shopee Malaysia. “Its location enables easy accessibility to seaports and the city. It features brand new facilities such as fire sprinklers and security systems for enhanced safety, proper loading bays and office space on the mezzanine floor. It also provides flexibility to cater to our business expansion needs.”

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Ms Kwa Yin Leng,
Assistant Operations Manager of Shopee Malaysia



An operator picking items from the designated area inside the Shopee warehouse.

Photo: Shopee

SCALING UP IN HONG KONG SAR

Another significant milestone for MLT in Financial Year 2017/2018 was the acquisition of two quality logistics assets in Hong Kong SAR, a key regional trading and logistics hub.

In October 2017, Mapletree Investments completed the divestment of Mapletree Logistics Hub Tsing Yi, an 11-storey ramp-up Grade A warehouse, to MLT. Mapletree Logistics Hub Tsing Yi was the Group’s first greenfield development in Hong Kong SAR. Situated in the prime site of Tsing Yi, New Territories, the site is in close proximity to the Kwai Chung Container Terminal, and is also well-connected by highways to the city centre, the Hong Kong International Airport and the mainland China border.

Three months later, MLT acquired the remaining 38 per cent interest in Shatin No. 3, and has since undergone asset enhancement works to attract higher-value tenants. Both buildings are well-connected to the city centre, Hong Kong International Airport and the mainland China border via major expressways.

Following these two purchases, MLT’s Hong Kong SAR portfolio expanded to nine properties worth S\$2.2 billion (as of 31 March 2018), making it the largest contributor to the Singapore-listed REIT by asset value. Total NLA also increased by almost 80 per cent to 368,361 sqm, strengthening MLT’s market position there.



Photo: Mapletree Logistics Trust

Thanks to these building attributes, Shopee is able to meet its operational goals, and Ms Kwa notes that her company enjoys a positive relationship with Mapletree. “Setting up our warehouse here has allowed us to explore the potential to collaborate with other tenants located on the premises. For example, we have started to work together with 3PL companies that run their operations here. We are also working closely with one of our sellers who is based here, by understanding and exchanging ideas to improve workflows and processes,” she adds.

FIRST ASIA, THEN THE WORLD

Until recently, Mapletree’s logistics business was spread across eight geographic markets — Singapore, Hong Kong SAR, Japan, Australia, South Korea, China, Malaysia and Vietnam. While this focus on the Asian economies has paid dividends for the Group, it also aims to capitalise on exciting growth prospects further afield so as to enhance its reputation as a global player in logistics real estate.

The past couple of years have seen the Group expand its logistics real estate presence to Australia, the United States and Europe, acquiring nearly US\$6 billion (approximately S\$8 billion) worth of assets in these regions. With these acquisitions, Mapletree has grown from a company initially centred in Asia to one that is truly global.

Watch this space for more updates to come!

Mapletree Logistics Hub Tsing Yi in Hong Kong SAR is a 11-storey ramp-up Grade A logistics facility with an NLA of 148,065 sqm.

FEELS LIKE HOME



Mapletree staff Angela Deufemia and Roxana Crainiciuc share their experiences working at a student accommodation in the heart of London, the United Kingdom.

LENDING A LISTENING EAR TO students under stress. Taking calls from parents anxious to find out how their children are doing. Organising welcome parties for new guests from the world over. It is all in a day's work for property manager Ms Angela Deufemia and sales manager Ms Roxana Crainiciuc, who both work at student accommodation Lightfoot Hall, situated in Chelsea, London.

"Many people think there isn't much customer service involved in student accommodation. They assume residents go about their business and not many come down to the reception. In actual fact, a major part of our work day involves communicating with students," reveals Angela.

Tell us more about your roles at Lightfoot Hall.

Angela: As a property manager, I take care of building maintenance, fire safety, consumables, budgeting and operations. I also help with sales, often conducting room viewings,

handling bookings and promoting our accommodation.

Roxana: One of my main duties as a sales manager is to promote our student accommodation. This involves calls, emails and visits to London universities, colleges and language schools to present our property. In addition, to further raise the awareness of our brand and property, I participate in university fairs and events where I get to interact directly with students as well as to answer any queries that they may have about our accommodation. A typical day starts with checking our reservation system for new enquiries and dealing with them promptly to convert them into bookings.

How do you and your team get to know the students better?

Angela: It is important to make the students feel as comfortable as possible from the first time they walk through our door. We hold welcome parties to give new students a chance to get to know each other. Throughout the year, we also organise events to celebrate occasions such as Chinese New Year,

- Up to 100Mbps Wi-Fi
- Walk to University
- All Utility Bills Included
- Onsite Management Team
- En-suite Rooms
- CCTV and Secure Door Entry System
- Laundry Facilities Onsite
- 24 Hour Security
- Close to Underground Stations
- Skype Viewings Available

Valentine's Day and Halloween.

Roxana: In addition, themed nights such as movie night, football night and world-cuisine night, are held regularly, where Lightfoot Hall staff will also join in the fun.

Interacting with a diverse group of students must get tricky at times.

Angela: I love that we have so many students who come from different cultures and backgrounds. Often, a simple "hello" goes a long way in engaging them.

Roxana: The oldest student we ever had was a 75-year-old Japanese lady who stayed with us for three months while attending an English language course. The youngest were a group of 15-year-olds attending a summer course at the London Fashion School. As they were underaged, they had

two chaperones who also lived at Lightfoot Hall. Managing clients from different cultures, backgrounds and age groups can be challenging, but I am always respectful, patient and professional when dealing with them, regardless of whether they are students, their guardians or overseas agents.

A television, football table and study corners at the shared lounge of Lightfoot Hall.



Main reception.

Right: Overseas students celebrating Chinese New Year at Lightfoot Hall.

Below: The shared kitchen.



CHELSEA TWIN ENSUITE From £190/week

3 REASONS STUDENTS CHOOSE LIGHTFOOT HALL

- 1. GREAT LOCATION:** Situated in Chelsea, a fashionable district in central London, Lightfoot Hall is walking distance to renowned tertiary institutions like Imperial College London, Westminster University and Chelsea Art College. Additionally, the property is just minutes away from Sloane Square and South Kensington Tube Stations, with bus stops, supermarkets, eateries, boutiques and museums within the vicinity. Clean and safe, the neighbourhood also boasts green, leafy parks.
- 2. PERSONAL SPACE:** There are five different accommodation types with a total of 295 beds. All accommodation types come with an ensuite bathroom.
- 3. STUDENT WELFARE:** The staff at Lightfoot Hall take an interest in the well-being of their student guests, offering advice and a listening ear to help them settle down and feel welcome.

Owned by Mapletree Investments Pte Ltd, Lightfoot Hall forms part of the company's portfolio of student accommodation properties, and is one of 26 assets located across 13 cities in the United Kingdom. For more information, visit <https://wearehomeforstudents.com>.



CLASSIC STUDIO From £345/week



CHELSEA STUDIO From £365/week



EXECUTIVE STUDIO From £372/week



DELUXE STUDIO From £398/week

Have there been occasions when you have had to counsel or help a client in some way?

Angela: I try to make sure the students are happy and comfortable. If that means sitting down and having a chat with them to see how their day was or how they are getting on with university, I am all for it. Such conversations strengthen our relationships and build their morale, especially if they are stressed out about studies.

Roxana: There was a student who came down to the reception crying, with her hands covered in blood. It turned out she was making avocado toast and had cut her fingers badly. I immediately ended a call and attended to her. On another occasion, I spent more than an hour on the phone with a concerned mother who was upset that her son had

not taken her calls for over a month. Then, there was a student who lost his wallet and mobile phone on the first day he moved into Lightfoot Hall. He was upset and hungry, so I bought him pizza and called his father who transferred money to him the next day.

When you are not at work, where can we find you?

Angela: One can easily get lost in work life and neglect family life, especially when you work in a busy city such as London. So I love spending time with my family. I also enjoy the outdoors and often take my dog out for long walks.

Roxana: I am either at national parks and forests with my boyfriend and Rough Collie puppy, hiking in the mountains, or swimming in the very cold English Channel!

NAVIGATING A NEW RETAIL LANDSCAPE

Successful brick-and-mortar retailers are transforming their businesses to compete with e-commerce players.



VivoCity in Singapore constantly upgrades its amenities and tenant mix to meet consumer demands.

Photo: VivoCity Singapore

AS THE E-COMMERCE JUGGERNAUT continues to disrupt the global retail landscape, traditional brick-and-mortar players have had to up their game to stay relevant to today's consumers. The e-Economy Southeast Asia 2018 report by Google and Temasek Holdings estimated that Southeast Asia's Internet economy — encompassing e-commerce, ride-hailing, online travel and online media — will exceed US\$240 billion by 2025 in terms of

"gross merchandise value", which is more than three times the current amount, on the back of increased smartphone usage.

