

# SUSTAINABILITY REPORT

As a leading real estate development, investment, capital and property management company headquartered in Singapore, Mapletree Investments Pte Ltd (Mapletree) is pleased to present its third Sustainability Report (SR).

Recognising and addressing our sustainability risks and opportunities enable us to operate a successful and responsible business. Our business is constantly growing and evolving, and we have to adapt to the dynamic needs of our stakeholders as well as the communities in which we operate.

## SUSTAINABILITY APPROACH

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At Mapletree, we strive to create long-term value for our stakeholders by incorporating sustainable practices into our daily operations and activities.

We remain committed to building good relationships with our stakeholders through the following key activities:

- minimising the environmental footprint of our business;
- safeguarding the health and safety of our employees and stakeholders;
- supporting projects that have a positive impact on local communities; and
- maintaining high ethical standards.

## SUSTAINABILITY GOVERNANCE

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A strong governance structure enables us to implement our sustainability strategy across the Group, strengthen relations with stakeholders as well as ensure overall accountability.

Our commitment to sustainability begins at the top with the oversight of the Group's Board of Directors and the Boards of the real estate investment trust (REIT) Managers namely Mapletree Logistics Trust (MLT), Mapletree Industrial Trust (MIT), Mapletree Commercial Trust (MCT) and Mapletree North Asia Commercial Trust (MNACT)<sup>1</sup>. Our Sustainability Steering Committee (SSC) continues to refine the Group's sustainability strategy, manage the overall sustainability performance, set targets as well as review management policies and practices regularly.

The SSC is co-chaired by the Deputy Group Chief Executive Officer and

Group Chief Corporate Officer (GCCO) and consists of the four Chief Executive Officers (CEOs) of the REITs as well as other members of Mapletree's senior management across various functions. Supporting the SSC, the Sustainability Working Committee helps implement, execute and monitor the sustainability policies and practices.

## SCOPE OF REPORT

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This report covers Mapletree's sustainability data during the period of 1 April 2018 to 31 March 2019 (FY18/19). The property-specific data presented in this report is applicable to properties within Mapletree's non-listed portfolio in Singapore, while the other information disclosed in this report pertains to Mapletree unless stated otherwise. The four listed REITs have published their own SRs.

## MATERIALITY AND THE SUSTAINABLE DEVELOPMENT GOALS

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The Group made reference to the GRI Standards (2016) Materiality Principle and reviewed the material environmental, social and governance (ESG) factors of the previous reporting period. Based on the local and global sustainability trends, current business context and stakeholders' expectations, the material factors for FY18/19 remained unchanged.

In FY18/19, as we continue on our sustainability journey, we are taking an active step to support the United Nations' adoption of the 2030 Agenda for Sustainable Development. We matched our material ESG factors to the Sustainable Development Goals (SDGs), and committed to supporting seven goals most relevant to our business.

The following table outlines the Group's material factors, which are mapped to the SDGs that are relevant to our business. It also summarises our commitments to contributing to the achievement of the SDGs.

<b>Sustainable Development Goal</b>	<b>Material Factors</b>	<b>Mapletree's Commitments</b>
<p>Good Health and Well-Being</p> 	<ul style="list-style-type: none"> <li>• Health and Safety</li> <li>• Local Communities</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain a safe environment for our employees, tenants, third-party service providers/contractors and visitors to our premises</li> <li>• Contribute to the communities in which we operate, especially in the four key Corporate Social Responsibility (CSR) pillars of the arts, education, the environment and healthcare</li> </ul>
<p>Affordable and Clean Energy</p> 	<ul style="list-style-type: none"> <li>• Energy</li> </ul>	<ul style="list-style-type: none"> <li>• Continually seek innovative ways to enhance energy efficiency, and to use renewable energy where possible</li> </ul>
<p>Decent Work and Economic Growth</p> 	<ul style="list-style-type: none"> <li>• Economic Performance<sup>2</sup></li> <li>• Talent Retention<sup>3</sup></li> </ul>	<ul style="list-style-type: none"> <li>• Achieve sustainable economic growth in order to provide strong returns to our stakeholders</li> <li>• Maintain a safe environment for our employees</li> <li>• Provide a positive work environment for employees with equal opportunities, fair compensation and benefits as well as continuous development opportunities</li> </ul>
<p>Industry, Innovation and Infrastructure</p> 	<ul style="list-style-type: none"> <li>• Energy</li> <li>• Water</li> </ul>	<ul style="list-style-type: none"> <li>• Endeavour to have all our properties achieve BCA Green Mark ratings and higher</li> <li>• Reduce the energy intensity of our properties by improving their energy performance and efficiency</li> </ul>
<p>Reduced Inequalities</p> 	<ul style="list-style-type: none"> <li>• Talent Retention</li> </ul>	<ul style="list-style-type: none"> <li>• Commit to implementing fair employment practices by ensuring we adopt best practices in our hiring process and offer equal opportunity to all potential candidates</li> </ul>
<p>Climate Action</p> 	<ul style="list-style-type: none"> <li>• Energy</li> <li>• Water</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in events such as Earth Hour and Earth Day to raise public awareness for climate action</li> </ul>
<p>Partnerships for the Goals</p> 	<ul style="list-style-type: none"> <li>• Local Communities</li> <li>• Anti-corruption</li> <li>• Compliance with Laws and Regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Support initiatives and projects that have a positive impact on local communities</li> <li>• Work and collaborate with relevant authorities to achieve regulatory compliance</li> <li>• Maintain zero incidences of non-compliance with anti-corruption laws and socioeconomic regulations</li> </ul>

# SUSTAINABILITY REPORT






## STAKEHOLDER ENGAGEMENT

To have an effective sustainability strategy, we need to understand our stakeholders' concerns and expectations. Regular stakeholder engagement helps us identify, understand and communicate

the issues which are of most importance to our stakeholders and in turn enhance our performance management.

The table below shows Mapletree's stakeholder engagement approach throughout the year and the topics of

interest to our key stakeholders. These are the key stakeholder groups which either have a significant impact on, or are significantly impacted by, our sustainability performance.

Key Stakeholder	Engagement Methods	Key Topics of Interest
<b>Investors</b> 	Timely and transparent updates of annual financial results and announcements, business developments, and other relevant disclosures via key channels One-on-one meetings and site visits during the year	<ul style="list-style-type: none"> <li>• Sustain profitability</li> <li>• Transparent reporting</li> <li>• Sound corporate governance practices</li> <li>• Active portfolio management</li> <li>• Business strategy and outlook</li> </ul>
<b>Tenants – existing and potential</b> 	Regular formal or informal tenant gatherings, meetings and feedback sessions to exchange ideas and update on important initiatives and matters Established channels of communication for tenant and property-related issues throughout the year One-on-one meetings and site visits during the year	<ul style="list-style-type: none"> <li>• Safe and secure office premises</li> <li>• Responsiveness to tenant requests and feedback</li> <li>• Competitive rental rates and locations</li> </ul>
<b>Employees</b> 	Immersion programme for new employees during the year Training and development programmes throughout the year Career development performance appraisals during the year Recreational and wellness activities throughout the year Regular e-mails, meetings, and an annual Staff Communication session	<ul style="list-style-type: none"> <li>• Equitable remuneration</li> <li>• Fair and competitive employment practices and policies</li> <li>• Safe and healthy work environment</li> <li>• Focus on employee development and well-being</li> </ul>
<b>Government and Regulators</b> 	Meetings and dialogue sessions during the year Membership in industry associations such as the REIT Association of Singapore (REITAS)	<ul style="list-style-type: none"> <li>• Compliance with, and keeping abreast of changing laws and regulations</li> </ul>
<b>Business Partners (e.g. Third-Party Service Providers)</b> 	Regular meetings, dialogue and site-walk sessions with service providers, property managers and development managers Established channels of communication throughout the year	<ul style="list-style-type: none"> <li>• Equitable treatment of business partners</li> <li>• Regular and punctual payments upon enlistment of service</li> </ul>

## ENVIRONMENTAL RESPONSIBILITY

Although Mapletree published its inaugural SR two years ago in FY16/17, environmental conservation has been a big part of the Group's agenda long before that. Mapletree has always placed great emphasis on protecting our environment, and focused on implementing sustainability initiatives as part of our property development and management. Throughout the years, the Group rolled out numerous initiatives to improve the energy and water efficiency of its major commercial assets. Mapletree also adopts sustainable designs for its developments to reduce negative environmental impact and to ensure the health and safety of its buildings' occupants, thereby improving building performance and tenant satisfaction.

