

SUSTAINABILITY REPORT

BOARD STATEMENT

Dear Stakeholders,

Sustainability forms an integral part of our corporate culture and underpins our business strategy and operations. We are committed to conducting our business in an environmentally and socially responsible manner while maintaining high corporate governance standards so as to build effective relationships with our stakeholders.

The Board reviews MIT's material environmental, social and governance ("ESG") factors and considers them in the formulation of the Manager's sustainability management strategies. We continue to evaluate the relevance of these material ESG factors against stakeholders' expectations and their significance to the business. The ESG factors had been identified and prioritised by key representatives of the Manager and the Property Manager. We have also determined how the performance would be measured with targets set for the forthcoming financial year. In this regard, the Board is supported by the Sustainability Steering Committee ("SSC"), which comprises the CEO of the Manager and representatives from the Sponsor's senior management team.

Our sustainability report is prepared in accordance with the Global Reporting Initiative ("GRI") Standards (2016): Core option as well as the SGX Sustainability Reporting Guide. We have improved our sustainability reporting disclosures by incorporating the United Nations Sustainable Development Goals ("SDGs") in our framework to guide our sustainability strategies. We believe we can play our part by addressing our negative impacts relating to global megatrends such as climate change and urbanisation while making a positive impact among local communities through initiatives promoting productive employment and equal opportunities among others.

In FY18/19, MIT continued to make progress in advancing sustainable practices. We reduced the overall portfolio average building electricity intensity by 3.2% from 92.7 kWh/m² in FY17/18 to 89.7 kWh/m² in FY18/19. This was partly due to the implementation of energy-saving measures across various property clusters such as the use of more energy efficient light bulbs and motion sensors, as well as the adjustment of timer controls at common areas in response to tenants' activities.



In October 2018, 26A Ayer Rajah Crescent was awarded the BCA Green Mark Award (Platinum) by the Building and Construction Authority ("BCA"). In addition, three of our property clusters – 1 & 1A Depot Close, 30A Kallang Place and 45 Ubi Road 1 – received the Water Efficient Building ("WEB") certifications issued by the Public Utilities Board ("PUB"). Since October 2018, the Sponsor has phased out the use of plastic bottles, which encouraged all employees to adopt green measures in their work practices.

Following the Mapletree Group Employee Engagement Survey in FY17/18, we implemented initiatives to address employee-related concerns on improving efficiency of work processes and enhancing collaboration across departments. We established a systematic mechanism to seek and review feedback from all employees on existing work processes with the objective to improve operational efficiency. In addition, we introduced Lean Thinking Training for team leaders across departments. The four-month programme, which included an activity-based workshop and project work, aims to improve in business processes while enhancing cross-functional teamwork.

We believe that giving back to the communities where we operate is crucial for the fulfilment of our obligations as a responsible business. In FY18/19, 110 employees participated in Mapletree-led activities and supported beneficiaries in Singapore.

We will continue to drive our sustainability agenda so as to deliver greater value for stakeholders and enhance the resilience of our business.

Board of Mapletree Industrial Trust Management Ltd.







SUSTAINABILITY REPORT

ABOUT THIS REPORT

This is MIT’s third sustainability report to summarise the sustainability performance of MIT and its properties located in Singapore for FY18/19 from 1 April 2018 to 31 March 2019, which the Manager has operational control¹. This report includes the historical performance data for FY17/18 for comparison and excludes data from the portfolio of 14 data centres in the United States. The majority of the data centres in the United States are on master leases, which limit the Manager’s control over the energy and water usage within them. There has not been any restatement of figures for data disclosed in previous years.

This report has been prepared in accordance with the GRI Standards: Core option and SGX-ST Listing Rules 711A and 711B, with MIT’s material ESG factors and targets aligned with SDGs. The GRI Standards are the most widely adopted global standards for reporting on a range of economic, environmental, social and governance factors.

MIT publishes its report annually and continues to adopt the GRI Reporting Principles in defining the report’s content.

GRI Reporting Principles	How MIT Demonstrates
Stakeholder Inclusiveness 	The Manager engages and communicates with its stakeholders on an ongoing basis. Please refer to pages 107 and 108 on how the Manager engages and addresses the expectations and interests of its stakeholders.
Sustainability Context 	The Manager evaluates various sustainability issues in a local context while maintaining a global perspective.
Materiality 	The Manager focuses on material ESG factors, which are of strategic significance to MIT’s business and are important to stakeholders.
Completeness, Balance 	The Manager presents accurate, coherent and consistent information on the sustainability approach and initiatives to its stakeholders. This enables stakeholders to assess MIT’s economic, environmental, social and governance performance over time and compare against its peers.
Comparability, Accuracy, Reliability, Clarity 	
Timeliness 	The report is prepared within four months from the end of the financial year. The data is of the same time period of the annual report.

The Manager welcomes feedback on MIT’s sustainability report, approach and performance. Please send your questions or comments to ir_industrial@mapletree.com.sg.

¹ The Manager is responsible for the environmental performance of the on-site premises and common areas of MIT’s 75 properties. This is based on completed properties with operational control and full year of performance data at the beginning of the base year of FY17/18. It excluded seven properties in Singapore and the portfolio of 14 data centres in the United States, which the Manager does not have full operational control. It also excluded completed properties without full year of performance data at the beginning of the base year of FY17/18 i.e. 1 & 1A Depot Close, 7 Tai Seng Drive, 18 Tai Seng and 30A Kallang Place.

SUSTAINABILITY COMMITMENT

The Manager is committed to the principle of the triple bottom line, which broadens MIT's business focus on the financial returns to incorporate social and environmental considerations. It strives to build good relationships with its stakeholders, minimise the environmental footprint of MIT's business as well as safeguard the health and safety of its employees and tenants. The Manager aspires to empower its employees to participate in sustainability initiatives that have a positive impact on local communities while maintaining high levels of integrity and ethical standards when conducting business.

SUSTAINABILITY GOVERNANCE



The Manager's sustainability management is under the purview of the SSC. The SSC is co-led by the Sponsor's Deputy Group CEO and the Chief Corporate Officer. The SSC comprises the CEOs of the managers of all REITs sponsored by the Sponsor and other members of the Sponsor's senior management team. Mr Tham Kuo Wei, Executive Director and CEO, represented the Manager in the committee for FY18/19. The SSC develops the Sponsor's sustainability management strategies and manages its performance. As a Mapletree-sponsored REIT, MIT's sustainability approach is aligned with the Sponsor.

The SSC is supported by the Sustainability Working Committee ("SWC"). The SWC comprises representatives across business units and functions, which implements, executes and monitors policies and procedures within the sustainability framework across the organisation.





MIT's sustainability performance is benchmarked against the Sponsor's objectives, sustainability performance targets and industry peers so as to identify areas of improvement. The SSC regularly reviews its management approach to evaluate if existing policies and measures are adequate, and undertakes necessary remedial actions to address any gaps and improve its future performance.

STAKEHOLDER ENGAGEMENT

The Manager has identified six key stakeholders, which MIT's business has a considerable impact on, and those with significant influence on MIT's business. The Manager regularly engages the key stakeholders through various platforms and considers their feedback in developing effective responses and informed commercial decisions. The table below summarises the approach towards stakeholder engagement.