This growth is also being driven by new technologies that make shopping online more convenient, as well as the changing preferences of younger consumers. Asian e-commerce giants such as Alibaba, Lazada, Taobao, WeChat and Tokopedia will be the driving force behind the sector's rapid

expansion. Thus, traditional retailers hoping to thrive in this challenging landscape will need to prepare for the key trends impacting the industry.

EXPERIENCES OVER PURCHASES

Faced with the growing competition from online retailers, physical shopping malls have gone beyond merely selling products to creating an immersive retail experience. This is especially important when it comes to the increasingly

influential Millennial segment — younger consumers who are not just looking to buy things, but seeking more engaging experiences when shopping.

For instance, global beauty retailer Sephora revamped their store experience by incorporating digital applications to foster interactions with tech-savvy millennials. Its Virtual Artist service allows customers to instantly apply make-up on uploaded photos

of their own faces via an iPad, mobile device or a connected in-store mirror.

Samsung, meanwhile, unveiled a 560-square metre (sqm) "pop-up" store in New York City that featured interactive art, virtual reality, lounge areas, a recording studio, and a three-storey-high 96-screen display wall; but had no products on sale.

"Today's customers are shifting their priority from 'things' to 'experience' and customer centricity is the way to go. These key trends have greatly impacted the way businesses are being carried out in areas such as sales, marketing, customer service and operations, including backend operations," says Ms Joanna Lee, Director, Retail Management Systems, Mapletree Commercial Property Management.

In response to changing consumer habits, retailers are investing in new technologies, such as augmented reality solutions to enhance customers' experience, or artificial intelligence to support retail operations. Adidas, for instance, has introduced a series of technological innovations at its outlets in Hong Kong to enhance customer experience. These include a product display area with touchscreen tables, a fitting area with interactive features, and a customisation platform that offers bespoke garment services.

Industry players are also leveraging data analytics to better identify



library@harbourfront at VivoCity level 3 is the largest public library in a Singapore mall.

consumer trends and purchasing habits to help them fine-tune their offerings and create more personalised and interactive touchpoints with customers.

A CHANGING PROPOSITION

Here in Singapore, Mapletree Commercial Trust's VivoCity has been constantly evolving since its opening in 2006 by regularly upgrading its amenities and reinventing the tenant mix. This has helped VivoCity become one of Singapore's most successful retail and lifestyle malls, attracting an average of 4.5 million visitors each month. VivoCity has rolled out several asset enhancement initiatives over the years. The latest of these is the introduction of a public library on level 3 and a 3,000-sqm retail extension at basement 1 that houses 10 athleisure and lifestyle brands.

“Retailers need to go beyond just a transactional experience to one that is personalised and seamless in order to build a more lasting relationship with customers.”

Ms Joanna Lee

Director, Retail Management Systems, Mapletree Commercial Property Management

The mall works to attract shoppers through the staging of unique and interesting promotional events. In September 2018, it held the VivoCity Disney Tsum Tsum Mid-Autumn Celebration of Love installation at the mall's Sky Park. The event, a collaboration between VivoCity and The Walt Disney Company Southeast Asia, attracted over 1.4 million visitors during its one-month run.

It also introduced a mobile application in July 2018 that allows shoppers more control over their rewards experience through a convenient snap-and-upload feature instead of having to stand in a queue at the information counters. The application also provides customers with information about tenants, as well as important promotion dates and ongoing offers. "As consumers become more tech-savvy and expect on-demand information using technology to bring more convenience into their everyday lives, the mall's loyalty programme was digitalised with the introduction of the VivoCity SG mobile application," says Joanna.

STAYING POWER

Since its opening in 1998, Festival Walk, a mall in Hong Kong SAR owned by Mapletree North Asia Commercial Trust, remains a premier shopping, dining and lifestyle destination. Today, it offers over 200 local and international brands and more than 50 food and beverage outlets over seven retail levels, together with a large multiplex cinema and an ice-skating rink. Festival Walk celebrated its 20th anniversary in November last year.

"Having a diverse range of brands and pop-up stores offering new concepts are some of the many reasons which draw shoppers to Festival Walk. Our first-of-its-kind event such as the *Avengers 3* exhibition, held in conjunction with the movie's launch last year, and the recent Alisports WESG Hong Kong Esports Festival showcasing the popular augmented reality eSports game *HADO*, have been successful in positioning Festival Walk as an exciting retail venue that is at the forefront of trends," says Ms Sandra Cheng, General Manager, Festival Walk.

FESTIVAL WALK:

A one-stop shopping, dining and lifestyle destination

- **GROSS FLOOR AREA:**
1,208,764 SQ FT (112,297 SQM)
- **MORE THAN 200 LOCAL AND INTERNATIONAL BRANDS AND MORE THAN 50 F&B OUTLETS**



Photos: Festival Walk

Above: Festival Walk was the only mall in Hong Kong SAR to host the *Avengers 3* exhibition and movie kick-off event in 2018. **Left:** The launch of Festival Walk's 20th anniversary and Christmas celebrations in 2018 was graced by Mr Paul Ma (second from left), Chairman of Mapletree North Asia Commercial Trust Management Ltd; Mr Michael Kok (first from left), Board of Director of Mapletree North Asia Commercial Trust Management Ltd; Ms Sandra Cheng, General Manager of Festival Walk; and Hong Kong celebrity Mr Sean Lau.

To deepen engagement with shoppers, the mall hosts regular events such as movie premieres and festive celebrations attended by celebrities, product launches, car shows and other experiential activities. Catering to the technologically-savvy shoppers, Festival Walk hosted the Festival Walk • PlayStation® Sports Arena event in 2017, which featured virtual reality

games, as well as products and gears from participating tenants. A treasure hunt mobile application game, based on iBeacon technology, was made available for shoppers to win attractive discount offers from tenants. Sports enthusiasts also had the opportunity to experience the thrill of scaling a six-metre-tall indoor rock climbing wall.

Festival Walk extends the

mall's omni-channel marketing efforts through the use of different touchpoints. For instance, the mall's university student loyalty programme, 'U Card', allows active engagement with younger shoppers from the two universities (City University of Hong Kong and Hong Kong Baptist University) located close by. The mall's mobile application also allows shoppers to easily access the latest

UPPING THE RETAIL GAME

What malls and retailers with physical stores can do to stay competitive.

- **OFFER ENTERTAINMENT**
- **MAKE SHOPPING INTERACTIVE THROUGH A DIGITALISED AND PERSONALISED IN-STORE EXPERIENCE**
- **PROVIDE A GOOD MIX OF PRODUCTS AND SERVICES**
- **USE SOCIAL MEDIA TO REACH OUT TO CONSUMERS**
- **USE DATA TO PREDICT CUSTOMER HABITS AND WANTS**



Festival Walk enjoys an iconic status as one of Hong Kong SAR's premier one-stop shopping, dining and lifestyle destinations.

“Having a diverse range of brands and pop-up stores offering new concepts are some of the many reasons which draw shoppers to Festival Walk. Our first-of-its-kind event such as the *Avengers 3* exhibition, held in conjunction with the movie's launch last year, and the recent Alisports WESG Hong Kong Esports Festival showcasing the popular augmented reality eSports game *HADO*, have been successful in positioning Festival Walk as an exciting retail venue that is at the forefront of trends.”

Ms Sandra Cheng,
General Manager of Festival Walk

dining, shopping and parking lot availability information, as well as promotion updates. Other social media platforms including Instagram, Facebook and a WeChat microsite offer shoppers an integrated shopping experience. These efforts have shown results over the years. Festival Walk achieved an annual footfall of

41.7 million shoppers and retail sales of HK\$5,212 million in Financial Year 17/18. It has also enjoyed almost 100 per cent occupancy since its opening in 1998. The mall's performance has also been recognised by numerous awards throughout the years. These include the 'Top 10 Favourite Shopping Mall' by *Hong Kong Economic Times*

(2017), and International Business Awards at the Stevie Awards held in Italy in 2016 and in Spain in 2017. Traditional malls like VivoCity in Singapore and Festival Walk are evidence that with the right strategies and solutions in place, brick-and-mortar retailers can more than hold their own against digital competitors.

FOR YOUR READING PLEASURE

THE 3,000 SQM **library@harbourfront**, WHICH OPENED ON 12 JANUARY 2019 AT VIVOCITY, IS THE BIGGEST OF 13 PUBLIC LIBRARIES SITUATED IN A SINGAPORE MALL. LOCATED ON LEVEL THREE, IT OFFERS A BREATH-TAKING VIEW OF SENTOSA, AS WELL AS DECK CHAIRS FOR READERS TO RELAX ON AS THEY BROWSE THE COLLECTION THAT COMPRISES MORE THAN 20,000 BOOKS.