Sustainable design principles that Mapletree has employed include optimising site potential, minimising non-renewable energy consumption, use of environmentally friendly products, and continually optimising operational and maintenance practices. These efforts have paid off as Mapletree's building energy intensity<sup>4</sup> for the four stabilised sites in Singapore, namely HarbourFront Centre, HarbourFront Towers One and Two, PSA Vista and Tanjong Pagar Distripark, have been on a downward trend over the past 10 years, from 110.44 kWh/m<sup>2</sup>/yr (~28 million kWh/yr) to 82.50 kWh/m<sup>2</sup>/yr in FY18/19 (~21.6 million kWh/yr). Mapletree's water consumption intensity<sup>5</sup> has also consistently decreased from 1.40 m<sup>3</sup>/m<sup>2</sup>/yr (~357,000 m<sup>3</sup>/yr) to 0.90 m<sup>3</sup>/m<sup>2</sup>/yr in FY18/19 (~237,000 m<sup>3</sup>/yr).

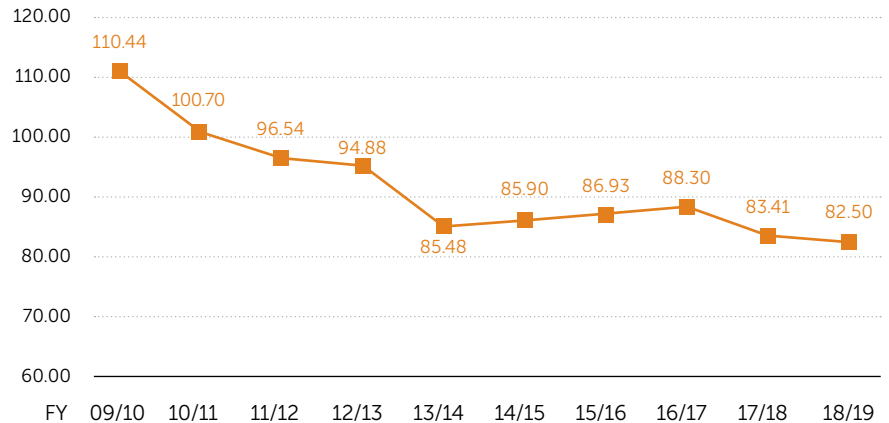
By 2030, we aim to reduce the landlord energy consumption for our stable assets by 25%, with reference to the energy consumption levels in FY09/10.

### Green Buildings

Mapletree is committed to building and investing in properties with innovative and functional

## ENERGY INTENSITY

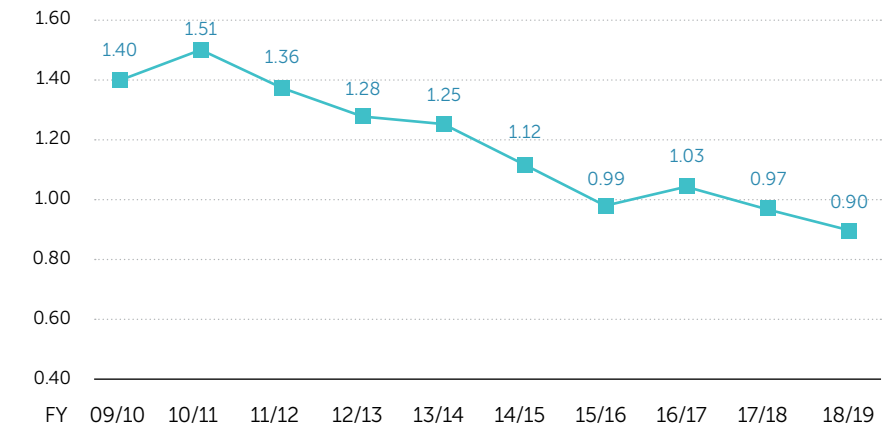
(kWh/m<sup>2</sup>/yr)



Note: According to the National Environment Agency (NEA), 2016 was the warmest year on record. Hence, energy intensity rose due to increased usage of air-conditioning to cool the properties.

## WATER INTENSITY

(m<sup>3</sup>/m<sup>2</sup>/yr)



Note: As 2016 was the warmest year on record, water intensity rose due to increased water usage for the chiller systems.

concepts. These include integrating sustainability into architectural design, building details, construction as well as maintenance activities. In Singapore, we continue to support the Building and Construction Authority's (BCA) Green Building Masterplan to shape a safe, high quality, sustainable and friendly built environment. Over the years, the Group has obtained many Green Mark Awards by BCA and the Leadership in Energy

and Environment Design (LEED) certifications which demonstrate our best-in-class building strategies and practices. Six of the Group's properties have achieved the BCA Green Mark Platinum Awards – the highest accolade. This award is given by BCA in recognition of the buildings' environmental impact and performance. In addition, seven of our properties have achieved LEED certifications.

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The Group's properties and awards are listed below.

Property in Singapore	BCA Green Mark Award
1 and 1A Depot Close (MIT)	Platinum
HarbourFront Centre (Mapletree)	Platinum
Mapletree Anson (MCT)	Platinum
Mapletree Business City I (MCT)	Platinum
Mapletree Business City II (Mapletree)	Platinum
26A Ayer Rajah Crescent (MIT)	BCA-IDA Platinum
Bank of America Merrill Lynch HarbourFront (MCT)	Gold <sup>PLUS</sup>
PSA Building & Alexandra Retail Centre (MCT)	Gold <sup>PLUS</sup>
The Strategy (MIT)	Gold <sup>PLUS</sup>
18 Tai Seng (MIT)	Gold
30A Kallang Place (MIT)	Gold
978 & 988 Toa Payoh North (MIT)	Gold
HarbourFront Towers One and Two (Mapletree)	Gold
K&S Corporate Headquarters (MIT)	Gold
Mapletree Logistics Hub – Toh Guan (MLT)	Gold
STT Tai Seng I (MIT)	Gold
The Signature (MIT)	Gold
VivoCity (MCT)	Gold
Property in Singapore	LEED Award
26A Ayer Rajah Crescent (MIT)	LEED Gold
Mapletree Business City II (Mapletree)	LEED BD+C 2018: Core and Shell Gold Level
STT Tai Seng I (MIT)	LEED Gold
Property in India	
Global Technology Park Phase 1 (Mapletree)	LEED Gold
Global Technology Park Phase 2 (Mapletree)	LEED Gold
Property in Hong Kong SAR	
Mapletree Bay Point (Mapletree) <sup>6</sup>	LEED Gold
Mapletree Logistics Hub Tsing Yi (MLT)	LEED Gold



MBC II is an award-winning business park designed with environmentally friendly features

## Utilities Management

The Group's Property Management (PM) department monitors utilities consumption regularly at all properties, which are under Mapletree's operational control in Singapore. The PM department also continually identifies opportunities to improve energy and water efficiencies.

Energy consumption data for our offices and retail buildings in Singapore is submitted to the BCA annually. In addition, the Group reports its annual water consumption data to the Public Utilities Board (PUB) as part of the Water Efficiency Management Plan requirements.

The Group's PM department continues hosting Monthly Engineering Forums to exchange knowledge about new innovative tech-based solutions that enhance energy and water efficiencies, as well as share best practices among the teams. Compliance processes are also reviewed during the meetings.