Key Stakeholder	Forms of Engagement	Key Topics and Concerns
Tenants 	<ul style="list-style-type: none"> Marketing and Property Management hotlines Tenant Handbook and circulars On-site property managers for multi-tenanted buildings Meetings with key existing and new tenants throughout the year Tenant engagement initiatives 	<ul style="list-style-type: none"> Well-managed industrial facilities Safe working environment Prompt response to feedback Environmentally sustainable buildings Responsible marketing communications
Investors (including analysts and media) 	<ul style="list-style-type: none"> Announcements via SGXNET throughout the year Email alerts to subscribers on announcements and updates Investor meetings, events and teleconferences throughout the year Bi-annual analyst results briefings with "live" audio webcasts Annual general meetings Annual report Website 	<ul style="list-style-type: none"> Stable and sustainable distributions Viable long-term business strategy and outlook Timely and transparent reporting Good corporate governance

SUSTAINABILITY REPORT

Key Stakeholder	Forms of Engagement	Key Topics and Concerns
Employees 	<ul style="list-style-type: none"> • Bi-annual communication sessions by senior management • Mapletree Group Employee Engagement Survey every two to three years • Training programmes and education sponsorships throughout the year • Recreation Club activities and staff volunteering activities throughout the year • Employee Handbook 	<ul style="list-style-type: none"> • Equitable reward and recognition • Good communication of business strategies and corporate objectives • Training and development • Safe and healthy working environment
Regulators and trustee 	<ul style="list-style-type: none"> • Meetings, briefings and regular reporting throughout the year • Responses to public consultations 	<ul style="list-style-type: none"> • Compliance with rules and regulations • Good corporate governance
Third-party service providers 	<ul style="list-style-type: none"> • Regular meetings with key service providers • Communicate standard operating procedures where applicable 	<ul style="list-style-type: none"> • Safe working environment • Fair and reasonable business practices
Community 	<ul style="list-style-type: none"> • Collaborate with non-profit organisations during the year • Support tenants' corporate social responsibility ("CSR") initiatives where possible • Provide feedback channels for ongoing development projects throughout the year 	<ul style="list-style-type: none"> • Corporate philanthropy and engagement • Stronger landlord-tenant relationships • Manage impact of development projects on surrounding neighbourhoods

MATERIALITY AND THE SUSTAINABLE DEVELOPMENT GOALS

The Sponsor conducts a formal group-wide materiality assessment exercise annually through a three-step process to identify, prioritise and validate material ESG factors. The review of material ESG factors involved the consideration of emerging global trends, material topics identified by industry peers and the overall local context. Key material ESG factors were prioritised based on their impacts on MIT's business, stakeholders, the communities in which it operates, and its ability to address impacts relating to them. MIT's material ESG factors in FY18/19 remained the same as those identified in FY17/18.

In September 2015, the United Nations announced a set of 17 SDGs with the objectives to end all forms of poverty, fight inequalities and address climate change. The Manager has reviewed the SDGs against its material ESG issues and has chosen to focus on seven SDGs where MIT could make the most significant contributions.

The following table outlines MIT's material factors, commitments to contributing to the achievement of the SDGs and its performance against FY18/19 targets.

Material Factors / Relevant SDGs	Our Commitments	FY18/19 Targets	FY18/19 Performance
Economic			
Economic Performance 	<ul style="list-style-type: none"> Achieve sustainable economic growth in order to provide returns to MIT's Unitholders 	–	Please refer to the Operations Review (pages 32 to 41), Financial Review (pages 75 to 77) and Financial Statements (pages 129 to 206) sections of the Annual Report for details of MIT's financial and operational performance.
Environment			
Energy 	<ul style="list-style-type: none"> Reduce the energy intensity of MIT's properties by improving their energy performance and efficiency Achieve BCA Green Mark ratings and higher for new developments Participate in events such as "Lights Off" for Earth Hour and Earth Day to raise public awareness Engage employees and tenants in green initiatives to reduce energy consumption 	<ul style="list-style-type: none"> Reduce average building electricity intensity by 1% for the existing portfolio¹ year-on-year, from the base year of FY17/18 	3.2% reduction in the average building electricity intensity
Water 	<ul style="list-style-type: none"> Achieve BCA Green Mark ratings and higher for new developments Participate in events such as Earth Hour and Earth Day to raise public awareness Engage employees and tenants in green initiatives to reduce water consumption 	<ul style="list-style-type: none"> Obtain WEB certifications for 1 & 1A Depot Close, 30A Kallang Place and 45 Ubi Road 1 	Obtained WEB certification for 1 & 1A Depot Close, 30A Kallang Place and 45 Ubi Road 1

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Material Factors / Relevant SDGs	Our Commitments	FY18/19 Targets	FY18/19 Performance
Social			
Health and Safety 	<ul style="list-style-type: none"> Maintain a safe and healthy environment for our employees, tenants, third-party service providers and visitors at MIT's properties Empower employees and enhance their mental health and well-being through supporting educational and health care initiatives 	Achieve zero incidents resulting in employee ² permanent disability or fatality	Zero incidents resulting in employee permanent disability or fatality
Employment and Talent Retention 	<ul style="list-style-type: none"> Maintain a safe and healthy environment for employees Commit to fair employment practices by ensuring the hiring process remains stringent and offering equal opportunity to all potential candidates 	<ul style="list-style-type: none"> Continue to commit to fair employment practices by ensuring our hiring process remains stringent and offering equal opportunity to all potential candidates Maintain a wide range of relevant learning and professional development programmes 	Offered a wide range of training programmes aimed at different levels of the organisation (see pages 117 to 119 for details)
Local Communities 	<ul style="list-style-type: none"> Support initiatives and projects that have a positive impact on local communities Maintain a safe and healthy environment for our employees, tenants, third-party service providers and visitors at MIT's properties Empower individuals and enhance their mental health and well-being through supporting educational and health care initiatives 	Encourage employee participation in Mapletree CSR events	110 employees from the Manager and the Property Manager participated in Mapletree CSR events
Compliance			
Compliance with Laws and Regulations 	<ul style="list-style-type: none"> Work and collaborate with relevant regulators to achieve regulatory compliance Maintain zero incidences of non-compliance with anti-corruption laws and socioeconomic regulations 	Achieve no material incidences of non-compliance with relevant laws and regulations	Zero material incidences of non-compliance with relevant laws and regulations
Anti-corruption 		Maintain zero incidences of non-compliance with anti-corruption laws and regulations	Zero incidences of non-compliance with anti-corruption laws and regulations

Meet target Fall short of target

² Relates to employees from the Manager and the Property Manager.

ECONOMIC

The Manager aims to deliver sustainable and growing returns to Unitholders through a three-pronged strategy of proactive asset management, value-creating investment management and prudent capital management. Please refer to the Operations Review (pages 32 to 41), Financial Review (pages 75 to 77) and Financial Statements (pages 129 to 206) sections of the Annual Report for details of MIT's financial and operational performance.

ENVIRONMENT

Globally, climate change has increasingly become a major issue, which can have significant impact on the sustainability of ecosystems and public health. The Manager and the Property Manager are committed to minimising MIT's environmental footprint through efficient property management and responsible management of resources such as energy and water.

The Manager and the Property Manager continue to advocate and engage stakeholders to incorporate environmentally friendly practices in their operations. Since October 2018, the Sponsor has phased out the use of plastic bottles and raised the awareness of sustainable alternatives to the single-use plastic products within the organisation. Employees are encouraged to use the water pitches and glasses provided in all meeting rooms. As part of the Sponsor's "Mapletree Goes Green" initiative, employees are also encouraged to adopt environmentally friendly practices such as using refillable water bottles and printing on both sides of paper. Ongoing initiatives to raise environmental awareness include placing recycling bins prominently within MIT's corporate office and properties.

To mark the annual Earth Day on 22 April 2018, all façade and non-essential lightings at MIT's corporate office as well as water features were switched off and air-conditioning temperature for common areas was increased by one degree Celsius. Tenants at the Mapletree Business City were also encouraged to participate in this movement.