Photos: National Library Board



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TIME TO GO GREEN

GREEN PARK
100 Longwater Avenue,
Green Park, Reading RG2 6GP
Net lettable area: 130,064 sqm



Left: Featuring column-free floorplates with clear three-metre floor-to-ceiling heights, 400 and 450 Longwater Avenue will be ready for occupation in August 2020.

A NEW YEAR BRINGS NEW PROGRESS.

For the 100 or so businesses currently based at Green Park in Reading, in the United Kingdom (UK), that means an improved transport network, an increased number of wellness activities and a growing list of new neighbours.

Green Park is a business park some 60 kilometres west of central London. Mapletree acquired the 79-hectare [790,000-square metre (sqm)] development in 2016. "Since then, the development has grown from strength to strength," shares Mr Rory Carson, Vice President of Asset Management, UK, Mapletree. Notably, telecoms giant Virgin Media announced last November that it will move its UK headquarters and will take up some 11,000 sqm at 500 Brook Drive within Green Park. Despite its impressive

2019 is set to be an exciting year for Green Park, with enhanced connectivity to major railway lines and new office developments in the pipeline.

office size, Virgin Media will not be the largest telecoms player at Green Park — that distinction still belongs to Chinese telecoms behemoth Huawei, which occupies a net lettable area of 12,914 sqm at the business park.

ROOM FOR EXPANSION

As Rory shares, it is not just new businesses that are creating a buzz at Green Park. "Construction has started on a new speculative development of two state-of-the-art, Grade A office buildings totalling 22,111 sqm," he reveals, referring to the two buildings being constructed at 400 and 450 Longwater Avenue, which will be ready for occupation in August 2020.

These new buildings — each of which has five storeys — are a response to growing demand for office space at the development. With more than 90 per cent of its current 130,064 sqm office space occupied, leaving only office suites which are

smaller than 1,800 sqm, Green Park has had to turn away businesses due to the limited space that is available. "A number of our occupiers have also expanded on Green Park, so we need to have sufficient space to facilitate their growth," adds Rory, referring to expansion projects undertaken by NVIDIA, Extreme Network, Proofpoint and Thames Water in 2018.

Rory is confident that the expanded space will cater to an underserved market. "There is very little speculative development underway in the wider Thames Valley office market at the moment, so we anticipate delivering 400 and 450 Longwater Avenue into an undersupplied market," he says.

Given the varying needs of businesses, a flexible approach has been taken with the construction of the new buildings. For instance, the two buildings are connected via a

link bridge, offering a single business a large and eye-catching office to call its own. Smaller businesses will also be catered for, as each floor can be divided into four compact office suites.

To further appeal to prospective businesses, the specifications of the two buildings have been carefully considered. "Having column-free floorplates with clear three-metre floor-to-ceiling heights is unprecedented in the UK for speculative development of this scale," says Rory.

Companies looking to attract and retain talent will be pleased with the development's bid for the international WELL Core & Shell accreditation, which recognises engineering features that support the health and well-being of occupants. To meet the criteria

for accreditation, the buildings have included features such as easily accessible stairways to encourage office workers to use the stairs instead of elevators.

FULL STEAM AHEAD

Exciting developments are also happening outside of Green Park, with the most significant being the construction of the new Reading Green Park Station. When the facility opens in Q1 2020, it will supplement what is already an excellent bus service, which features Wi-Fi enabled, low-carbon buses powered by compressed natural gas.

Commuters can look forward to a speedier ride to work as well. From Paddington, London, it takes about 25 minutes by train to Reading Station. With the train line extension, it will take just six more minutes to reach Reading Green Park Station.

"When the Elizabeth Line (Crossrail) opens, the transport network will improve even further," adds Rory. The new railway line will offer direct access from Reading to London Heathrow Airport, as well as a number of Tube stations in central London. The full-through service of the Elizabeth Line is scheduled to operate at the end of 2019.

Feathered Friends

Green Park is a birdwatcher's paradise. At least 62 different species have been spotted amidst the development's lush greenery. The sighting that has caused the most commotion? A glimpse of a **Great Reed Warbler** in 2014. That sighting was only the fourth ever recorded in Berkshire (where Green Park is located) since 1960.



Mapletree acquired the 79-hectare development in 2016.

HOW BIG IS IT?

Green Park occupies
79 hectares
of land – the size of

110
football fields!

Photos: Mapletree Investments



COLOURS OF THE WORLD

Stepping into Green Park is a bit like visiting the United Nations – that's because of the diversity of the tenants at the development. Businesses represented at the development include those from the United States, France, China, Germany, Canada and the UK. To promote bonding and foster a sense of community among these different groups, Mapletree regularly holds fitness boot camps, language classes and even birdwatching sessions for the community to take part in. Given their popularity and the growing number of workers at Green Park, the number of activities is set to grow. Rory estimates that there will be at least 450 such group activities in 2019, nearly double the 243 held last year.



GETTING INTO

HO CHI MINH CITY

Only a little over a two-hour flight away from Singapore, Vietnam's largest city has much to offer, making it an exciting weekend destination.

MOTORBIKES AND BICYCLES, some stacked high with fresh market produce, manoeuvring precariously between vehicles. Cars and minibuses lined up bumper to bumper blaring their horns in unison.

The chaotic traffic conditions in Ho Chi Minh City can be overwhelming, especially for first-time visitors. That, however, should not deter anyone from having a good time in the eighth-most dynamic city in the world*.

Strap in for the ride, let yourself soak in the city's vitality and you will soon appreciate its rich history, culture and food. Need a rough guide to get you settled and situated? Here's our recommended

Dynamic Ho Chi Minh City: Colonial French architecture juxtaposed against a backdrop of modern buildings.

itinerary to make the most of your weekend escape in Ho Chi Minh City.

CHECKING IN

The city that was once known as Saigon, Vietnam's centre of commerce — home to some eight million inhabitants — offers an abundance of accommodation options, from upscale hotels to chic-and-affordable boutique ones.

For a respite from the hustle and bustle, consider staying at District 7 located in the south of the city. The modern suburb is popular with expats who make Ho Chi Minh City their temporary home. Here, opt for **Oakwood Residence Saigon** (1056A Nguyen Van Linh Street, oakwoodasia.com), the first Oakwood serviced apartment owned and developed by Mapletree in Vietnam.

Opened in April 2018, Oakwood Residence

Saigon boasts 237 units ranging from studios to three-bedroom apartments that are fully furnished for both short and long stays. Complete with a range of facilities, including a swimming pool, fitness centre, children's playground, barbecue pavilion, residents' lounge, restaurant and multi-function meeting rooms, the apartment makes for an ideal residence for families and business travellers.

BUT FIRST, COFFEE AND FOOD...

Once you have checked in, tuck into the glorious food the city has to offer. Start by treating yourself to a welcome drink of Vietnamese coffee. Famously rich in flavour and taste, the coffee is prepared by brewing coarsely-ground beans in a French drip filter (called a *Phin*). The resulting dark brew is typically mixed with sweetened condensed milk. Sip on this at **Highlands Coffee** (1058 Nguyen Van Linh Street), a local coffee chain with an outlet at the SC VivoCity mall. Western-style coffees are available in case traditional Vietnamese coffee is too strong for your liking.

Then enjoy a leisurely lunch at **The Weekend Saigon** (B011 Hung Vuong 1 Apartment, Phu My Hung, [facebook.com/pg/theweekendsg](https://www.facebook.com/pg/theweekendsg)), also in



If you are a coffee lover, be sure to try the distinctive Vietnamese coffee, typically mixed with sweetened condensed milk.

District 7. Besides a Northern Vietnamese eatery, it also houses a specialty bakery, a consumer technology store and a fashion boutique.

Venturing beyond District 7? The **Propaganda** (21 Han Thuyen, propagandabistros.com), which overlooks the 30/4 Park — named after Vietnam's Liberation Day — serves street food from across the country. The bistro is decorated with colourful murals and retro socialist posters, which makes a great backdrop for your holiday Instagram post.

For dinner, reserve a table at **Cuc Gach Quan** (10 Dang Tat, Ward Tan Dinh, cucgachquan.com.vn), a cosy villa-turned-restaurant that made its mark on the culinary map when Hollywood celebrities Angelina Jolie and Brad Pitt popped in for a meal some years ago. The menu is extremely comprehensive, offering myriad traditional Vietnamese dishes.

For a nightcap with a view of the city's skyline, visit the **Chill Skybar Saigon** (76A Le Lai, chillsaigon.com), a rooftop bar on the 26th floor of AB Tower. A smart casual dress code is a must, so put in some effort if you are planning to enjoy a cocktail or two there.