## Environmental Awareness

To encourage our employees to adopt green practices, we have an ongoing "Mapletree Goes Green"

initiative in the Singapore offices. For example, employees are reminded to print on both sides of the paper and we phased out the use of bottled water. Mapletree continues to be a strong supporter of environment related events, such as Earth Day and Earth Hour.

The Group also actively promotes innovative ways to upcycle materials. We recently partnered with the National University of Singapore (NUS) and the Singapore University of Technology and Design (SUTD) to create a pavilion and a bench made out of recycled balau wood. The balau wood planks were taken from the VivoCity Sky Park when it underwent refurbishment. Both the pavilion and bench are now located at Mapletree Business City II (MBC II).

Mapletree also introduced initiatives to support the Singapore government's efforts to go car-lite. For example, at MBC II, there are designated lots for bicycles, along with showering facilities. Discussions are ongoing with related service providers to increase space allocation for personal mobility device sharing schemes at the Group's properties to encourage greener forms of transport.



The pavilion and bench, which were made out of recycled balau wood, are displayed at MBC II

## ENERGY<sup>7</sup>

The Group's main source of energy consumption comes from electricity consumption for our business operations including property management and operations, lighting, air-conditioning and elevators. All greenhouse gas (GHG) emissions are Scope 2<sup>8</sup> emissions, resulting from the generation of purchased electricity.

The Group recognises that energy efficiency not only helps to reduce GHG emissions but also brings cost saving benefits. The Group takes a practical approach and continually seeks opportunities to enhance energy efficiency. According to the National Environment Agency (NEA), 2018 recorded a mean temperature that was 0.5°C higher than 2017's mean. With the hotter climate, the demand for energy, especially to power air-conditioning would have increased proportionately. Hence, the Group employed energy-saving initiatives in FY18/19 as listed in the table below.

In addition, the Group reviews tenants' fit-out designs in commercial buildings to ensure their buildings' lighting and power density are in line with BCA Green Mark's requirements.

As a result of the aforementioned collective efforts, the energy consumption of the four stable sites decreased by approximately 226,000 kWh or 1% from 21.85 million kWh in FY17/18 to 21.62 million kWh. The decrease in energy consumption was also partially a result of the AHU upgrades that were implemented in FY18/19. Computations showed savings of 242,438 kWh from the AHU upgrades, hence achieving the target we set in FY17/18 of reducing energy consumption by 200,000 kWh in computed savings. The building electricity intensity of the four stable sites decreased 1.1% from 83.4 kWh/m<sup>2</sup> to 82.5 kWh/m<sup>2</sup>. As GHG emissions are closely linked to energy use, the GHG emissions of the four stable sites decreased from 9,271 tonnes of carbon dioxide equivalents (tCO<sub>2</sub>e)<sup>9</sup> in FY17/18 to 9,064 tCO<sub>2</sub>e in FY18/19, reflecting a 2.2% drop.

As further testament to the Group's energy efficiency, even though MBC II's occupancy increased by 39% in FY18/19, energy consumption increased by only 18.6%. Similarly, 18 Tai Seng<sup>10</sup>'s occupancy increased by 33.4% but energy consumption only increased by 11.6%.

### ENERGY-SAVING INITIATIVES

#### Installed/implemented high energy efficiency products and equipment

- HarbourFront Centre:
  - Upgraded 11 ageing sets of air handling units (AHUs) and 14 sets of fan coil units (FCUs) to new and more efficient units
  - Replaced PLC/Metal-halide lighting at the common corridor, carpark and retail mall areas to more efficient light emitting diode (LED) lightings
- PSA Vista:
  - Replaced T5 lighting with more efficient LED lightings at the carpark

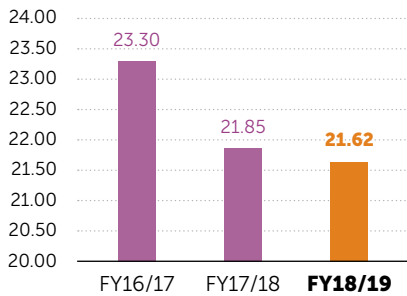
#### Adjusted operational settings to achieve building optimisation

- HarbourFront Towers One and Two:
  - Adjusted and optimised pre-cooled AHU temperature control settings
  - Reduced and optimised Condenser Water Pump VSD speed
- PSA Vista:
  - Ran smaller capacity 200RT chillers instead of the bigger capacity 400RT chillers during weekends
  - Installed photo sensor to optimise lighting usage at link bridge

# SUSTAINABILITY REPORT

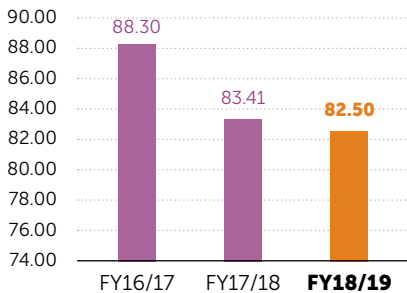
## ENERGY CONSUMPTION

(million kWh)



## ENERGY INTENSITY

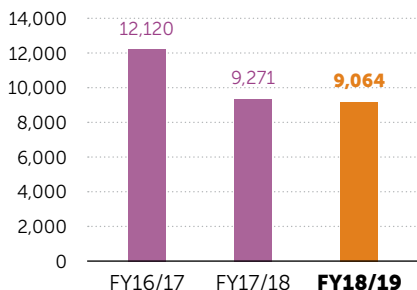
(kWh/m<sup>2</sup>/yr)



Note: Energy consumption and energy intensity of the four stable sites include HarbourFront Centre, HarbourFront Towers One and Two, PSA Vista, and Tanjong Pagar Distripark in Singapore

## GHG EMISSIONS FROM ELECTRICITY

(tCO<sub>2</sub>e)



## PERFORMANCE AGAINST FY18/19 TARGETS

### ACHIEVED

- The landlord energy consumption of all stabilised Singapore Investments (SI) sites fell 1% from FY17/18 baseline which was within the target of  $\pm 5\%$
- Maintained BCA Green Mark ratings and higher for all properties that are Green Mark rated
- Implemented AHU upgrades which resulted in computed savings of 242,438 kWh, hence achieving the target of reducing energy consumption by 200,000 kWh/year (computed savings)

### TARGETS FOR FY19/20

- Reduce the landlord energy consumption of all stabilised SI sites by 1% from FY18/19's baseline
- Maintain BCA Green Mark ratings and higher for all properties that are Green Mark rated



MBC II uses NEWater, or high-grade reclaimed water, as a non-potable water source for the development's cooling tower systems

The target for the forthcoming year has been set for all Singapore Investments (SI) sites with stabilised occupancy in FY18/19 to reduce landlord energy consumption by 1% from FY18/19's baseline, with the presumption that there will not be significant change to energy consumption due to external factors (including weather patterns, business operations and occupancy changes). This reflects our commitment to the SDGs – Goal 7 (Affordable and Clean Energy), Goal 9 (Industry, Innovation and Infrastructure), as well as Goal 13 (Climate Action).

## WATER

Water consumption is an essential part of our business operations. Mapletree is committed to providing clean and uninterrupted water supply to its stakeholders. Water used at Mapletree's properties in Singapore was mainly provided by the Public Utilities Board (PUB). The Group recognises the importance of using water responsibly to protect the water sources as well as prevent any potential damages caused by water stress.

Sustainable use of water is an integral part of our operations. The Group continues to improve water efficiency by monitoring water consumption, implementing water-saving measures and initiatives as well as increasing the use of recycled water.

Water-saving measures are established across the Group throughout the design, development and operation processes. These include water cooling towers with proper water treatment, collection of condensates from AHUs and rainwater, as well as the use of water-efficient fittings. Cooling tower systems also use non-potable water sources such as NEWater, a type of high-grade reclaimed water.