SUSTAINABLE BUILDINGS

Monthly Group Property Management engineering forums are organised to discuss ongoing applications or renewal of green building certifications for MIT's properties. Properties with centralised air-conditioning systems are prioritised to achieve Green Mark certifications as air-conditioning accounts for a high proportion of the total energy consumption in a building. All tenants of the Green Mark buildings are given the Green Building Guides, which includes action plans for waste recycling, energy and water conservation.

In line with the BCA's third Green Building Masterplan to increase the number of green buildings in Singapore, the Manager and the Property Manager aim to attain BCA Green Mark ratings and higher for MIT's new developments.

ENVIRONMENTAL AWARD IN FY18/19

Property	Property Segment	Award
26A Ayer Rajah Crescent	Hi-Tech Building	BCA Green Mark Platinum

SUSTAINABILITY REPORT

ENERGY



TARGET FOR FY19/20

Reduce average building electricity intensity by 1% for the existing portfolio³ year-on-year, from the base year of FY18/19

Energy use and its associated greenhouse gas ("GHG") have far-ranging environmental and health effects. Singapore has committed to reducing its GHG emissions intensity by 36% from 2005's levels by 2030.

A significant amount of energy consumption of industrial properties comes from the use of electricity for lightings, air-conditioning systems and lifts. The Manager and the Property Manager continuously improve the energy performance and efficiency of MIT's properties to reduce GHG emissions.

The Property Manager monitors utility consumption every month to assess consumption patterns and identify energy-saving opportunities. It provides electricity consumption

data and other building-related information of selected properties to BCA annually for energy consumption monitoring and benchmarking for buildings in Singapore.

The Property Manager continues to incorporate environmentally sustainable practices into property management operations. These included the installation of energy efficient lighting, motion sensors as well as alternate light circuits and timers for lighting control. The Property Manager also reviews the tenants' fit-out designs to ensure that they adhere to the properties' power density limit.

Electricity at MIT properties is supplied by Tuas Power Supply Pte. Ltd and SP Group.

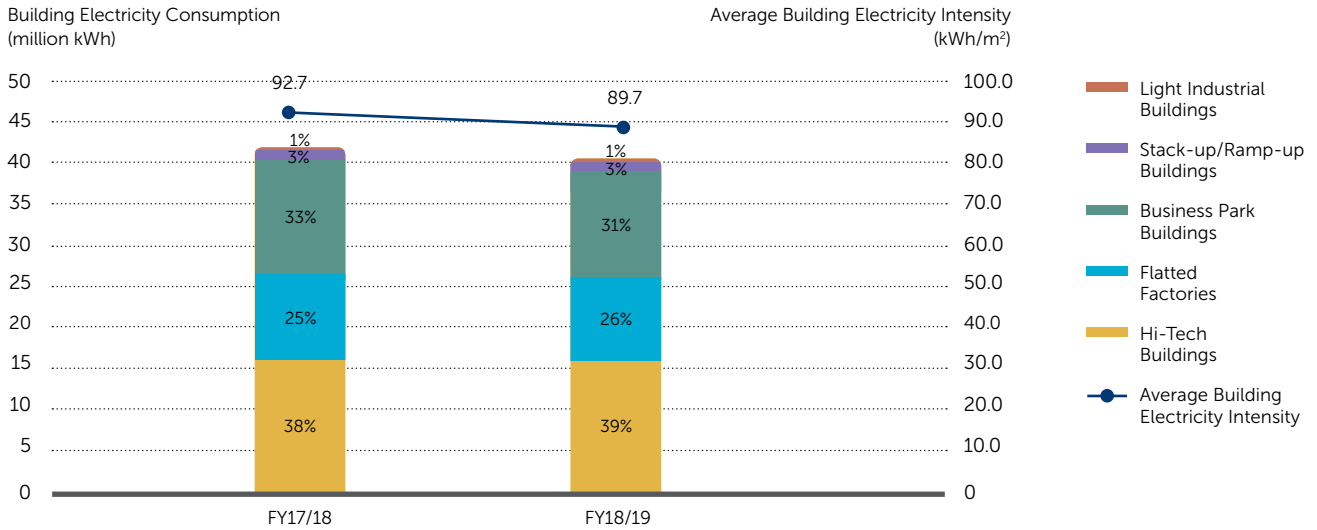
	Unit of Measure	FY18/19	FY17/18
Reported MIT's properties	Number of clusters	33	33
	Number of properties	75	75
Common area ⁴	Square metre ("m ² ")	451,523	451,560
Total building electricity consumption	Million kilowatt hours ("kWh")	40.5	41.9
Average building electricity intensity	kWh/m ²	89.7	92.7
Total building GHG emissions	Tonnes carbon dioxide equivalent ("CO ₂ e")	16,974 ⁵	17,761
Average building GHG emissions intensity	Tonnes CO ₂ e/m ²	0.0376	0.0393

³ Based on 77 completed properties with operational control and full year of performance data at the beginning of the base year of FY18/19. This excludes the portfolio of 14 data centres in the United States and eight properties in Singapore without operational control as well as 18 Tai Seng and 30A Kallang Place.

⁴ Computation is based on the difference between GFA and NLA.

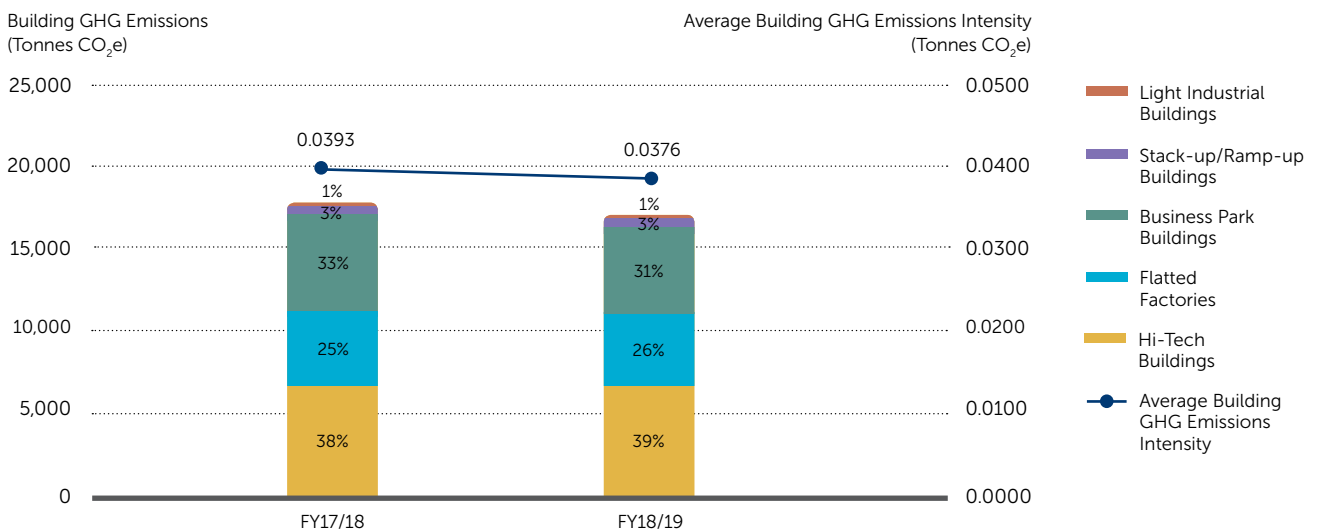
⁵ Total building GHG emissions was calculated using a conversion factor of 0.4192 kg CO₂/kWh – Singapore's average Operating Margin Grid Emission Factor in 2017. Source: Energy Market Authority.