Oakwood Residence Saigon is located in Ho Chi Minh City's upscale District 7.



Photos: Mapletree Investments, Shutterstock

SOUTHERN COMFORT

Developed by Mapletree, Oakwood Residence Saigon is part of the 4.4-hectare integrated mixed-use development, Saigon South Place. The development comprises lifestyle shopping mall, SC VivoCity, which features numerous retail outlets and dining options, as well as Mapletree Business Centre, a 17-storey office building designed to Grade A specifications.

DIVE DEEP AND DISCOVER

Interested to know more about Vietnam’s tumultuous history especially during the Vietnam War? The following sites should rank high in your itinerary:

- **War Remnants Museum**
(28 Vo Van Tan, warremnantsmuseum.com)
Highlights include military aircraft such as the UH-1 Huey Helicopter and the F-5A Fighter used by the Americans, as well as graphic photographs depicting the horrors of war.
- **Reunification Palace**
(135 Nam Ky Khoi Nghia, dinhdoclap.gov.vn)
Also known as the Independence Palace, the building was the official residence of Ngo Dinh Diem, a President of South Vietnam during the Vietnam War. It was also where the North Vietnamese forces drove their tanks through the gates and forced Saigon’s surrender on 30 April 1975.
- **Ho Chi Minh City Museum**
(65 Ly Tu Trong, hcmc-museum.edu.vn)
Learn about the resistance of Vietnam against Americans, as well as the French in the first Indochina War, through photographs and artefacts. The museum also houses exhibits that showcase the country’s rich history and culture.
- **Cu Chi Tunnels**
(TL15, Phu Hiep, cuchitunnels.vn)
Don’t miss a trip out to the Cu Chi Tunnels, a labyrinth of over 120 kilometres (km) of underground tunnels, equipped with facilities such as living quarters, kitchens and even hospitals. At the peak of the Vietnam War, this network of tunnels in the Cu Chi district stretched over a distance of some 250 km, from the outskirts of Saigon all the way to the Cambodian border.



The Notre Dame Cathedral in Ho Chi Minh City was built using materials imported from France.

While sightseeing, you may notice the remnants of the French rule in the country. Among the more conspicuous landmarks is the **Notre Dame Cathedral** (1 Cong Xa Paris), built between 1863 and 1880. Located right in the heart of Ho Chi Minh City’s government quarter, this bricked neo-Romanesque church with 40-metre-high square towers is not to be missed.

When the attraction-hopping gets too taxing on your feet, take a break at the **Botanical Gardens** (2 Nguyen Binh Khiem) — also home to the city’s **Museum of Vietnamese History** — where the pace of life seems to slow down considerably. Alternatively, be entertained by a traditional water puppet show that enacts Vietnamese folktales through puppets dancing on water.



The Vietnamese sandwich, *banh mi*.

Good pho you

FIVE ESSENTIAL VIETNAMESE FOOD TO TRY:

1. **Banh mi (“baan mee”)** – This baguette sandwich is filled with greens and a choice of fillings, including paté, cured pork cold cuts and freshly-made omelette.
2. **Goi cuon (“goy coon”)** – These fresh spring rolls are packed with raw greens, coriander and various combinations of minced pork, shrimp or crab.
3. **Pho (“fuh”)** – This rice noodle soup made of either beef, pork or chicken broth is eaten at any time of day but primarily at breakfast.
4. **Banh xeo (“baan say-oh”)** – This crispy crepe is filled generously with pork, shrimp and bean sprouts, and garnished with fresh herbs.
5. **Nom hoa chuoi (“nom hor choy”)** – This is a dish for non-meat eaters: a banana flower salad comprising papaya or mango, onion, carrot, green pepper, coriander, mint leaves and peanuts.



Vietnamese noodle soup *pho*.



Saigon South Place, a 4.4-hectare integrated mixed-use development by a Mapletree joint venture.

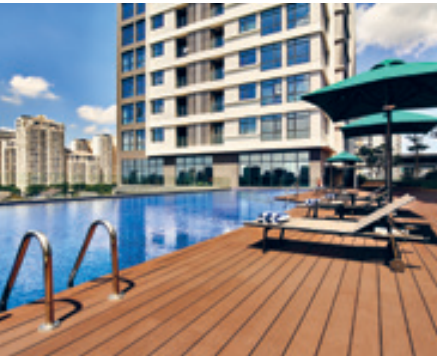
A good spot for such an experience is at the **Golden Dragon Water Puppet Theatre** (55B Nguyen Thi Minh Khai). Each show is about 50 minutes long and in Vietnamese, and features beautifully-painted wooden puppets and memorable choreography, which makes for a wonderful visual treat to remember the country by.

Have more time to spare? Take a stroll down **Bui Vien Street**, just a 10-minute walk from the famous Ben Thanh Market. In the day, it is a bustling lane with street vendors selling local food, art pieces and ornaments. Look out for a push cart stall serving the popular local dessert, *Tau Hu Nuoc Duong* (silken tofu in ginger syrup). This soothing dessert is best enjoyed hot. By night, Bui Vien Street transforms into a lively area with throngs of partygoers flocking to the alley, looking for a fun-filled night of drinks, food and entertainment.



WEATHER WITH YOU

The best time to travel to Ho Chi Minh City is in the dry season, which runs from December through to April. During the wet season, May to November, there are frequent tropical storms. These, however, will not disrupt your travels too much. Average year-round temperatures hover between 26°C and 29°C, with March, April and May being the hottest months.



Clockwise from top: Oakwood Residence Saigon’s Studio unit, outdoor swimming pool and on-site restaurant.



Photos: Hans Im Glück

GET HANS ON

HAILING FROM MUNICH, GERMANY,

Hans Im Glück offers a unique dining experience with its German take on an all-American classic. Its gourmet burgers are prepared using fresh, sustainable produce, and come in a variety of beef, chicken, vegan and vegetarian options. Prefer your patty sandwiched between a sourdough or multigrain bread? The choice is yours. There is even a 'naked' option. "We have patties wrapped in lettuce and plenty of salad to satisfy health-conscious customers," says Mr Marco Basile, Regional General Manager, Asia Pacific, Hans Im Glück.

One of the most popular items among diners in Singapore is the Birkenwald, a juicy beef patty coupled with mushrooms and sour cream-scallion sauce. To cater to local palettes, the restaurant also serves seasonal specials such as the piquant Mandarin Joy, a chicken breast burger with orange mustard, apricot chutney and mandarin orange, created specially for the festive Chinese New Year period.

Besides pleasing the tastebuds, Hans Im Glück captivates with its distinct interior that captures the mood and feel of a Bavarian forest. Dozens of birch tree trunks are scattered around the 520-square-metre (sqm) restaurant. There are also whimsical wooden swings for customers who prefer a different setting. "The Bavarian Alps cottage in front of our reception area is built using real antique wood from Bavaria, alongside traditional wood shingles," adds Marco.

Hans Im Glück

#01-57 VivoCity, 1 Harbourfront Walk, Singapore 098585

Opens Sun to Thu and PH: 11am to 12am;

Fri, Sat and PH Eve: 11am to 1am



Clockwise from top:
A "naked" vegan burger;
cocktails; and the popular
Birkenwald burger.



READY TO FEAST

VIVOCITY IN SINGAPORE WELCOMES THREE NEW EATERIES TO EXCITE GOURMANDS.



Left: Delectable treats for the whole family.
Above: A Summer in Paris is an intimate cafe that serves a selection of elegant French pastries.

PARISIAN DELIGHT

BE WON OVER BY THE EXQUISITELY gorgeous French pastries at A Summer in Paris. Opened in December 2018 in collaboration with one of France's top pastry chefs Yann Brys, this cosy 18-seater patisserie features an assortment of delectable treats. These include the Tourbillon Frui'thé (a mix of citrus shortbread, jasmine tea sponge, raspberry and grapefruit compote, jasmine tea mousse and lychee cremeux) and the Lemon Tart (a fusion of soft coconut sponge, lemon marmalade, yuzu and lemon curd, topped with yuzu light meringue).

If you have tummy space for just one pastry, Mr Marzio Cerea, Co-founder and Managing Director of A Summer in Paris, recommends the PomPom, a citrus shortbread with green apple cream and jelly, and pistachio teacake, artfully created to hit all the right notes.

A Summer in Paris had its beginnings when three friends from France visited Singapore in 2017. "They fell in love with the city. But as pastry fans, they realised that there was a lack of quality pastries in Singapore. And so the whole idea of A Summer in Paris came to life — which was to introduce French haute-Patisserie to the city," explains Marzio.