The key water-saving initiatives implemented in FY18/19 include:

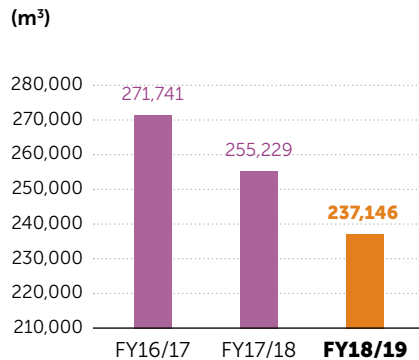
- ensured that all building system operations' schedules and settings are maintained;
- ensured building systems' maintenance is carried out effectively to maintain equipment efficiency;
- maintained cooling tower's cycle of concentration (COC) to  $\geq 7$ ;
- monitored water usage to identify and fix any wastage;
- used PUB's Water Efficiency Labelling Scheme sanitary fittings and accessories for toilets;
- used NEWater where possible and practical;
- adjusted pressure-reducing valve settings at some properties to reduce the water flow rate, resulting in lower consumption for the toilet flushing system; and
- reduced the minimum storage capacity in the rainwater harvesting tank to increase the volume of rainwater that can be harvested.

In FY18/19, the total water consumption<sup>11</sup> of the four stable sites decreased

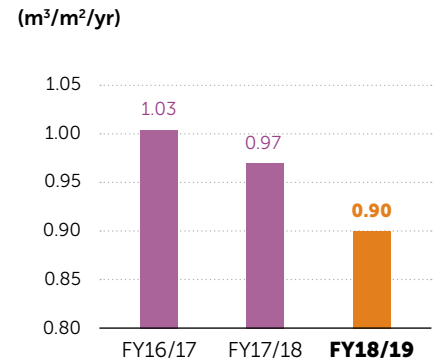
from 255,229 m<sup>3</sup> to 237,146 m<sup>3</sup>. The water intensity<sup>12</sup> of the four stable sites for FY18/19 was 0.90 m<sup>3</sup>/m<sup>2</sup>/yr, a 7% decrease from FY17/18. MBC II harvested 13,475m<sup>3</sup> of rainwater, and the amount of NEWater consumed at

MBC II increased 12% from 112,792 m<sup>3</sup> in FY17/18 to 126,267 m<sup>3</sup> in FY18/19 and total water consumption was 129,721 m<sup>3</sup>. For 18 Tai Seng, its water consumption in FY18/19 was 58,863 m<sup>3</sup>.

### WATER CONSUMPTION

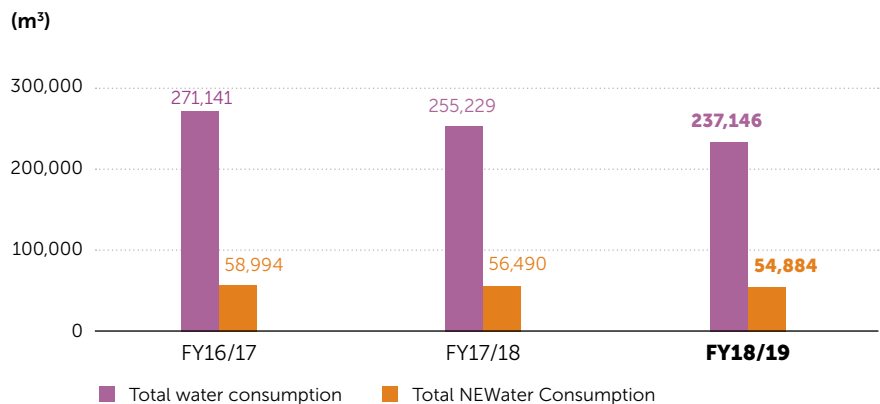


### WATER INTENSITY



Note: The four stable sites measured are HarbourFront Centre, HarbourFront Towers One and Two, PSA Vista and Tanjong Pagar Distripark in Singapore.

### ANNUAL NEWATER CONSUMPTION



### PERFORMANCE AGAINST FY18/19 TARGET

**ACHIEVED**

- The landlord water consumption of all stabilised SI sites fell 7% from FY17/18 baseline

### TARGET FOR FY19/20

- Maintain landlord water consumption of all stabilised SI sites within FY18/19's baseline



# SUSTAINABILITY REPORT

## Waste Management

Even though waste management is not a material issue to us, we are committed to managing the waste generated at our properties. The collection and disposal of waste is carried out by NEA licensed contractors. We encourage our tenants and visitors to recycle by providing recycling bins at prominent and high traffic areas throughout our properties. In FY18/19, we collected 2,903 tonnes of waste, of which 173 tonnes were recycled.

## OUR PEOPLE AND THE LOCAL COMMUNITIES

We firmly believe that a high-performing company is the result of its employees. As an employer, we have a duty to ensure that we provide a safe, risk-free and positive work environment for our employees, in order for them to excel in their roles.

## Health and Safety

Safeguarding the health and safety of our employees, customers and third-party service providers (TPSPs) within our properties is fundamental to the long-term success of our business. The Group continues to foster a strong safety culture and improve our health and safety measures.

Mapletree has a set of health and safety prevention and control measures in place. For example, emergency response drills (for fire and safety) were tested and fine-tuned at all Singapore properties during the year. The PM teams in Singapore also have personnel who are trained in first-aid and fire-fighting, and can provide assistance in case of emergencies.

Our incident reporting protocol allows timely investigation and incident management in the

event of any serious construction incidents at any Mapletree development sites. Mapletree complies with the Ministry of Manpower's (MOM) reporting requirements in relation to workplace incidents.

## Health and Safety of Employees

In Singapore, our health and safety policies are outlined in the Employee Handbook, which is provided to all employees. We continue to carry out various health and safety related courses to enhance awareness among our employees and monthly training calendar reminders are sent to remind staff to attend courses. Our employees are also encouraged to volunteer as Mental Health First Aiders. The courses conducted in FY18/19 include:

- Mental Health First Aid (Singapore);
- Company Emergency Response Team (CERT) First Aid;
- Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillator (AED);
- Assisting Individuals in Crisis and Stress Management;
- Work at Height;
- Fire Safety Manager briefing;
- Fire and Emergency response at the workplace/buildings; and
- Equipment handling.

## Health and Safety of Tenants and TPSPs

The health and safety of our tenants and TPSPs (e.g. contractors) are equally important to us. Our tenants are provided with a Fit-out Manual, which includes clauses

on safety rules and guidelines. The manual also encourages the use of environmentally friendly products which do not create Indoor Air Quality issues.

Health and safety standards remain one of the key selection criteria when we engage the TPSPs. We subcontract construction works only to qualified and competent TPSPs via an assessment scheme. This risk based assessment includes, but is not limited to, safety tracking records, ISO and Occupational Health and Safety Assessment Series (OHSAS) certifications. Safety measures, including due diligence, are initiated as early as possible by Mapletree's Group Development Management department when a new TPSP is pre-qualified and engaged. In FY18/19, 29 new suppliers were assessed and engaged, of which 24 were consultants and five were contractors.

To mitigate health and safety risks, our standard contract terms determine the safety accountabilities and require main contractors to provide protective apparel and safety devices, as well as comply with all prevailing laws and regulations. Prior to the commencement of a new project, contractors are required to submit a Risk Management Plan for review before implementation. In addition, onsite safety audits are conducted on a regular basis to ensure compliance.

## Health and Safety Performance

As a result of our commitment to uphold the highest safety standards, we maintained a good record of our safety performance in FY18/19. There were zero workplace fatalities during the same period as well as no material

**PERFORMANCE AGAINST FY18/19 TARGETS**

- ACHIEVED**
- Maintained zero major accidents resulting in employee permanent disability (Singapore staff only) or fatalities
  - Maintained zero fatalities for TPSPs and tenants (fatality due to safety hazard within building i.e. not suicide or self-inflicted)

**TARGETS FOR FY19/20**

- Zero incidents resulting in employee permanent disability or fatality (Singapore staff only)
- Zero fatalities for TPSPs and tenants (fatality due to safety hazard within building i.e. not suicide or self-inflicted)

incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of buildings.