TOTAL BUILDING ELECTRICITY CONSUMPTION AND AVERAGE BUILDING ELECTRICITY INTENSITY



The total building electricity consumption of MIT's properties in FY18/19 was 40.5 million kWh, which was 3.2% lower than 41.9 million kWh in FY17/18. Correspondingly, there was a reduction of 3.2% in the average building electricity intensity, from 92.7 kWh/m² in FY17/18 to 89.7 kWh/m² in FY18/19. These were partly due to energy savings from ongoing energy-saving initiatives across various properties such as the use of more energy efficient light bulbs and motion sensors, as well as the adjustment of timer controls at common areas in response to tenants' activities.

TOTAL BUILDING GHG EMISSIONS AND AVERAGE BUILDING GHG EMISSIONS INTENSITY



In FY18/19, the total building GHG emissions of MIT's properties in FY18/19 were 16,974 tonnes CO₂e, a decrease of 4.4% from 17,761 tonnes CO₂e in FY17/18. There was a reduction of 4.3% in the average building GHG emissions intensity from 0.0393 tonnes CO₂e/m² in FY17/18 to 0.0376 tonnes CO₂e/m² in FY18/19.

SUSTAINABILITY REPORT

WATER



TARGET FOR FY19/20
Obtain WEB certification for 18 Tai Seng

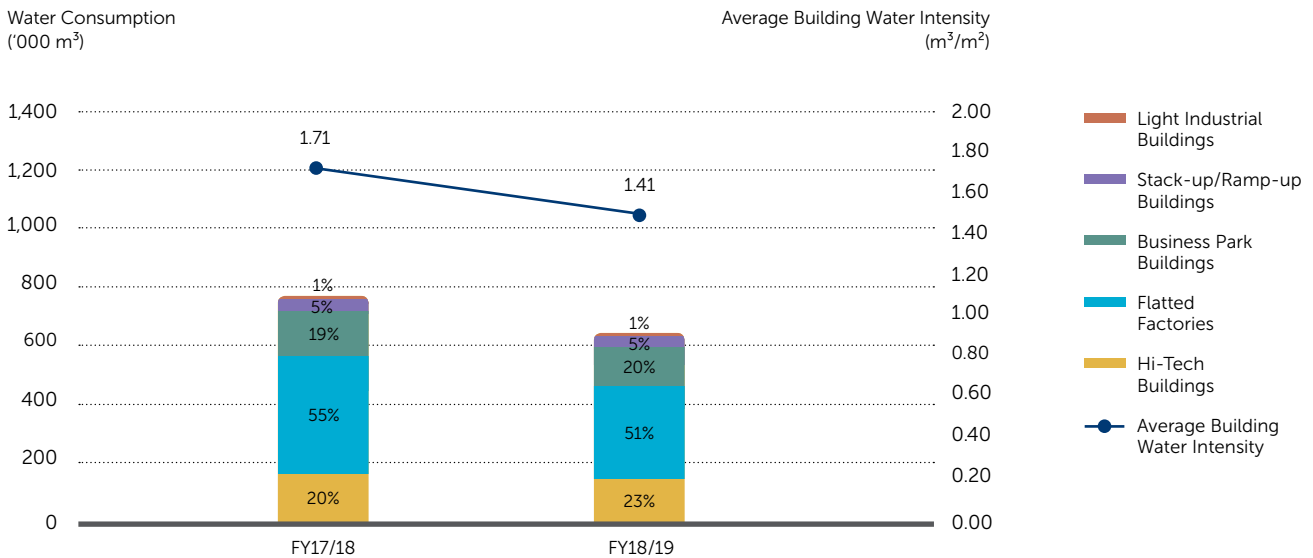
Water scarcity remains a challenge for Singapore as a result of the increasing demand for water and limited water resources. The sustainable use of water and the continuous improvement in water management are key priorities for the Manager and the Property Manager.

Numerous water-saving initiatives have been implemented to reduce the total water consumption and average building water intensity across MIT's properties. These included using low flush water systems and water efficient taps, installing motion sensor water faucets and adopting recommended water flow rates.

The Property Manager regularly monitors the water consumption for common areas of all properties. It also periodically checks the water supply facilities as well as executes timely repairs and regular maintenance to resolve water leakage issues.

Through such efforts, 1 & 1A Depot Close, 30A Kallang Place and 45 Ubi Road 1 have received the WEB certifications issued by PUB in FY18/19. To date, 36 clusters within MIT's portfolio had been awarded the WEB certifications. In recognition of its contribution towards water conservation, MIT was awarded the Friends of Water by PUB.

TOTAL WATER CONSUMPTION AND AVERAGE BUILDING WATER INTENSITY



In FY18/19, the total water consumption of MIT's properties was 638,149 m³, a decrease of 17.1% from 770,091 m³ in FY17/18. The average building water intensity reduced from 1.71 m³/m² in FY17/18 to 1.41 m³/m² in FY18/19.

Water used in MIT's properties was mainly provided by PUB. High-grade reclaimed water, also known as NEWater was used for the cooling tower at the Hi-Tech Building, K&S Corporate Headquarters. NEWater represented 20% of the water used for the Hi-Tech Buildings segment in FY18/19.

INITIATIVES FOR REDUCING WATER FOOTPRINT IN FY18/19

Over the last two years, MIT completed the progressive upgrading of toilets for 13 property clusters. Besides improving the work environment for tenants and employees, such upgrading efforts also resulted in lower water and energy consumption in common areas through various environmentally friendly features:

- Use of water fittings with at least a three-tick water efficiency rating under PUB’s Mandatory Water Efficiency Labelling Scheme and Voluntary Water Efficiency Labelling Scheme;
- Replacement of existing water supply pipes with polypropylene pipes for greater water flow efficiency; and
- Reduction in the number of sanitary wares and shower cubicles.

SOCIAL

The following sections outline the efforts in ensuring the health and safety of users within MIT’s properties, enhancing the development and personal well-being of the employees and supporting local communities.

HEALTH AND SAFETY



TARGET FOR FY19/20
Achieve zero incidents resulting in employee² permanent disability or fatality

The Manager and the Property Manager are committed to providing a safe and healthy environment for all employees, tenants, third-party service providers and visitors at all times.

Standard operating procedures are in place for employees from the Manager and the Property Manager to respond effectively to emergency situations in the workplace. A reporting protocol has also been established in the event of serious construction accidents occurring at any of the development sites, which is in compliance with the Ministry of Manpower (“MOM”)’s reporting requirements on workplace incidents.

Bi-annual fire and evacuation drills are held at all MIT’s properties to ensure that employees and tenants are familiar with the properties’ emergency evacuation procedures. Fire safety audits of MIT’s properties are also carried out to maintain compliance with the relevant laws and regulations. The Property Manager conducts annual risk assessments as well as regular inspections and maintenance of safety equipment and tools, lifts, escalators and stairwells at all MIT’s properties. The health and safety performance of third-party service providers is monitored through regular spot checks to ensure their adherence to occupational health and safety laws and regulations.

All employees of the Manager and the Property Manager are encouraged to take personal and collective responsibility to maintain a healthy and secure workplace. Health and safety courses, which include topics relating to occupational first aid, fire safety manager and Work at Height safety, are offered to employees of the Property Manager. They are trained to perform risk assessments and ensure that safety measures are in place before the commencement of work activities carried out by contractors. Under the Mental Health First Aid programme, employees are encouraged to volunteer as mental health First Aiders and to receive training in providing emotional support to colleagues in crisis.