A Summer in Paris

#01-13 VivoCity, 1 Harbourfront Walk, Singapore 098585

Opens daily: 11am to 10pm



Photos: A Summer in Paris

The Tourbillon Frui'thé, created by award-winning French pastry chef Yann Brys, is one of A Summer in Paris' best-selling confections.



The Zanzibar is made of cocoa macaron ginger, infused dark chocolate ganache, ginger compote and finished with a touch of gold.



Above: Beauty in the Pot at VivoCity is the restaurant's third and biggest outlet. **Right:** The Twin Pot features two soup bases – a beauty collagen broth and a spicy nourishing broth.



Photos: Paradise Group

COMFORT SOUP

INSPIRED BY THE IDEA OF FOOD FOR HEALTH, Beauty in the Pot by the Paradise Group opened its biggest outlet yet at VivoCity in December 2018. The hotpot-concept restaurant spans 985 sqm and seats 400 diners, with two 12-seater private dining rooms for special occasions such as an office gathering or a birthday party.

Indulge in a bubbling cauldron of nourishing beauty collagen broth made with premium dried scallop, chicken feet, pork bones and more. Simmered for more than eight hours, add a mix of fresh ingredients ranging from seafood, meat, vegetables, handmade meatballs and dumplings for a full-strength, hearty Beauty in the Pot experience.

Be sure to save some stomach space for other crowd favourites such as the homemade fish tofu (a blend of yellowtail fish, soya bean and egg white), ebiko prawn paste and crispy fried beancurd skin. Another beauty of this restaurant is that it is open till 6am for hungry diners to get their supper fix.

Beauty in the Pot

#03-08A VivoCity, 1 Harbourfront Walk, Singapore 098585
Opens daily: 11.30am to 6am (last order at 4.30am)



Below: Beauty in the Pot offers a wide variety of seafood and meat options to pair with your soup.



Chairman Mr Edmund Cheng and Group Chief Executive Officer Mr Hiew Yoon Khong with Mapletree staff at the Singapore office's Chinese New Year gathering.

RINGING IN THE YEAR OF THE PIG

Chinese New Year celebrations at Mapletree offices.

CHINESE NEW YEAR IS A SEASON where families and friends gather, reunite and feast. It is also a time to renew ties and relationships. At Mapletree's Singapore office, more than 900 staff gathered on 30 January 2019 to celebrate the Year of the Pig. Mr Edmund Cheng, Chairman of Mapletree, and Mr Hiew Yoon Khong, Group Chief Executive Officer of Mapletree, were presented with hand-painted traditional Chinese scrolls featuring auspicious phrases and festive symbolic representations such as plum blossoms. They each also received an auspicious gift basket symbolising good health, prosperity and abundance from the various business units.

Over in China, Chinese New Year celebrations took

place on the evening of 25 January 2019 at a restaurant on The Bund. About 180 staff from Mapletree's Shanghai office tucked into a scrumptious meal, while appreciating the breath-taking view of the Shanghai skyline.

In Vietnam, close to 70 Mapletree staff celebrated Chinese New Year over a buffet dinner at Mapletree's Pacific Place in Hanoi on 12 January 2019. They enjoyed each other's company and went home with great prizes from a lucky draw.

On behalf of Mapletree, here's wishing our tenants, employees and stakeholders great success and much happiness in the New Year.



Staff from Mapletree Shanghai (left) and Vietnam (above) celebrating the festive occasion.

TURNING BUSINESS DREAMS INTO REALITY

The winning ideas of a Mapletree Investments-sponsored entrepreneurship competition were brought to fruition at River Hongbao 2019.

A SPIRIT OF GIVING

The winning teams of RHBHacks contributed 70 per cent of their earnings to appointed charities.



SPECIAL BALLOONS WITH LED LIGHTS, terrariums and denim apparel with customised designs — these were the products that impressed the judges of the River Hongbao 2019 Hackathon (RHBHacks) on 4 January 2019.

Sponsored by Mapletree Investments, 28 teams from various tertiary institutions took part in the inaugural RHBHacks entrepreneurship competition. The three ideas that won over the panel of judges came from Nanyang Technological University, Republic Polytechnic and Singapore Polytechnic teams. Winners were given S\$4,800 seed money to road-test their ideas by setting up stalls at the River Hongbao Bicentennial Edition, which ran from 3 to 10 February 2019 at The Float @ Marina Bay. Each winning team also received S\$2,000 in prize money.

To ensure these business ideas took flight, the teams also went through a retail workshop clinic. “We want to impart our business knowledge to the youths, who may go on to blaze the retail trail or become business leaders of tomorrow,” said Mr Edmund Cheng, Chairman of Mapletree Investments.

“It is this enterprising spirit, this never-say-die attitude which I think is most valuable for our young people to pick up, and for Singapore to make this a part of our cultural DNA for the next lap of our country’s development,” said Senior Minister of State for Trade and Industry Mr Chee Hong Tat. He was the Guest-of-Honour for the prize presentation ceremony on 4 January 2019 at Mapletree Business City.

Minister for Trade and Industry, Mr Chan Chun Sing, and MP for Jurong GRC, Mr Ang Wei Neng, with one of the winning teams at River Hongbao 2019 Bicentennial Edition.



FURTHER FOOTPRINT IN INDIA

Global Infocity Park Chennai is the latest star in Mapletree’s portfolio.

CONTINUING ITS EXPANSION INTO INDIA,

Mapletree Investments has acquired the securities of Faery Estates Private Limited from SPREP Pte Ltd, which owns Grade A IT office development, SP Infocity in Chennai.

Upon acquisition, Mapletree renamed the property to Global Infocity Park Chennai (Global Infocity, for short) and introduced a new property logo. This transaction marks the largest acquisition made by Mapletree in India to date. Mapletree’s first acquisition in India was a 53,000 sqm IT park in Bangalore in 2011.

IN DEMAND

Global Infocity has a current occupancy of 99 per cent and continues to attract strong leasing interest.



Located on Old Mahabalipuram Road, one of the largest office precincts for IT tenants in India, Global Infocity offers close to 251,000 sqm of leasable space spread across three towers.

“With a Weighted Average Lease Expiry (WALE) of approximately 5.7 years, we are excited by the acquisition of this stable asset. The rebranding to Global Infocity Park Chennai better reflects the global nature of our tenant base, which includes financial institutions and consulting and technology firms,” said Mr Quek Kwang Meng, Mapletree’s Regional Chief Executive Officer, India.

GROWING PRIME LOGISTICS SPACE

MAPLETREE LOGISTICS TRUST MANAGEMENT LTD (MLTM), as Manager of Mapletree logistics Trust (MLT) announced that it has acquired three warehouses in the key logistics markets of (i) Australia, (ii) South Korea and (iii) Vietnam. These fully-leased properties, located in the fast-growing logistics hubs of Brisbane, Gyeonggi-do and Binh Duong, enjoy excellent connectivity with access to major transportation infrastructure such as highways and airports.

Mapletree Logistics Trust expands in Australia, South Korea and Vietnam.

(i) Located in Heathwood, Brisbane, Queensland, Australia, Coles Distribution Centre was acquired for A\$105 million (approximately S\$102.2 million) and 100% leased to Coles Supermarkets, the second-largest supermarket chain in Australia. Comprising a single-storey ambient warehouse facility with ancillary office space, the property has a gross floor area (GFA) of 55,739 sqm sited on freehold land of approximately 151,600 sqm. Coles Distribution Centre is purpose-built with good logistics warehouse specifications, including cross-dock features, floor-to-ceiling height of up to 11 metres, 91 loading docks and drive-around access which facilitates high-flow logistics operations.



(ii) Wonjin Logistics Centre, located in Gyeonggi-do province, was acquired for KRW37.85 billion (approximately S\$46.4 million) and comprises two blocks of multi-tenanted dry warehouse with a total GFA of about 29,325 sqm and land area of 31,055 sqm. Developed over two phases (Block A and Block B) in 2007 and 2018, Block A is designed with cross-docks, which enables users to achieve greater efficiency in managing warehousing and logistics operations, while Block B is designed with enhanced features such as a direct ramp access to all floors, as well as dual-layer walls to minimise dew condensation.



(iii) Well-located within the Vietnam-Singapore Industrial Park 1, Binh Duong province, the Unilever VSIP Distribution Center, which is MLT’s fourth property in Vietnam, was acquired for VND725.1 billion (approximately S\$43 million). Comprising three connected blocks of single-storey warehouses, the Grade A facility has a GFA of about 66,800 sqm and land area of 101,200 sqm. Being 100% leased to Unilever Vietnam for the next 10 years with annual rent escalations, it will provide MLT with a stable and growing income stream.

SMART MOVE: ACHIEVING WORKPLACE WELLNESS

Start a company wellness programme with these steps from Mapletree's HR team.