The Group has taken the necessary precautions to ensure that employees' health and safety are not compromised.

Our targets for the forthcoming year are to ensure that there are no incidents resulting in permanent disability or fatality of our employees, as well as ensuring zero fatalities for TPSPs and tenants.

This is aligned to our commitment to Goal 3 (Good Health and Well-being) of the SDGs.

**Talent Retention**

At Mapletree, our employees are our key resources and contribute to the Group's overall success. We continuously enrich our employees' experience through creating an inclusive, diverse, collaborative and rewarding work environment.

We are committed to implementing fair employment practices and ensuring compliance with local labour laws. Our Employee Handbook documents the various Human Resources (HR) policies and initiatives we have in place including our Hiring Policy, Equal Opportunity Policy and Learning and Development Policy.

This underscores the Group's commitment to Goal 8 (Decent Work and Economic Growth) as well as Goal 10 (Reduced Inequalities) of the SDGs.

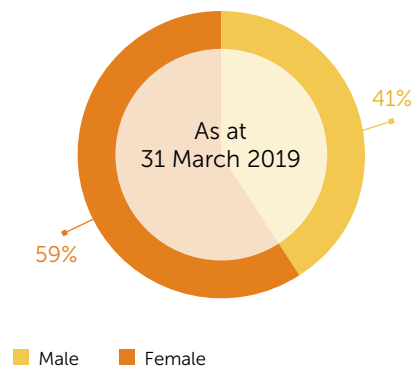
**A Diverse Workforce**

At Mapletree, we had an average workforce of 970 in Singapore for FY18/19. The Group has various recruitment programmes, such as the Mapletree Associate Programme, Mapletree Executive Programme, Mapletree Internship Programme and Work Placement Programme to identify and recruit diverse high-quality talent at all levels for the Group. The Group's Hiring and Equal Opportunity policies ensure we continue to adopt best practices in our hiring process, and offer equal opportunity to all potential candidates. The hiring rate increased from 1% in FY17/18 to 2% in FY18/19 and the turnover rate remains at 1% in FY18/19. We continue to maintain a diverse workforce in terms of age and gender as shown in our employee profiles.



Mapletree staff discussed a problem during the Lean Thinking training session

**GROUP'S WORKFORCE IN SINGAPORE**



	Male	Female
< 30 years old	9%	21%
30 – 50 years old	71%	70%
> 50 years old	20%	9%

**Talent Development**

The Group's continuous focus and investments in employee training and development enhances employees' competency and motivation which in turn contributes to its business growth and success.

We continue to provide our employees with a suite of comprehensive and relevant programmes and initiatives, such as;

- on-boarding programmes for new hires including the Mapletree Immersion Programme, Understanding Delegation of Authority, SAP Systems Training and in-conversation sessions with senior management;
- leadership programmes such as Mapletree Leadership Programmes and Mapletree Performance Management workshops;
- in-house training including market updates, interviewing skills workshops and Lean Thinking training; and

# SUSTAINABILITY REPORT

- functional and technical training by external course providers for relevant employees.

Hence, with the plethora of courses available, we have achieved our target of maintaining a diverse and relevant learning and professional development programme for employees.

We take a fair performance-driven approach to motivate and reward our employees. We have a robust e-performance appraisal system that aligns evaluation practices across different countries, tracks key performance indicators and measures employees' personal development progress.

### Employee Engagement

The Group values employees' feedback and is committed to addressing their concerns. An Employee Engagement Survey (EES) is conducted every two to three years to measure the engagement level of employees and solicit feedback on different aspects of the work environment. The latest EES conducted in FY17/18 received a high response



Mapletree EduAward presentation ceremony for Singapore-based employees' children at MBC

## PERFORMANCE AGAINST FY18/19 TARGETS



- Continued to commit to fair employment practices by ensuring we adopt best practices in our hiring process and offer equal opportunity to all potential candidates
- Employees were provided with learning and development opportunities
- Implemented appropriate action plans in response to the EES conducted in FY17/18

## TARGETS FOR FY19/20

- Continue to commit to fair employment practices by ensuring that all individuals receive the same opportunities for hiring, advancement and benefits
- Maintain a diverse and relevant learning and professional development programme
- Hold employee town hall meetings once a year



Mapletree's first mass walk was held in conjunction with the official launch of the MBC Jogging Trail

rate of 95% and provided valuable insight into key issues affecting our employees.

Operating efficiency and employee well-being were the key focus areas arising from the survey results for the Group and various initiatives were carried out to improve these areas. With the push for operating efficiency, several work groups have started to review and streamline their processes to achieve greater productivity and collaboration. In the area of employee well-being, a review of the benefits was conducted and the Group has since enhanced the Insurance & Medical Benefits Programme and further introduced new benefits such as Birthday Leave and increased the quantum for Long Service Awards.

With these steps, the Group achieved the target of implementing appropriate action plans in response to the EES conducted in FY17/18.

### **Employee Well-being**

At Mapletree, we firmly believe that the well-being of our employees is important to ensure that they are able to stay productive and engaged. Our employees actively participated in social activities organised by the Recreation Club such as the Durian Fest 2018 and the Mapletree Family Movie Event 2018 – Marvel’s Ant-Man and the Wasp.

The Group continues to provide cash awards (ranging from S\$150 to S\$500) for the children of Singapore-based employees who have achieved outstanding academic results through the Mapletree Education Award (EduAward). 93 awards with a total amount of S\$21,500 were awarded in FY18/19.

In FY18/19, the Group introduced the Wellness@Mapletree programme. Organised by the HR team, the programme included mass circuit training sessions,

mass walks and health workshops for employees. Spearheaded by the HR team, the programme included mass circuit training sessions, mass walks and health workshops for employees. To encourage greater participation, the effort was supported by a mobile application with a community page for like-minded employees to come together organically and organise group wellness activities.

For FY19/20, the Group’s targets remain largely the same, with an additional target of holding an employee town hall meeting at least once a year.

### **Local Communities**

Mapletree commits to long-term partnerships with stakeholders and beneficiaries with sustained outcomes. The Group endeavours to contribute and give back to the communities we operate in.

### *Corporate Social Responsibility (CSR) Framework*

Mapletree’s CSR approach is guided by two broad objectives of empowering individuals through supporting educational and healthcare initiatives, as well as enriching communities with the arts, functional design, and building environmentally sustainable real estate developments. With these two objectives, the Group’s CSR efforts focuses on four key CSR pillars – the arts, education, the environment and healthcare. All CSR initiatives are based on definable social outcomes, long-term engagement and staff volunteerism opportunities.

Our CSR commitment is closely aligned to the Group’s business performance. For every S\$500 million of profit after tax and minority interests (PATMI)<sup>13</sup>, or part thereof, S\$1 million is set aside annually to fund CSR programmes. A dedicated five-member CSR Board Committee provides strategic oversight of the Group’s CSR efforts. The CSR Board Committee comprises

Mapletree’s Chairman, two Board representatives from the REITs (rotated on a two-year basis) and senior management.

### **CSR Activities**

#### *Supporting Tertiary Education*

Mapletree believes in empowering and nurturing the next generation through its CSR’s education pillar. The Group supported the following programmes in FY18/19:

- increased the number of Mapletree Bursary Awards from five to eight awards per year to SUTD students who need financial assistance with an additional endowment of S\$300,000;
- kickstarted and supported the Singapore Institute of Technology (SIT) with a fund of S\$200,000 to launch “The Mapletree Challenge” as a two-year pilot project, providing SIT undergraduates with essential interview and presentation skills;
- donated S\$20,000 to the Charity Book Launch of “Tall Order: The Goh Chok Tong Story” to raise funds for the Mediacorp Enable Fund to help people with disabilities and special needs, and Edugrow for Brighter Tomorrows to help underprivileged young students;
- assisted needy students with a donation of RMB2,250,000 (~S\$450,000) for three years by providing school bags and hearing aids in Foshan, China, through a partnership with Nanhai Charity Society; and
- committed to an endowed donation of HK\$2 million (~S\$350,000) to the City University of Hong Kong to establish the Mapletree Scholarship and Mapletree Exchange Scholarships with a maximum of eight awards annually.