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In FY18/19, there were no reported work-related fatalities and permanent disability as well as no incidents of non-compliance with health and safety regulations. There were two incidents reported to MOM as at 31 March 2019. Two employees of the Property Manager suffered minor fractures in the course of carrying out their work duties, which resulted in a loss of 65 scheduled work days in FY18/19. As compared to zero incidents in the preceding financial year, the higher number of scheduled work days lost was due to longer recuperation period for both employees of the Property Manager. Both employees have since recovered

and returned to work. Consequently, the accident frequency rate⁶ was 5.6 incidents per million man-hours worked in FY18/19. The accident severity rate⁷ was 183.3 man-days lost for every million man-hours worked in FY18/19⁸.

All workplace incidents are investigated to determine the root causes and corrective action plans would be implemented, if necessary, in order to prevent future recurrence. The Manager and the Property Manager will continue to strengthen workplace safety awareness through briefings and trainings.

OVERVIEW OF HEALTH AND SAFETY POLICIES AND PROCEDURES

Stakeholder	Policies and Procedures
Employees 	Health-related programmes are organised so as to promote employee health, wellness and safety. Health and safety policies for employees are outlined in the Employee Handbook.
Tenants 	All tenants are required to adhere to health and safety standards by familiarising themselves with the instruction manuals. These include a Fit-out Manual on safety rules for additions and alterations works, a Fire Safety Manual and Evacuation Plan as well as a Tenant Handbook, which contains clauses on safety rules. Fire and evacuation drills are carried out twice a year to ensure that all employees are familiar with the emergency response plan. Regular communications in the form of circulars are issued to tenants as and when heightened security and health risks arise such as during terrorist threats and haze situations. Fire safety advisories are sent to tenants to minimise potential hazards during the period of the Hungry Ghost Festival. Site walkabouts are conducted by employees of the Property Manager every working day to ensure there are no potential safety and health hazards. Tenants are encouraged to adopt environmentally friendly practices and to limit the use of items that will negatively affect the indoor air quality. Standard operating procedures for hot works are in place to manage cutting and welding operations. Proper actions are taken to prevent loss and damages from fire and explosions that may occur from these processes.
Third-Party Service Providers 	Requirements on health and safety standards are embedded within the screening and selection criteria for the engagement of third-party service providers. Appointed third-party service providers are required to meet health and safety policies that have been included in the terms and conditions of their service contracts.
Visitors 	Site walkabouts are conducted by employees of the Property Manager every working day to ensure there are no potential safety and health hazards. Properties have sufficient directional signages, emergency exits and emergency lightings for the safety of visitors. Annual checks of lifts and fire alarm systems are conducted to ensure compliance with building regulations.

6 Accident frequency rate refers to injury rate per GRI Disclosure, which measures how often work incidents occur. Based on the Workplace Safety and Health Report 2018 from MOM, the formula for accident frequency rate is as follows:

$$\text{Accident Frequency Rate} = \frac{\text{Number of Workplace Accidents Reported}}{\text{Number of Man-hours Worked}} \times 1,000,000$$

7 Accident severity rate refers to lost day rate per GRI disclosure. Based on the Workplace Safety and Health Report 2018 from MOM, the formula for accident severity rate is as follows:

$$\text{Accident Severity Rate} = \frac{\text{Number of Man-days Lost to Workplace Accidents}}{\text{Number of Man-hours Worked}} \times 1,000,000$$

8 In 2018, the accident frequency rate and accident severity rate for the Real Estate Industry were 2.1 incidents per million man-hours worked and 162 man-days lost for every million man-hours worked. Source: Workplace Safety and Health Report 2018, MOM.



MINIMISING RISK AND SECURING SAFETY

As part of the ongoing building improvement works, MIT will be embarking on the upgrading of lifts, lift lobbies and toilets, as well as the conversion of common areas to breakout spaces. To ensure safety and reliability of use for tenants and visitors at MIT's properties, the lift upgrading programme will include total replacement and comprehensive maintenance of lifts. Predictive analytics will also be used to identify potential issues before they occur, which in turn minimise any downtime or lift incidents in the future.

TALENT RETENTION



TARGETS FOR FY19/20

Continue to commit to fair employment practices by adopting best practices in our hiring process and offering equal opportunity to all potential candidates

Maintain a wide range of relevant learning and professional development programmes

Employees are MIT's most valuable asset, and the driving force behind its long-term success. As wholly-owned subsidiaries of the Sponsor, the Manager and the Property Manager strongly believe in building an inclusive workplace that offers equal opportunities, talent development, competitive compensation and employee wellness.

The Sponsor has in place an integrated human capital strategy to attract, motivate and retain employees. Its employment policies underscore the principles of fair employment and equal opportunities and adhere strictly to local labour laws. Recruitment and selection processes are based on fair and objective criteria such as skills, experience and qualifications. The Sponsor offers equal opportunities to all employees to grow and develop within the organisation and adopts a pay-for-performance remuneration system

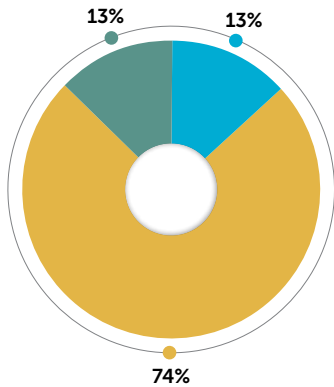
that rewards performance. The e-Performance appraisal system aligns evaluation practices across the Sponsor as well as tracks key performance indicators. It also enables employees to receive more regular and timely feedback about their performance as well as to communicate their development goals.

In addition, the Sponsor endeavours to attract potential talents through various platforms such as the Mapletree Associate Programme, Mapletree Executive Programme and Mapletree Internship Programme. These platforms serve to recruit motivated individuals at different points in their careers, which range from undergraduates, graduates, mid-career professionals, who are keen to enter the real estate industry.

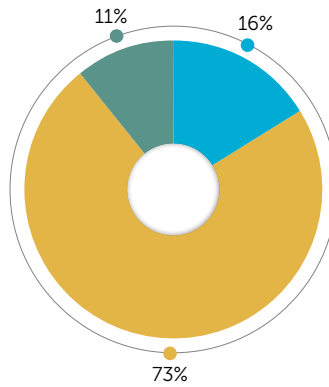
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EMPLOYEE DIVERSITY BY AGE

AS AT 31 MARCH 2019



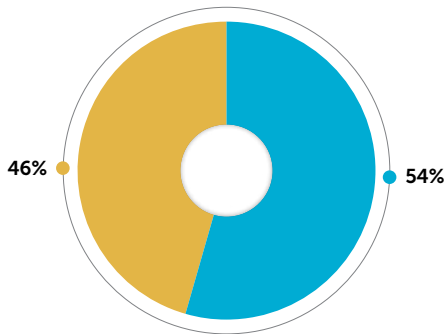
AS AT 31 MARCH 2018



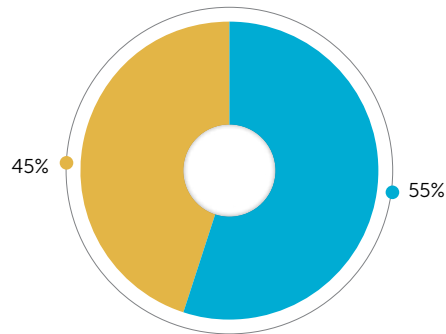
- <30 years old
- 30 to 50 years old
- >50 years old

EMPLOYEE DIVERSITY BY GENDER

AS AT 31 MARCH 2019



AS AT 31 MARCH 2018



- Female
- Male

The Sponsor collates and monitors the human resource data annually. As at 31 March 2019, the Manager and the Property Manager had 179 employees who were based in Singapore. This compared to 170 employees in the preceding financial year. In FY18/19, the average monthly turnover rate was 1.0% while the average monthly new hire rate was 1.3%.

The majority of the employees were within the age group of 30 to 50 years old. Female and male employees accounted for 54% and 46% of the workforce respectively. The profiles of employee diversity by age and gender remained stable as compared to the preceding financial year.