FOLLOWING AN EMPLOYEE ENGAGEMENT SURVEY

in 2017, which found that Mapletree employees would appreciate more new benefits and programmes related to their well-being, the Group introduced the Wellness@Mapletree programme in October 2018. Besides activities such as mass circuit trainings, mass walks and health workshops, the programme also came with an accompanying mobile application (Wellness@Mapletree) where staff can easily access information and register for upcoming health and wellness events. The application also allows staff to participate in virtual challenges, and read about health tips and articles provided by external health consultants. Staff may also share posts and photos on their health and fitness journey.

To date, more than 600 staff in Singapore have downloaded and accessed the application. Mass walks in October and November attracted a total of 600 employees. Mapletree's Human Resource (HR) team shares how these achievements were possible:

- **Get management on board:** Consult senior management on the design and activities of the overall wellness programme. Then, get them to launch the programme and participate in the activities.
- **Get input from employees:** Use platforms such as online surveys, a wellness email mailbox and a mobile application to engage employees, such as finding out the types of activities they will like to take part in, and the preferred timings of these activities.
- **Create a wellness programme:** Partner service providers to launch the programme. Mapletree is working with ProAge, a consultancy for workplace health accredited by the Health Promotion Board.
- **Offer incentives:** To encourage employees to download the Wellness@Mapletree app, grocery vouchers were given to the first 100 staff who downloaded the mobile application.
- **Continually foster a culture of workplace wellness:** Provide avenues and platforms for employees to access health information and activities in the workplace.



DOWNLOAD NOW!

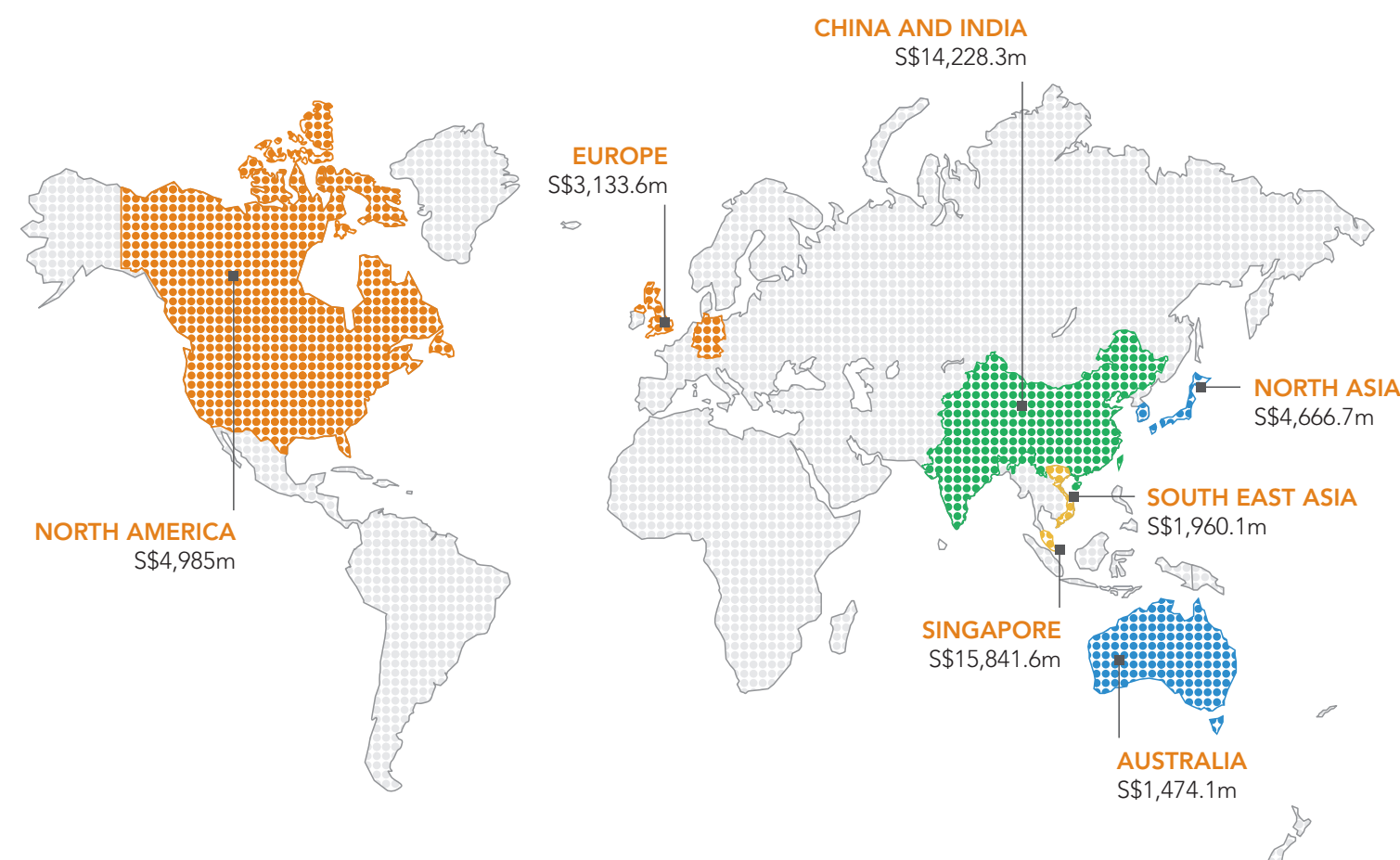
Mapletree staff may download the Wellness@Mapletree mobile application from the Apple iTunes store or Google Play store. Check your email inbox for more information.



Top to bottom: The Wellness@Mapletree programme includes activities such as tennis, resistance band exercises, circuit trainings, health workshops and mass walks.

ASSETS UNDER MANAGEMENT

BY GEOGRAPHY



ABOUT MAPLETREE

Mapletree is a leading real estate development, investment, capital and property management company headquartered in Singapore. The Group currently manages four Singapore-listed real estate investment trusts (REITs) and six private equity real estate funds. As at 31 March 2018, Mapletree owns and manages S\$46.3 billion of office, retail, logistics, industrial, residential, corporate housing/serviced apartment and student accommodation assets located across 12 economies globally. Since 1 April 2018, Mapletree has acquired a portfolio of logistics assets in the United States and Europe.

THE MERRYWEATHER PUMP ESCAPE FIRE ENGINE, which is displayed at 50 Mapletree Business City (MBC), bears great significance for Singapore Olympic Gold Medallist Joseph Schooling — it serves as a reminder of his family's sporting legacy. Schooling's late grand-uncle, Mr Lloyd Valberg, was the fire engine's last fire chief. He was also a national high jumper and Singapore's first Olympian at the 1948 London Olympics.

On 19 November 2018, Mapletree invited Schooling to visit the refurbished 1938 fire engine. "It's really cool to see this piece of history. My grand-uncle Lloyd made history as Singapore's first Olympian, and realising that he could do it made me want to race on the world stage at the Olympics. I'm glad that part of his legacy is preserved here at MBC," said Schooling.

IGNITING THE NEXT GENERATION

Following the tour of the historic Merryweather, Schooling shared his expectations and motivations with more than 60 youths from Mapletree's beneficiaries, Boys' Town and Beyond Social Services, as well as children of



Schooling visited the Merryweather Fire Engine, which holds special significance for the swimmer.

ICONIC CONNECTION

Mapletree's tenants and staff. The swimmer spoke about how he persevered through multiple setbacks before finally achieving his Olympic dream. He encouraged his rapt audience to pursue their passion while emphasising the importance of hard work.

"We are honoured to have Joseph Schooling join us and for taking the time to give back to the community through the motivational sharing session. The beneficiaries have learnt much and I hope this will spur them on to achieve their own life goals," said Mr Edmund Cheng, Chairman of Mapletree Investments.

DID YOU KNOW?

The Merryweather Pump Escape Fire Engine at MBC is one of the two remaining in Singapore. The other is a Merryweather Fire King on display at the Civil Defence Heritage Gallery at Hill Street.



Following the tour, Schooling held a motivational sharing session for more than 60 youths. Mapletree Corporate Social Responsibility (CSR) Board Members, Mr Kan Shik Lum, Ms Heng Yeow Khing and Mr Wan Kwong Weng joined the session as well.



CSR Board Members Mr Kan Shik Lum and Mr Wan Kwong Weng, as well as youths from Mapletree's beneficiary, kicked off the year-end holidays with a futsal camp.

BALL OF A TIME

TO PROVIDE YOUTH BENEFICIARIES from Beyond Social Services with an opportunity to hone their footballing skills and forge new friendships, Mapletree organised its second Youth Futsal Camp on 22 and 23 November 2018 at MBC.