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## Home & Away Fleece Jacket Giveaway 2018

Following FY17/18's successful inaugural "Home & Away with Mapletree" fleece jacket giveaway held at VivoCity, Singapore, the event was expanded to other Mapletree retail malls, namely Jaya Shopping Centre in Petaling Jaya, Selangor, Malaysia, and Festival Walk in Kowloon Tong, Hong Kong SAR, in July and August 2018 respectively. In addition to students studying in the United Kingdom (UK), the giveaway was also extended to those studying in the United States (US) and Canada. On top of being part of the Group's support for education, the roadshows also provided students with information on Mapletree's student accommodation offerings.



Students who are Singaporean citizens or permanent residents bound for the UK, US and Canada received complimentary fleece jackets at the "Home & Away with Mapletree" event at VivoCity, Singapore in July 2018

## Mapletree Real Estate Programme at Singapore Management University (SMU)

As part of the Mapletree Real Estate Programme at SMU that was launched in January 2018 with a S\$3 million endowed donation, a number of events were held in 2018. The inaugural Mapletree Annual Lecture on "How to Grow Singapore into a Premier Financial Centre for Global Real Estate Investments" was held in November 2018, followed by the Mapletree-SMU Real Estate Forum in February 2019, which provided insights into the real estate sharing economy through a panel discussion.



A panel discussion at the inaugural Mapletree Annual Lecture held in November 2018

Besides the Annual Lecture and Forum, the donation also funds the Mapletree Real Estate Business Study Trip Grant, which supported an overseas study trip for 26 students to Shanghai and Hangzhou, China, in October 2018.



Open category champions from Google Asia Pacific at the Mapletree Futsal Challenge 2019, a joint CSR initiative between Mapletree and MBC tenants to raise funds in support of youth intervention programmes



Mapletree expanded the Youth Futsal Camp to two days and reached out to more than 60 youths

### *Continued Support for Youths-at-risk*

Mapletree has been a strong supporter for at-risk youths since 2012. To date, Mapletree has contributed more than S\$720,000 to support the education, sports and arts programmes of local voluntary welfare organisations, focusing on assisting youths from challenging financial backgrounds.

In 2016, the Mapletree Youth Resilience Programme (MYRP) was launched to provide long-term financial aid to youths from disadvantaged backgrounds who showed the potential and commitment to pursue an education. To date, Mapletree has provided more than S\$138,000 of financial support for the youths through MYRP

and continued its support for 11 youths across three local voluntary welfare organisations in FY18/19. MYRP's funding goes towards education needs including school fees, transport allowance and the purchase of textbooks.

The second edition of the Mapletree Youth Futsal Camp was held on 22 and 23 November 2018 at MBC for more than 60 youths, aged between 10 and 18 years, to kickstart their school holidays. The two-day event was attended by youths from Mapletree's beneficiary, Beyond Social Services (BSS), children of employees and tenants working in the Alexandra Precinct, as well as students from two South Zone secondary schools. Participants learnt basic futsal techniques, rules of the game and engaged in friendly matches.

On 21 and 22 March 2019, 20 teams participated in the Mapletree Futsal Challenge 2019 at MBC. The teams were from Mapletree, MBC tenants, tertiary education institutes and youth beneficiaries. This was a significant increase from the 12 teams that took part last year. Donations from participating tenants were matched by Mapletree, and together, a record of over S\$15,000 was raised for youth and education related programmes organised by BSS and Boys' Town.

### *Staff Volunteerism*

The Mapletree Staff CSR Programme was launched in 2014 to encourage employees to lead ground-up CSR initiatives. Employees were encouraged to form teams and submit ideas, and selected teams were awarded seed funding of S\$5,000 to carry out their activities. The criteria for the award of seed

# SUSTAINABILITY REPORT

funding include the quantifiable impact of the initiative, staff commitment, and long-term partnership with the beneficiaries.

In FY18/19, a total of 14 teams carried out staff CSR projects, seven more teams than the previous year. The teams were from our offices in Singapore, Australia, Greater China, Japan, the UK, the US and Vietnam.

First-time recipients of the seed funding and their projects are as follows:

- Sydney, Australia – Participated in “Cooking for a Cause” where leftover produce was cooked and delivered to needy families
- Chongqing, China – Distributed winter clothes to underprivileged students at a public school
- Foshan, China – Organised a holiday camp for migrant workers’ children in Nanhai, Foshan
- Hong Kong SAR – Facilitated an art and craft session for elders at Caritas Harold H.W. Lee Care and Attention Home
- Singapore – A team comprising staff from MNACT partnered Food Bank Singapore to pack and distribute food bundles to needy communities near Mapletree’s properties
- Singapore – Staff from Group Corporate Services celebrated the Lunar New Year with elderly from St. Andrew’s Nursing Home (Henderson)
- Ho Chi Minh City (HCMC), Vietnam – Carried out minor renovation works to improve a primary school where most of the students are from low income families



Mapletree staff volunteers from the Sydney office participated in “Cooking for a Cause”



Minor renovation works were carried out by Mapletree staff from the Vietnam office at a primary school where students were from low income families in HCMC, Vietnam



Mapletree staff from the Chicago office coached children from the Inner-City Education Program Hockey Club

- Chicago, the US – Supported low income children by providing them with educational opportunities and hockey training
- New York, the US – Partnered Art Start, a non-profit organisation that uses creative arts to transform at-risk youths, to organise and participate in workshops

To further encourage staff volunteerism, in FY19/20, Group aims to award seed funding to staff-led CSR initiatives in at least eight markets where Mapletree has business presence.

### Supporting the Arts

Since 2013, Mapletree has supported the arts by bringing them closer to the community with the ongoing quarterly lunchtime performance “Arts in the City” (AIC), organised in collaboration with Singapore National Arts Council (NAC). In addition, the Group provides venue sponsorship for “Arts in Your Neighbourhood” (AYN), a project by NAC at the Group’s flagship MBC development.

Some of the highlights included:

- traditional Malay dances by ERA Dance Theatre with hands-on fringe activities including batik painting and angklung playing (AIC, October 2018);
- whimsical black and white characters from French arts group Compagnie des Quindams roved the Plaza, MBC, on stilts and engaged the audience (AYN, November 2018); and
- festive music performances by Ding Yi Music Company and yIN Harmony to usher in the Lunar New Year (AIC, January 2019).

## PERFORMANCE AGAINST FY18/19 TARGET



**ACHIEVED**

- Seed funding was awarded to 14 staff-led CSR projects in eight markets (Singapore, Australia, China, Hong Kong SAR, Japan, the UK, the US and Vietnam) where Mapletree has business presence

## TARGET FOR FY19/20

- As we continue to expand globally, we aim to extend the reach and impact of Mapletree’s CSR programmes by encouraging and providing seed funding for staff-led CSR initiatives, awarding up to 15 teams in at least eight markets where Mapletree has business presence



Mapletree, in collaboration with Singapore’s NAC, hosted complimentary lunchtime performances at its flagship MBC development to bring arts closer to the working community



Mapletree sponsored the venue for NAC’s “Arts in Your Neighbourhood” programme



# SUSTAINABILITY REPORT



Recipients of the Mapletree-TENG Academy Scholarship received assistance to support their music education

Mapletree also continued our corporate sponsorship of The TENG Ensemble, a critically acclaimed local arts group. Under the sponsorship, Mapletree funded two more public performances and extended the Mapletree-TENG Academy Scholarship to a second batch of scholars.