PEOPLE DEVELOPMENT

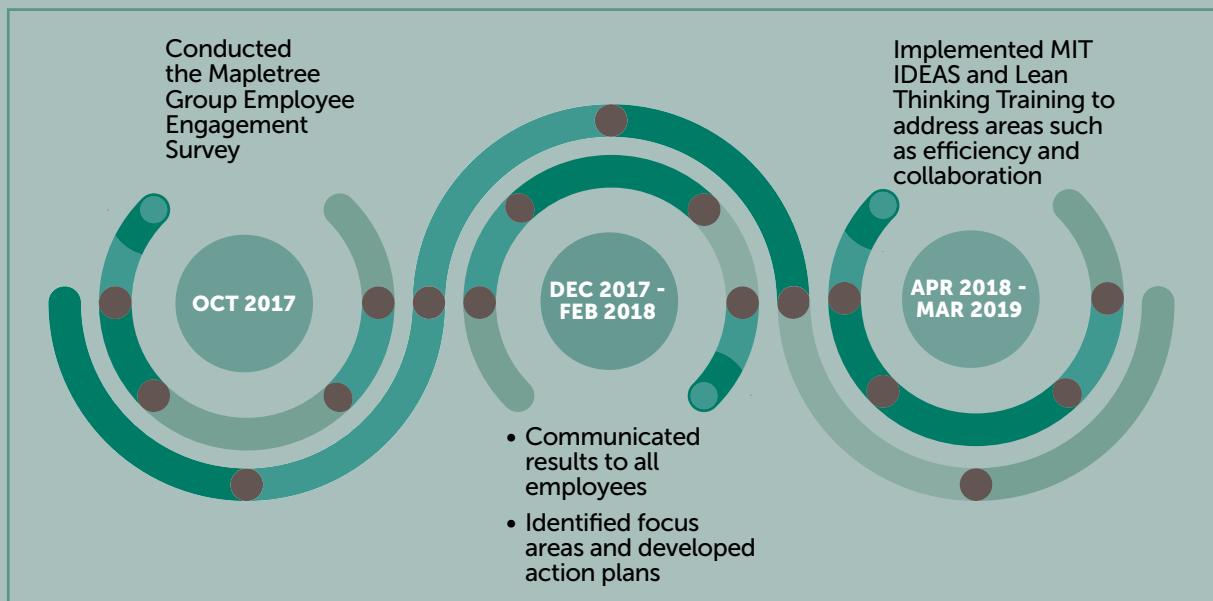
The Sponsor promotes a culture of continuous learning and development by offering a wide range of training programmes to ensure that all employees have the knowledge, skills and ability to excel in their roles. Employees are encouraged to participate in various functional and technical training programmes, which range from market updates, leadership, performance management and customer service training. In addition, there are training programmes aimed at different levels of the organisation such as the Mapletree Leadership Programme and Mapletree Performance Management workshops. To further

professional development, the Sponsor offers educational sponsorships to eligible employees undertaking certified courses on a part-time basis. Immersion programmes are carried out on a quarterly basis to provide new hires an understanding of the organisation and business.

EMPLOYEE ENGAGEMENT

The Manager and the Property Manager regularly engage employees through the Industrial Communications Forum by providing business updates. The bi-annual town hall event is an opportunity for employees to interact with the senior management team.

TURNING INSIGHTS INTO ACTION



Following the Mapletree Group Employee Engagement Survey in FY17/18, the Manager and the Property Manager have implemented initiatives to address employee-related concerns on efficiency and collaboration in FY18/19. A systematic feedback mechanism, "MIT IDEAS" was established to seek and review feedback from all employees on existing work processes with the objective to enhance employee engagement and improve operational efficiency. The Manager and the Property Manager have successfully implemented several plans on increased productivity and operational efficiency based on numerous suggestions from employees.

Another initiative was the introduction of Lean Thinking Training in FY18/19 for team leaders across departments. The four-month programme includes an activity-based workshop and cross-functional project work. It aims to identify improvement areas in business processes and present workable solutions while enhancing teamwork across functions.

The survey also identified employee well-being as another focus area. Accordingly, the Sponsor has conducted a review on employee benefits scheme. It has enhanced the Insurance & Medical Benefits Programme and introduced new benefits such as Birthday Leave as well as increased the quantum for Long Service Award.

SUSTAINABILITY REPORT

EMPLOYEE WELL-BEING

The Sponsor strives to foster employee well-being by promoting a positive and engaging work environment. The Recreation Club regularly organises activities that promote staff interaction and family cohesiveness. These included Durian Fest, monthly futsal sessions, as well as movie screenings. All employees are able to reserve corporate passes to selected Singapore attractions.

In partnership with the Health Promotion Board, the Sponsor organises a series of workplace health promotion programmes to advocate a healthy lifestyle among all employees. These are also extended to tenants at Mapletree Business City, which featured an annual health screening session, a blood donation drive, lunch talks on lifestyle topics and monthly fitness programmes.

The Sponsor's Mapletree Education Award ("EduAward") recognises the academic achievements of the children of Singapore-based employees. The EduAward, which offers cash awards ranging from S\$150 to S\$500, is held twice a year, with 93 awards given out in FY18/19.



The Sponsor's Mapletree EduAward recognises the academic achievements of the children of Singapore-based employees.

ACHIEVING WORKPLACE WELLNESS

In October 2018, the Sponsor launched the Wellness@Mapletree programme. This was in response to the feedback from the Mapletree Group Employee Engagement Survey in FY17/18 for more benefits and programmes relating to employee well-being. Besides activities such as mass circuit trainings, mass walks and health workshops, the Wellness@Mapletree programme also came with an accompanying mobile application (Wellness@Mapletree) where employees can easily access information and register for upcoming health and wellness events. The application also allows employees to participate in virtual challenges, and read about health tips and articles provided by external health consultants. Employees may also share posts and photos on their health and fitness journeys.

To date, more than 600 employees in Singapore have downloaded and accessed the application. Mass walks organised in October and November attracted a total of 600 employees.



The Wellness@Mapletree programme offers various activities such as mass circuit trainings, mass walks and health workshops.

LOCAL COMMUNITIES



TARGET FOR FY19/20
Encourage employee participation in Mapletree CSR events

The Manager is committed to contributing to local communities where it operates by supporting projects that generate positive socio-economic benefits, in line with the Sponsor’s CSR objectives.



MAPLETREE SHAPING & SHARING PROGRAMME

The Mapletree Shaping & Sharing Programme is a group-wide framework that aims to achieve greater impact in four key areas – education, the arts, healthcare and the environment through a focused CSR approach. The objectives of the framework include empowering individuals through various educational and healthcare initiatives, enriching communities with the arts and functional design as well as building environmentally sustainable real estate developments. The CSR Board Committee consists of the Sponsor’s chairman, two Board representatives from the four REITs (rotated on a two-year basis) and senior management, which provides strategic oversight of the framework.

All proposed community involvement initiatives are evaluated against the Mapletree CSR framework, with priority given to activities with specific social outcomes and longer term engagement as well as opportunities for staff volunteerism.

The Sponsor aligns business performance with its CSR efforts. It set aside S\$1 million annually to fund its CSR commitments and programmes for every S\$500 million of profit after tax and minority interests or part thereof.

ENCOURAGING STAFF VOLUNTEERISM

Employee volunteerism is an integral part of the Manager and the Property Manager’s community outreach involvement that extends beyond philanthropy. 110 employees from the Manager and the Property Manager participated in Mapletree CSR events in FY18/19.

‘MAKE A WISH COME TRUE’




Staff volunteers delivered presents to Beyond Social Services and Thye Hua Kwan Family Service Centre @ Tanjong Pagar.