Following the success of the inaugural camp in 2017, the second edition was expanded to a two-day

BRINGING THE ARTS CLOSER TO YOU

ON 16 FEBRUARY 2019, an audience of more than 900 packed the VivoCity Amphitheatre for the fun and lively concert "Once Upon a Time 2019". The programme included performances by the TENG Ensemble, where members play both traditional Chinese and contemporary musical instruments, local singer-songwriter Ling Kai, young musicians from the Guzheng Association (Singapore), and children arts company MySuperFuture Theatrical Productions. This was the third of four public showcase performances

under the Mapletree-TENG sponsorship, aimed at encouraging a deeper engagement with the arts, as well as promoting Singapore's many arts talents. In addition to the concerts, the sponsorship includes the Mapletree-TENG Academy Scholarship that benefits young talents passionate about pursuing Chinese music. The inaugural batch of four scholars received their scholarship certificates at the previous concert held on 22 September 2018.

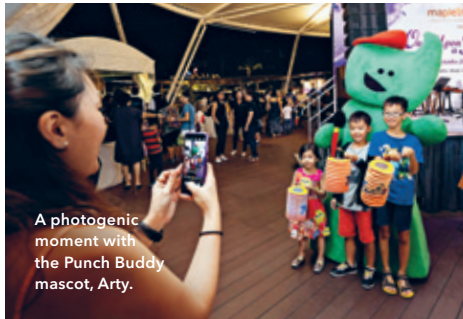


Scan the QR Code to keep up to date with Mapletree Arts in the City events.



The TENG Ensemble performs using both traditional Chinese and contemporary musical instruments.

The appreciative audience enjoying the performances by the TENG Ensemble.



A photogenic moment with the Punch Buddy mascot, Arty.

“Through sports, youths can learn the values of grit and teamwork. We hope that the participants have benefitted from these lessons regardless of their circumstances.”

Mr Hiew Yoon Khong, Mapletree's Group Chief Executive Officer

"I enjoyed playing futsal and made some friends with the other youths. My favourite part was the warm-up session where we played games to get to know each other better," shared 15-year-old Muhd Nur Shazrin Bin

Ramli, of his experience at the camp. Lim Yau Bin, a 14-year-old participant, was similarly engaged. "The friendly matches were fun and it was a great feeling when my team scored a goal!"



Panel discussion at the Mapletree Annual Lecture.

INAUGURAL MAPLETREE ANNUAL LECTURE

The Mapletree Annual Lecture is a key milestone of the Mapletree Real Estate Programme, which aims to equip Singapore Management University (SMU) students with the necessary knowledge and cross-disciplinary skills to navigate the growing real estate sector in Singapore and globally. Established in January 2018, the multi-faceted programme was borne from Mapletree’s second endowed gift of S\$3 million to SMU, which was matched dollar for dollar by the Singapore government.

More than 250 participants, including students, industry practitioners, experts and members of the public, attended the inaugural Mapletree Annual Lecture on 26 November 2018. Held at SMU, “How to Grow Singapore into a Premier Financial Centre for Real Estate Investments” was delivered by Mapletree Professor of Real Estate, Professor Francis Koh. This was followed by an expert panel discussion moderated by Professor Gerard George, Dean of SMU’s Lee Kong Chian School of Business.



IN CONVERSATION WITH THE GROUP CEO

What is the best way to manage a company that is rapidly expanding globally? What are some things a developer should consider when deciding whether to build or acquire properties? Mapletree’s Group Chief Executive Officer Mr Hiew Yoon Khong discussed these questions and more, as he gave a group of 30 SMU Real Estate students a glimpse to the workings of the real estate industry in a fireside chat held on 22 November 2018.

NAVIGATING THE REAL ESTATE INDUSTRY



Above (From L-R) Professor Gerard George, Dean of SMU’s Lee Kong Chian School of Business; Mr Wong Mun Hoong, Group Chief Financial Officer, Mapletree Investments; Mr Hiew Yoon Khong, Group Chief Executive Officer, Mapletree Investments; Mr Edmund Cheng, Chairman, Mapletree Investments; Professor Lily Kong, President, Lee Kong Chian Chair Professor of Social Sciences, SMU; Professor Francis Koh, Mapletree Professor of Real Estate and Finance; Dr Chan Wah Mei; Mr Gan Seow Ann, Executive Vice Chairman, Global Wealth Management, UBS AG; Mr Chua Tiow Chye, Deputy Group Chief Executive Officer, Mapletree Investments and; Mr Wen Khai Meng, Senior Advisor, Group Strategy for CapitaLand Limited.

LEARNING THROUGH EXPERIENCE

As part of the Mapletree Real Estate Programme, 26 students from the SMU Real Estate Track travelled to Shanghai, China, on 7 to 13 October 2018 for the first Mapletree Real Estate Business Study Trip. Students visited Mapletree Shanghai’s office, Yanlord Shanghai, EC World Logistic Centre and Savills Shanghai. At each stop, they met with members of the senior management teams and learnt first-hand about the Chinese real estate market. On the experience gained, Year 3 student Shawn Low said, “It was interesting to know that the political direction from the Chinese central government has significant impact on the boom and bust of real estate. I also learnt a lot about the retail landscape in Shanghai, where malls, similar to those in Singapore, face the challenge of drawing footfall during non-peak hours, as well as trying to achieve an optimal tenant portfolio.”



Valuable insights from Mr Hiew Yoon Khong, Mapletree’s Group Chief Executive Officer.

Looking for space in a Mapletree building? Find what you need here.

DATA CENTRES

THE UNITED STATES

- 180 Peachtree**
180 Peachtree Street, Atlanta, GA 30303, USA
Contact: Danylo Dobriansky
Phone: +1 646 908 6322
Email: danylo.dobriansky@mapletree.com.sg
Unit size: 2,230 sqm
- 1805 Center Park Drive**
1805 Center Park Drive, Charlotte, NC 28217, USA
Contact: Danylo Dobriansky
Phone: +1 646 908 6322
Email: danylo.dobriansky@mapletree.com.sg
Unit size: 1,884 sqm

- 19675 W Ten Mile Road**
19675 West Ten Mile Road, Southfield, MI 48075, USA
Contact: Danylo Dobriansky
Phone: +1 646 908 6322
Email: danylo.dobriansky@mapletree.com.sg
Unit size: 1,262 sqm

INDUSTRIAL

SINGAPORE

- Tanjong Pagar Distripark**
37 & 39 Keppel Road, Singapore 089064 / 089065
Contact: Magdeline Teoh
Phone: +65 6377 6178
Email: magdeline.teoh@mapletree.com.sg
Unit sizes: 74 – 2,017 sqm

VIETNAM

- Mapletree Business City @ Binh Duong**
1 Tien Phong 3 Street, Mapletree Industrial Park Binh Duong, Hoa Phu Ward, Thu Dau Mot City, Binh Duong
Contact: Nguyen Truong Yen Ngoc (English)
Phone: +84 9 0165 0305
Contact: Kengo Tochika (Japanese)
Phone: +84 9 0165 5801
Contact: Kim Ji Yeob (Korean)
Phone: +84 9 3464 5197
Email: mbcdb@mapletree.com.sg
Unit sizes:
New Phases: 52,404 sqm
Existing Phases: 1,040 sqm

LOGISTICS

SINGAPORE

- Jurong Logistics Hub**
31 Jurong Port Road, Singapore 619115
Contact: Chua Hwee Ling
Phone: +65 6377 6757
Email: chua.hweeling@mapletree.com.sg
Unit sizes: 100 – 1,500 sqm

CHINA

- Changsha Logistics Park 2**
Intersection of Jinqiao Road & Jinnan Road, ETDZ, Changsha
Contact: Ang Jit Siong
Phone: +86 21 2316 7772
Email: ang.jitsiong@mapletree.com.cn
Unit sizes: 2,787 – 62,524 sqm

MALAYSIA

- Mapletree Logistics Hub - Tanjung Pelepas**
Lot D40 and D44, Tanjung Pelepas Free Zone, Port of Tanjung Pelepas, Gelang Patah, Johor
Contact: Jimmy Chia
Phone: +65 6377 5735
Email: jimmy.chia@mapletree.com.sg
Unit sizes: 3,939 – 7,010 sqm

SOUTH KOREA

- Mapletree Logistics Hub - Pyeongtaek**
#1203-1 Wonjeong-ri, Poseung-eup Pyeongtaek-si, Gyeonggi-do, South Korea
Contact: Shawn Kim Hyung Keun
Phone: +82 2 6742 3206
Email: shawn.kim@mapletree.com.sg
Unit size: 1,400 sqm