To expand our support beyond performance arts to visual arts, Mapletree also became the main sponsor for 2019's and 2020's editions of the School of the Arts Primary 6 Art Competition, a nationwide drawing and painting competition organised by the School. The Competition aims to discover young artistic talents and provide them with the platform to showcase their works as well as a stepping stone to further cultivate their passion for visual arts.

## Community Feedback

Mapletree has implemented community feedback mechanisms to gather input from the local community with regard to our sustainability approach and those who have been affected by the activities of the company. Members of the public with feedback are welcome to send their concerns to [enquiry@mapletree.com.sg](mailto:enquiry@mapletree.com.sg).

## REGULATORY COMPLIANCE

Good corporate governance underpins the Group's long-term success and ensures investor confidence and business integrity. The Group is committed to conducting its business in accordance with all applicable laws and regulations, in an ethical manner. Mapletree has voluntarily subscribed to some of the core principles set out in the Code of Corporate Governance issued by the Monetary Authority of Singapore. More information about the Group's corporate governance can be found in pages 121 to 125 of the Annual Report.

To foster a culture of responsible and ethical behaviour within the Group, we have a comprehensive set of policies and procedures in place. The policies are made available on the intranet and are accessible to all employees. Such policies and procedures include anti-money laundering checks, securities trading, code of conduct, whistleblowing, contract review as well as anti-corruption. To ensure compliance awareness continues throughout the year, relevant employees are kept up-to-date with the

recent developments and changes of applicable laws and regulations through training and communication.

To ensure the effectiveness of risk management, control and governance processes, we have risk management and internal audit processes in place. Cases of threatened or pending litigation are reported immediately to the CEO of the relevant Business Unit, the GCCO and Group General Counsel for timely resolution.

## Securities Trading by Employees

Mapletree has an internal policy on prudent trading of securities of the Mapletree group of companies and employees are apprised of insider trading laws regularly. Reminders are issued prior to the start of trading "blackout periods" and employees are required to give pre-trading notifications before any dealings in Mapletree-related securities.

## Code of Conduct

Our internal code on General Conduct and Discipline sets out the framework and guidelines for employees on ethical values such as honesty and responsibility, as well as appropriate conduct for our employees.

## Whistleblowing

Our Whistleblowing Policy further provides an avenue for employees and external parties to raise concerns about illegal, unethical or inappropriate behaviour observed in the course of our businesses. The reporting channels are handled with confidential safeguards to ensure that whistleblowers are protected from reprisals or victimisation.

## Anti-corruption

The Group recognises that our operations in various geographies and engagement with multiple stakeholders in our business activities

## PERFORMANCE AGAINST FY18/19 TARGETS



### ACHIEVED

#### Anti-corruption

- Maintained zero incidences of non-compliance with anti-corruption laws and regulations

#### Compliance with local laws and regulations

- Maintained no material incidences of non-compliance with relevant laws and/or regulations (including environmental compliance, socioeconomic compliance and marketing communications)

## TARGETS FOR FY19/20

#### Anti-corruption

- Maintain zero incidences of non-compliance with anti-corruption laws and regulations

#### Compliance with local laws and regulations

- Achieve no material incidences of non-compliance with relevant laws and/or regulations

expose us to the risks of bribery and corruption. Mapletree has a zero-tolerance policy towards bribery and corruption and we take precautionary measures to address such risks.

Our policies relating to anti-corruption, the prohibition of bribery, acceptance or offer of gifts or entertainment are strictly reinforced. In addition, our employees are required to adhere to the Group's policies and procedures relating to code of ethics and conduct, as well as conflict of interest.

#### Compliance with Laws and Regulations

In FY18/19, the Group maintained zero incidences of non-compliance with anti-corruption laws and regulations. There were also no material incidences of non-compliance with relevant laws and/or regulations.

## ABOUT THIS REPORT

This report covers the sustainability data of Mapletree during the period from 1 April 2018 to 31 March 2019 (FY18/19). The report should be read together with the financial, operational and governance information detailed in the Annual Report, for a more comprehensive picture of our business and

performance. The report will be published on an annual basis.

This report has been prepared in accordance with the GRI Standards (2016): Core option. This is the first year we aligned our sustainability activities and targets with the United Nations Sustainable Development Goals.

Mapletree welcomes your feedback or questions, which can be sent to [enquiry@mapletree.com.sg](mailto:enquiry@mapletree.com.sg).

- 1 Formerly known as Mapletree Greater China Commercial Trust (MGCCT). Please refer to MNACT's SGX-ST Announcement dated 25 May 2018 titled "Change of Name of Mapletree Greater China Commercial Trust and the Manager".
- 2 Please refer to Financial Review, Pages 36-50 and Financial Statements, Pages 129-230 for details on Economic Performance.
- 3 Please see "Employment" in the GRI Content Index for corresponding GRI disclosures.
- 4 Energy intensity is derived by taking total energy consumption divided by gross floor area (GFA) less vacant lettable area for the four stable properties – HarbourFront Centre, HarbourFront Towers One and Two, PSA Vista and Tanjong Pagar Distripark in Singapore.
- 5 Water consumption intensity is derived by taking total water consumption divided by GFA less vacant lettable area for the four stable properties – HarbourFront Centre, HarbourFront Towers One and Two, PSA Vista and Tanjong Pagar Distripark in Singapore.
- 6 A sales and purchase agreement to divest the asset was signed in December 2018. It was later completed in May 2019.
- 7 The energy and GHG emissions data included in this report consists of the following: HarbourFront Centre, HarbourFront Towers One and Two, PSA Vista, Tanjong Pagar Distripark in Singapore. The energy consumption and intensity figures in FY16/17 and FY17/18 have been updated in this year's report to reflect the change in FY18/19's reporting scope. MBC II and 18 Tai Seng's data was not disclosed because MBC II's occupancy was not stable throughout the year and 18 Tai Seng was divested to Mapletree Industrial Trust on 1 February 2019.
- 8 The GHG Protocol Corporate Standard classifies Scope 2 emissions as indirect emissions from the generation of purchased energy.
- 9 The GHG emissions calculation is based on our annual electricity consumption by referring to the carbon emission factors stated in the Singapore Energy Statistics (Energy Market Authority, 2018).
- 10 18 Tai Seng was divested to MIT on 1 February 2019. The water consumption data disclosed was measured from April 2018 to January 2019.
- 11 The water consumption and intensity data included in this report consists of the following: HarbourFront Centre, HarbourFront Towers One and Two, PSA Vista, Tanjong Pagar Distripark in Singapore. The water consumption and intensity figures in FY16/17 and FY17/18 have been updated in this year's report to reflect the change in FY18/19's reporting scope.
- 12 Water intensity was calculated by taking total water consumption and dividing it by GFA less vacant lettable area.
- 13 PATMI denotes net profit after tax and non-controlling interests attributable to Perpetual Securities Holders and Equity Holder of the Company.