The ‘Make a Wish Come True’ initiative was jointly organised by the Manager and the Property Manager in December 2018 for the fourth consecutive year. The initiative involved tenants at eight property clusters and staff volunteers, who fulfilled 337 wishes for families and children from the Beyond Social Services and Thye Hua Kwan Family Service Centre @ Tanjong Pagar. Staff volunteers also took part in the preparation and disbursement of items to the beneficiaries.

SUSTAINABILITY REPORT

SERVING THE COMMUNITY

The Manager and the Property Manager strive to give back to the communities in which MIT operates by supporting initiatives that are important to them. In FY18/19, the Manager and the Property Manager worked with the SME Centre @ Singapore Manufacturing Federation and Workforce Singapore to organise knowledge-sharing events on human resource issues and internationalisation for small-and-medium enterprises ("SME"). These events enabled distinguished speakers to share about trending human resource issues and challenges of internationalisation facing SME as well as the available government schemes addressing such challenges.



MIT as well as SME Centre @ Singapore Manufacturing Federation and Workforce Singapore organised knowledge-sharing events on human resource issues and internationalisation for SME.

The Healthy Workplace Ecosystem was held for the third consecutive year to promote healthy and active lifestyles among the working residents within the 30A Kallang Place, Kallang Basin, Serangoon North, The Strategy, The Synergy and Woodlands Spectrum Clusters. The Manager and the Property Manager collaborated with the Health Promotion Board to run a series of programmes, which included free health screenings, one-to-one health coaching sessions, physical activities and lunchtime workshops. In addition, participating canteen vendors at the respective property clusters are encouraged to offer healthier food and beverage options.



The Healthy Workplace Ecosystem was held for the third consecutive year to promote healthy and active lifestyles among the working residents at selected MIT clusters.

COMMUNITY FEEDBACK

To better understand their stakeholders' expectations and identify areas of improvements, the Manager and the Property Manager offer avenues to solicit feedback from the local communities. Tenants can contact on-site representatives of the Property Manager and members of the public can send their feedback and enquiries via the corporate website email. For clusters undergoing development or building improvement works, tenants are informed about the progress through the display of circulars on project details and construction schedules at the common areas.

MEMBERSHIPS

The Manager and the Property Manager are members of various industry organisations and collaborate with them to enhance relationships among tenants and prospective clients. These include the Association of Small and Medium Enterprises, Singapore Chinese Chamber of Commerce and Singapore International Chamber of Commerce.

As a member of REITAS, the Manager aims to promote the growth of the Singapore REIT industry through investor outreach events such as the REITs Symposium. The Manager also actively participates in consultations organised by key government agencies to offer constructive feedback on proposed regulatory measures that impact MIT's business.



Participation at REITs Symposium 2018.

GOVERNANCE

The Manager upholds a high standard of corporate governance and transparency in all business activities, which is vital for the long-term sustainability of MIT's business operations. The Sponsor and the Manager adopt a zero tolerance stance against bribery and corruption.

COMPLIANCE WITH LAWS AND REGULATIONS



TARGET FOR FY19/20
Achieve no material incidences of non-compliance with relevant laws and regulations

The Manager has a robust corporate governance framework in place and strives to comply with all relevant laws and regulations. Information on MIT's corporate governance framework and practices can be found on pages 80 to 97 of this Annual Report.

The Manager adheres to information security policies and procedures implemented by the Sponsor. It has taken prudent measures to ensure that sensitive personal data is handled appropriately, including incorporating confidentiality clauses into all tenancy agreements.

Directors and employees of the Manager are constantly updated with the latest developments in laws and regulations that are relevant to MIT's business through regular training.

MARKETING COMMUNICATIONS

The Manager is committed to adhering to relevant laws and regulations relating to the dissemination of marketing collaterals and Unitholder's communications.

All MIT's marketing collaterals and communications are reviewed for compliance with relevant laws and regulations, which include the Singapore Code of Advertising Practice and the Personal Data Protection Act. In addition, all tenancy agreements contain a clause that requires tenants to comply with the relevant laws and regulations on marketing communications and advertisement placements within MIT's properties.

The Manager aims to provide timely, transparent and accurate disclosures to Unitholders. All information and documents relating to Unitholder's communications, including SGX's announcements, press releases, website updates and annual reports, are reviewed for compliance with SGX's and the MAS's regulations before issuance. The Manager also engages MIT's investors regularly through annual general meetings, non-deal roadshows, conferences, meetings and conference calls.

In FY18/19, there were no material incidences of non-compliance with relevant laws and regulations.

ANTI-CORRUPTION



TARGET FOR FY19/20
Maintain zero incidences of non-compliance with anti-corruption laws and regulations

Employees are subject to and required to comply with the Sponsor's policies and procedures at all times, which cover issues such as ethics and code of conduct, attendance, safe work practices and professional conduct. The detailed policies and guidelines are published on the Sponsor's intranet and are accessible by all employees.

The Sponsor's policies and procedures outline the responsibilities of each employee in upholding its zero tolerance stance against all forms of corruption and bribery. The Employee Handbook contains specific guidance on anti-corruption practices such as the prohibition of bribery, acceptance or offer of lavish gifts or entertainment. A whistle-blowing policy is in place to allow employees and stakeholders to raise serious concerns of any suspected improper conduct, including possible financial irregularities, while protecting the whistle-blowers from reprisals. Reports can be made via a dedicated email address (reporting@mapletree.com.sg). Any reporting is notified to the AC Chairman of the Sponsor as well as the AC Chairman of the Manager for investigation and to the AC of the Manager on the findings. Appropriate disciplinary action will be taken against any employee who is found guilty of fraud, dishonesty or criminal conduct in relation to his/her employment.

The Sponsor has established procedures to monitor and manage the risk of non-compliance with all relevant laws and regulations, including the anti-money laundering policy. The CEO of the relevant business unit as well as the Group Chief Corporate Officer are notified immediately of any threatened or pending litigation for timely resolution. In line with the best practices on dealings in securities set out in the Listing Manual, directors and employees are notified before the start of any trading ban period when dealing in MIT units. Directors and employees are also reminded not to deal in MIT units on short term considerations and are prohibited from dealing in MIT units: (i) in the period commencing two weeks before the announcement of MIT's financial results for each of the first three quarters; (ii) in the period commencing one month before the announcement of MIT's full year financial results; and (iii) while in possession of price-sensitive information.

In FY18/19, there were no incidents of non-compliance with anti-corruption laws and regulations.

SUSTAINABILITY REPORT

GRI CONTENT INDEX

GRI Standards (2016)		Notes/Page Number(s)
General Disclosures		
Organisational Profile		
102-1	Name of the organisation	Mapletree Industrial Trust; Corporate Profile, Page 1
102-2	Activities, brands, products, and services	Corporate Profile, Page 1
102-3	Location of headquarters	Corporate Directory, Page 217
102-4	Location of operations	Corporate Profile, Page 1
102-5	Ownership and legal form	Corporate Profile, Page 1; Organisation, Corporate and Trust Structures, Pages 18 – 19
102-6	Markets served	Corporate Profile, Page 1
102-7	Scale of the organisation	Corporate Profile, Page 1; Talent Retention, Pages 117 – 120; Annual Report, Financial Statements, Pages 129 – 206
102-8	Information on employees and other workers	<p>Talent Retention, Pages 117 – 120</p> <p>Data was compiled from the Human Resource database, and excluded full-time and part-time employees on less than one-year contract. As the number of part-time and temporary employees is not significant to the operations as a whole, employee data was presented in totality, instead by the breakdown by employment type.</p> <p>MIT does not have a significant portion of its activities being carried out by workers who are not employees. Certain property management functions were outsourced to third-party service providers.</p> <p>MIT did not have any significant variation in employment numbers and essential data of all employees are stored and maintained in the SAP system.</p>
102-9	Supply chain	Supply chain activities are minimal and insignificant to report on.
102-10	Significant changes to organisation and its supply chain	Significant Events, Page 17
102-11	Precautionary principle or approach	In general, the precautionary principle is embedded in MIT's approach to sustainability.
102-12	External initiatives	Materiality and the Sustainable Development Goals, Pages 109 – 110
102-13	Membership of associations	Memberships, Page 122