VIETNAM

- Mapletree Bac Ninh Logistics Park 3**
VSIP Bac Ninh, Tu Son District, Bac Ninh Province
Contact: Bach Ngoc Van
Phone: +84 243 9460 355
Email: bach.ngocvan@mapletree.com.sg
Unit size: 47,700 sqm
- Mapletree Logistics Park Binh Duong Phase 3**
Vietnam Singapore Industrial Park II, Thu Dau Mot, Binh Duong Province
Contact: Kimberly Nguyen
Phone: +84 938 6127 71
Email: kimberly.nguyen@mapletree.com.sg
Unit sizes: 2,100 – 15,500 sqm (Total: 30,844 sqm)

MIXED-USE

SINGAPORE

- 18 Tai Seng**
18 Tai Seng Street, Singapore 539775
Contact: Magdeline Teoh
Phone: +65 6377 6178
Email: magdeline.teoh@mapletree.com.sg
Unit sizes:
Business 2: 910 sqm
Office: 320 – 1143 sqm

- Mapletree Business City II**
80 Pasir Panjang Road, Singapore 117440
Contact: Magdeline Teoh
Phone: +65 6377 6178
Email: magdeline.teoh@mapletree.com.sg
Unit size: 709 sqm

OFFICE

SINGAPORE

- HarbourFront Tower One**
1 Harbourfront Place, Singapore 098633
Contact: Lim Tze Ting
Phone: +65 6377 6396
Email: lim.tzeting@mapletree.com.sg
Unit sizes: 220 – 690 sqm

- HarbourFront Tower Two**
3 Harbourfront Place, Singapore 099254
Contact: Magdeline Teoh
Phone: +65 6377 6178
Email: magdeline.teoh@mapletree.com.sg
Contact: Lim Tze Ting
Phone: +65 6377 6396
Email: lim.tzeting@mapletree.com.sg
Contact: Tina Wong
Phone: +65 6807 4063
Email: tina.wong@mapletree.com.sg
Unit sizes: 426 – 989 sqm

- HarbourFront Centre**
1 Maritime Square, Singapore 099253
Contact: Tina Wong
Phone: +65 6807 4063
Email: tina.wong@mapletree.com.sg
Contact: Lim Tze Ting
Phone: +65 6377 6396
Email: lim.tzeting@mapletree.com.sg
Unit sizes: 52 – 3,271 sqm

- PSA Vista**
20 Harbour Drive, Singapore 117612
Contact: Tina Wong
Phone: +65 6807 4063
Email: tina.wong@mapletree.com.sg
Contact: Lim Tze Ting
Phone: +65 6377 6396
Email: lim.tzeting@mapletree.com.sg
Unit sizes: 55 – 897 sqm

THE UNITED KINGDOM

- Green Park**
Green Park, Reading, Berkshire, RG2 6GP
Contact: Rory Carson
Phone: +44 020 7605 4678
Email: roryjohn.carson@mapletree.com.sg
Unit sizes:
Built stock: Office suites from 90 – 1,925 sqm
Pre-let: Build-to-suit offices up to 50,000 sqm

THE UNITED STATES

- 50 South Sixth**
50 South Sixth Street, Minneapolis, MN 55402, USA
Contact: Danylo Dobriansky
Phone: +1 646 908 6322
Email: danylo.dobriansky@mapletree.com.sg
Unit sizes: 144 – 1,486 sqm

VIETNAM

- Mapletree Business Centre**
1060 Nguyen Van Linh, Tan Phong Ward, District 7, Ho Chi Minh City
Contact: Tran Thi Quynh Cham
Phone: +84 283 6206 691
Email: tran.thiquynhcham@mapletree.com.sg
Unit size: 200 sqm

- CentrePoint**
106 Nguyen Van Troi, Ward 8, Phu Nhuan District, Ho Chi Minh City
Contact: Nguyen Thi Thuy
Phone: +84 283 7760 304
Email: nguyen.thithuy@mapletree.com.sg
Unit sizes: 53 – 500 sqm

- Pacific Place**
83B Ly Thuong Kiet, Hoan Kiem District, Hanoi
Contact: Vu Kim Trang
Phone: +84 243 9460 355
Email: vu.kimtrang@mapletree.com.sg
Unit sizes: 85 – 265 sqm

RESIDENTIAL

VIETNAM

- RichLane Residences**
1056A Nguyen Van Linh, Tan Phong Ward, District 7, Ho Chi Minh City
Contact: Nguyen Thi Hien
Phone: +84 283 7760 304 (Ext: 0110)
Email: nguyen.thianhphuong@mapletree.com.sg
Available units: 184

- One Verandah**
Bat Nan, Thanh My Loi Ward, District 2, Ho Chi Minh City
Contact: Nguyen Thi Hien
Phone: +84 283 7760 304 (Ext: 0237)
Email: nguyen.thianhphuong@mapletree.com.sg
Available units: 367

RETAIL

SINGAPORE

HarbourFront Centre

1 Maritime Square, Singapore 099253
Contact: Irene Ng
Phone: +65 6377 6894
Email: ng.irene@mapletree.com.sg
Contact: Sandy Soh
Phone: +65 6377 6848
Email: sandy.soh@mapletree.com.sg
Unit sizes: 21 – 167 sqm

HarbourFront Tower One and Two

1 & 3 Harbourfront Place,
Singapore 098633 / 099254
Contact: Irene Ng
Phone: +65 6377 6894
Email: ng.irene@mapletree.com.sg
Contact: Sandy Soh
Phone: +65 6377 6848
Email: sandy.soh@mapletree.com.sg
Unit size: 78 sqm

Mapletree Business City II

40 Pasir Panjang Road,
Mapletree Business City, Singapore 117383
Contact: Irene Ng
Phone: +65 6377 6894
Email: ng.irene@mapletree.com.sg
Contact: Sandy Soh
Phone: +65 6377 6848
Email: sandy.soh@mapletree.com.sg
Unit sizes: 15 – 93 sqm

18 Tai Seng

18 Tai Seng Street, Singapore 539775
Contact: Irene Ng
Phone: +65 6377 6894
Email: ng.irene@mapletree.com.sg
Contact: Sandy Soh
Phone: +65 6377 6848
Email: sandy.soh@mapletree.com.sg
Unit sizes: 99 – 297 sqm

CHINA

VivoCity Nanhai

No. 6 Shilong Nan Road,
Guicheng Street, Nanhai District,
Foshan 528251
Contact: Peter Tsang
Phone: +86 757 8181 8560
Email: peter.tsang@mapletree.com.cn
Unit sizes: 100 – 360 sqm

VivoSquare Ningbo

*Slated to open in late 2020
Northwest intersection of
Jiangbei Avenue and Yunfei Road,
Jiangbei District, Ningbo
Contact: Dean Shi
Phone: +86 134 2929 1223
Email: dean.shi@mapletree.com.cn
Unit sizes: 100 – 3,000 sqm

MALAYSIA

Jaya Shopping Centre

6th Floor, Jaya Shopping Centre,
Jalan Samangat, 46100 Petaling Jaya,
Selangor Darul Ehsan
Contact: John Kwan
Phone: +603 7932 0955
Email: john.kwan@jayashoppingcentre.my
Contact: Huey Huey Miin
Phone: +65 6804 8087
Email: huey.hueymiin@mapletree.com.sg
Unit size: Please contact us for more details.

VIETNAM

SC VivoCity

1058 Nguyen Van Linh, Tan Phong Ward,
District 7, Ho Chi Minh City
Contact: Chang Yeng Cheong
Phone: +84 283 7760 468 (Ext: 138)
Email: chang.yengcheong@mapletree.com.sg
Unit size: Please contact us for more details.

mPlaza Saigon

39 Le Duan, District 1, Ho Chi Minh City
Contact: Rose Quan Hong Nhung
Phone: +84 283 7760 304
Email: rose.quan@mapletree.com.sg
Unit size: 298 sqm

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Guangdong Province 528251, China
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Fax: +603 2283 6128

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00-805 Warszawa, Polska

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Fax: +82 2 6742 3230

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2066 Chenault Dr, Suite 136
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Binh Duong Industry – Service – Urban Complex,
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Fax: +84 274 3767 678

Unit 501, Mapletree Business Centre,
1060 Nguyen Van Linh Parkway, Tan Phong Ward,
District 7, Ho Chi Minh City, Vietnam
Tel: +84 28 3776 0304/5
Fax: +84 28 3776 0375

Unit 306, Pacific Place Building,
83B Ly Thuong Kiet Street, Hoan Kiem District,
Hanoi, Vietnam
Tel: +84 24 3946 0355
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Value through partnerships

Mapletree is a leading real estate development, investment, capital and property management company who believes in the value of building strong relationships with our customers, business partners, investors and the community. Forging these relationships allows us to grow together and share the rewards of our collective success with our stakeholders.

maple^{tree}

www.mapletree.com.sg