# SUSTAINABILITY REPORT

## GRI CONTENT INDEX

GRI Standards (2016)		Notes/Page number (s)
<b>General Disclosures</b>		
<b>Organisational Profile</b>		
102-1	Name of the organisation	Mapletree Investments Pte Ltd (MIPL)
102-2	Activities, brands, products, and services	Annual Report, Corporate Overview, Pages 6-7
102-3	Location of headquarters	Annual Report, Corporate Overview, Pages 6-7 Annual Report, Our Offices, Page 91
102-4	Location of operations	Annual Report, Corporate Overview, Pages 6-7 Annual Report, Our Offices, Page 91
102-5	Ownership and legal form	Sustainability-Corporate Governance, Pages 121-125
102-6	Markets served	Annual Report, Corporate Overview, Pages 6-7
102-7	Scale of the organisation	Our People and the Local Communities – Talent Retention, Page 107  Annual Report, Corporate Overview, Pages 6-7
102-8	Information on employees and other workers	Our People and the Local Communities – Talent Retention, Page 107  Data was compiled from Mapletree's HR database, and excluded full-time and part-time employees whose contracts are less than a year as they are hired for a short-term and on an ad-hoc basis. Mapletree 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. Mapletree did not have any significant variation in employment numbers.  The average headcount was derived by adding up the total number of employees at the end of each month and dividing it by 12 to get a more accurate depiction of the staff strength over the year rather than at one point (as at 31 March 2019).
102-9	Supply chain	Not applicable, as supply chain is minimal and insignificant to report on.
102-10	Significant changes to organisation and its supply chain	Not applicable, as supply chain is minimal and there were no significant changes to the organisation.
102-11	Precautionary principle or approach	In general, the precautionary principle is embedded in Mapletree's approach to sustainability.
102-12	External initiatives	Materiality and the Sustainable Development Goals, Pages 98-99
102-13	Membership of associations	Stakeholder Engagement, Page 100

<b>GRI Standards (2016)</b>		<b>Notes/Page number (s)</b>
<b>Strategy</b>		
102-14	Statement from senior decision-maker	Annual Report, Chairman's Message, Pages 8-11
<b>Ethics and Integrity</b>		
102-16	Values, principles, standards, and norms of behaviour	Sustainability-Corporate Governance, Pages 121-125
<b>Governance</b>		
102-18	Governance structure	Sustainability Governance, Page 98
<b>Stakeholder Engagement</b>		
102-40	List of stakeholder groups	Stakeholder Engagement, Page 100
102-41	Collective bargaining agreements	Not applicable, as no collective bargaining agreements are in place.
102-42	Identifying and selecting stakeholders	Stakeholder Engagement, Page 100
102-43	Approach to stakeholder engagement	Stakeholder Engagement, Page 100
102-44	Key topics and concerns raised	Stakeholder Engagement, Page 100
<b>Reporting Practice</b>		
102-45	Entities included in the consolidated financial statements	Annual Report, Financial Statements, Pages 129-230
102-46	Defining report content and topic boundaries	About this Report, Page 115 Materiality and the Sustainable Development Goals, Pages 98-99
102-47	List of material topics	Materiality and the Sustainable Development Goals, Pages 98-99
102-48	Restatements of information	There has been no restatement of figures or information disclosed in our previous report.
102-49	Changes in reporting	Not applicable.
102-50	Reporting period	About this Report, Page 115
102-51	Date of most recent report	The Annual Report/Sustainability Report for FY17/18 was published on 29 June 2018.
102-52	Reporting cycle	About this Report, Page 115
102-53	Contact point for questions regarding the report	About this Report, Page 115
102-54	Claims of reporting in accordance with GRI Standards	About this Report, Page 115
102-55	GRI content index	GRI Content Index, Pages 116-120
102-56	External assurance	Mapletree has not sought external assurance on this report but may do so in the future.

# SUSTAINABILITY REPORT

GRI Standards (2016)		Notes/Page number (s)
<b>Material Topics</b>		
<b>Economic Performance</b>		
103-1	Explanation of the material topic and its Boundary	Sustainability Governance, Pages 98, 115 Materiality and the Sustainable Development Goals, Pages 98-99, 115
103-2	The management approach and its components	
103-3	Evaluation of the management approach	Annual Report – Financial Review and Financial Statements, Pages 36-50, 129-230
201-1	Direct economic value generated and distributed	
<b>Anti-Corruption</b>		
103-1	Explanation of the material topic and its Boundary	Sustainability Governance, Page 98 Materiality and the Sustainable Development Goals, Pages 98-99
103-2	The management approach and its components	
103-3	Evaluation of the management approach	Regulatory Compliance, Pages 114-115
205-3	Confirmed incidents of corruption and actions taken	
<b>Energy</b>		
103-1	Explanation of the material topic and its Boundary	Sustainability Governance, Page 98 Materiality and the Sustainable Development Goals, Pages 98-99
103-2	The management approach and its components	
103-3	Evaluation of the management approach	Environmental Responsibility – Energy, Pages 103-104
302-1	Energy consumption within the organisation	
302-3	Energy intensity	
<b>Water</b>		
103-1	Explanation of the material topic and its Boundary	Sustainability Governance, Page 98 Materiality and the Sustainable Development Goals, Pages 98-99
103-2	The management approach and its components	
103-3	Evaluation of the management approach	Environmental Responsibility – Water, Pages 104-105
303-1	Water withdrawal by source	
<b>Environmental Compliance</b>		
103-1	Explanation of the material topic and its Boundary	Sustainability Governance, Page 98 Materiality and the Sustainable Development Goals, Pages 98-99
103-2	The management approach and its components	
103-3	Evaluation of the management approach	Regulatory Compliance, Pages 114-115
307-1	Non-compliance with environmental laws and regulations	

<b>GRI Standards (2016)</b>		<b>Notes/Page number (s)</b>
<b>Employment</b>		
103-1	Explanation of the material topic and its Boundary	Sustainability Governance, Page 98 Materiality and the Sustainable Development Goals, Pages 98-99
103-2	The management approach and its components	
103-3	Evaluation of the management approach	Our People and the Local Communities – Talent Retention, Page 107
401-1	New employee hires and employee turnover	Given that our new hire/turnover rate is significantly lower than industry average, the information on new hires and turnover by age/gender/region has not been provided. Instead, please refer to page 107 for the profile of our workforce by age/gender.
<b>Training and Education</b>		
103-1	Explanation of the material topic and its Boundary	Sustainability Governance, Page 98 Materiality and the Sustainable Development Goals, Pages 98-99
103-2	The management approach and its components	
103-3	Evaluation of the management approach	Our People and the Local Communities – Talent Retention, Page 107
404-3	Percentage of employees receiving regular performance and career development reviews	
<b>Occupational Health &amp; Safety</b>		
103-1	Explanation of the material topic and its Boundary	Sustainability Governance, Page 98 Materiality and the Sustainable Development Goals, Pages 98-99
103-2	The management approach and its components	
103-3	Evaluation of the management approach	Our People and the Local Communities – Health and Safety, Pages 106-107
403-2	Type of injury and rates of injury, occupational diseases, lost days, absenteeism, and total number of work-related fatalities by region and by gender	Given that our injury rates are significantly lower than the national average as published by MOM, the information on our injury rates, occupational diseases, lost days and absenteeism has not been provided. Instead, please refer to pages 106 and 107 for information on the number of work-related fatalities.
<b>Local Communities</b>		
103-1	Explanation of the material topic and its Boundary	Sustainability Governance, Page 98 Materiality and the Sustainable Development Goals, Pages 98-99
103-2	The management approach and its components	
103-3	Evaluation of the management approach	Our People and the Local Communities – Local Communities, Pages 109-114
413-1	Operations with local community engagement, impact assessments, and development programmes	

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GRI Standards (2016)		Notes/Page number (s)
<b>Customer Health and Safety</b>		
103-1	Explanation of the material topic and its Boundary	Sustainability Governance, Page 98 Materiality and the Sustainable Development Goals, Pages 98-99
103-2	The management approach and its components	
103-3	Evaluation of the management approach	Our People and the Local Communities – Health and Safety, Pages 106-107
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	
<b>Marketing and Labelling</b>		
103-1	Explanation of the material topic and its Boundary	Sustainability Governance, Page 98 Materiality and the Sustainable Development Goals, Pages 98-99
103-2	The management approach and its components	
103-3	Evaluation of the management approach	Regulatory Compliance, Pages 114-115
417-3	Incidents of non-compliance concerning marketing communications	
<b>Socioeconomic Compliance</b>		
103-1	Explanation of the material topic and its Boundary	Sustainability Governance, Page 98 Materiality and the Sustainable Development Goals, Pages 98-99
103-2	The management approach and its components	
103-3	Evaluation of the management approach	Regulatory Compliance, Pages 114-115
419-1	Non-compliance with laws and regulations in the social and economic area	