GRI Standards (2016)		Notes/Page Number(s)
General Disclosures		
Strategy		
102-14	Statement from senior decision-maker	Board Statement, Page 105
Ethics and Integrity		
102-16	Values, principles, standards, and norms of behaviour	Strategic Direction, Pages 12 – 13; Sustainability Commitment and Sustainability Governance, Page 107; Governance, Page 123
Governance		
102-18	Governance structure	Corporate Governance, Pages 80 – 97; Sustainability Governance, Page 107
Stakeholder Engagement		
102-40	List of stakeholder groups	Stakeholder Engagement, Pages 107 – 108
102-41	Collective bargaining agreements	No collective bargaining agreements are in place.
102-42	Identifying and selecting stakeholders	Stakeholder Engagement, Pages 107 – 108
102-43	Approach to stakeholder engagement	Stakeholder Engagement, Pages 107 – 108
102-44	Key topics and concerns raised	Stakeholder Engagement, Pages 107 – 108
Reporting Practice		
102-45	Entities included in the consolidated financial statements	Annual Report, Financial Statements, Pages 129 – 206
102-46	Defining report content and topic Boundaries	About This Report, Page 106; Materiality and the Sustainable Development Goals, Pages 109 – 110
102-47	List of material topics	Materiality and the Sustainable Development Goals, Pages 109 – 110
102-48	Restatements of information	About This Report, Page 106
102-49	Changes in reporting	Materiality and the Sustainable Development Goals, Pages 109 – 110
102-50	Reporting period	About This Report, Page 106
102-51	Date of most recent report	The Annual Report/Sustainability Report 2017/2018 was published on 29 June 2018.
102-52	Reporting cycle	About This Report, Page 106
102-53	Contact point for questions regarding the report	About This Report, Page 106
102-54	Claims of reporting in accordance with GRI Standards	About This Report, Page 106
102-55	GRI content index	GRI Content Index, Pages 124 – 128
102-56	External assurance	MIT has not sought external assurance on this report but may do so in the future.

SUSTAINABILITY REPORT

GRI Standards (2016)		Notes/Page Number(s)
Material Topics		
Economic Performance		
103-1	Explanation of the material topic and its Boundary	Materiality and the Sustainable Development Goals, Pages 109 – 110; Financial Statements, Pages 129 – 206
103-2	The management approach and its components	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110; Financial Statements, Pages 129 – 206
103-3	Evaluation of the management approach	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110; Financial Statements, Pages 129 – 206
201-1	Direct economic value generated and distributed	Financial Statements, Pages 129 – 206
Anti-corruption		
103-1	Explanation of the material topic and its Boundary	Materiality and the Sustainable Development Goals, Pages 109 – 110; Anti-corruption, Page 123
103-2	The management approach and its components	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110; Anti-corruption, Page 123
103-3	Evaluation of the management approach	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110; Anti-corruption, Page 123
205-3	Confirmed incidents of corruption and actions taken	Anti-corruption, Page 123
Energy		
103-1	Explanation of the material topic and its Boundary	Materiality and the Sustainable Development Goals, Pages 109 – 110; Energy, Pages 112 – 113
103-2	The management approach and its components	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110; Energy, Pages 112 – 113
103-3	Evaluation of the management approach	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110; Energy, Pages 112 – 113
302-1	Energy consumption within the organisation	Energy, Pages 112 – 113
302-3	Energy intensity	Energy, Pages 112 – 113
Water		
103-1	Explanation of the material topic and its Boundary	Materiality and the Sustainable Development Goals, Pages 109 – 110; Water, Pages 114 – 115
103-2	The management approach and its components	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110; Water, Pages 114 – 115
103-3	Evaluation of the management approach	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110; Water, Pages 114 – 115
303-1	Water withdrawal by source	Water, Pages 114 – 115

GRI Standards (2016)		Notes/Page Number(s)
Material Topics		
Employment		
103-1	Explanation of the material topic and its Boundary	Materiality and the Sustainable Development Goals, Pages 109 – 110; Talent Retention, Pages 117 – 120
103-2	The management approach and its components	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110; Talent Retention, Pages 117 – 120
103-3	Evaluation of the management approach	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110; Talent Retention, Pages 117 – 120
401-1	New employee hires and employee turnover	Talent Retention, Pages 117 – 120 Information on the total number of new hires and employee turnover by age group, gender and region was deemed insignificant to report on.
Occupational Health and Safety		
103-1	Explanation of the material topic and its Boundary	Materiality and the Sustainable Development Goals, Pages 109 – 110; Health and Safety, Pages 115 – 117
103-2	The management approach and its components	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110; Health and Safety, Pages 115 – 117
103-3	Evaluation of the management approach	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110; Health and Safety, Pages 115 – 117
403-2	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Health and Safety, Pages 115 – 117
Training and Education		
103-1	Explanation of the material topic and its Boundary	Materiality and the Sustainable Development Goals, Pages 109 – 110; People Development, Page 119
103-2	The management approach and its components	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110; People Development, Page 119
103-3	Evaluation of the management approach	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110; People Development, Page 119
404-2	Programmes for upgrading employee skills and transition assistance programmes	People Development, Page 119

SUSTAINABILITY REPORT

GRI Standards (2016)		Notes/Page Number(s)
Material Topics		
Local Communities		
103-1	Explanation of the material topic and its Boundary	Materiality and the Sustainable Development Goals, Pages 109 – 110 Local Communities, Pages 121 – 122
103-2	The management approach and its components	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110 Local Communities, Pages 121 – 122
103-3	Evaluation of the management approach	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110 Local Communities, Pages 121 – 122
413-1	Operations with local community engagement, impact assessments, and development programs	Local Communities, Pages 121 – 122
Customer Health and Safety		
103-1	Explanation of the material topic and its Boundary	Materiality and the Sustainable Development Goals, Pages 109 – 110 Health and Safety, Pages 115 – 117
103-2	The management approach and its components	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110 Health and Safety, Pages 115 – 117
103-3	Evaluation of the management approach	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110; Health and Safety, Pages 115 – 117
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Health and Safety, Pages 115 – 117
Marketing and Labelling		
103-1	Explanation of the material topic and its Boundary	Materiality and the Sustainable Development Goals, Pages 109 – 110 Marketing Communications, Page 123
103-2	The management approach and its components	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110 Marketing Communications, Page 123
103-3	Evaluation of the management approach	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110 Marketing Communications, Page 123
417-3	Incidents of non-compliance concerning marketing communications	Marketing Communications, Page 123
Socioeconomic Compliance		
103-1	Explanation of the material topic and its Boundary	Materiality and the Sustainable Development Goals, Pages 109 – 110 Compliance with Laws and Regulations, Page 123
103-2	The management approach and its components	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110 Compliance with Laws and Regulations, Page 123
103-3	Evaluation of the management approach	Sustainability Governance, Page 107; Materiality and the Sustainable Development Goals, Pages 109 – 110 Compliance with Laws and Regulations, Page 123
419-1	Non-compliance with laws and regulations in the social and economic area	Compliance with Laws and Regulations, Page 123