

SUSTAINABILITY MANAGEMENT

INTRODUCTION

About this Report

Reinforcing our commitment to sustainability, this report is prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option. CMT supports the United Nations (UN) Global Compact which CapitaLand is a signatory to the Global Compact Network Singapore and references the UN Sustainable Development Goals, with initiatives and programmes to support these goals. The GRI Content Index and the 10 UN Global Compact principles can be found on page 94 to 99.

Reporting Scope and Period

This report covers CMT's portfolio of 15 quality properties located strategically in the suburban areas and downtown core of Singapore from 1 January to 31 December 2019, unless otherwise indicated. The report forms part of CMT's Annual Report 2019, a copy of which can be downloaded from www.cmt.com.sg.

Feedback

CMT values feedback from stakeholders which is essential for continual improvement in our sustainability journey. Please send your comments and suggestions to ask-us@cmt.com.sg.

SUSTAINABILITY COMMITMENT

As a CapitaLand-sponsored Real Estate Investment Trust (REIT), CMT is managed externally by wholly owned subsidiaries of CapitaLand which include the Manager and Property Managers who oversee daily property operations. CMT does not have employees. The teams behind the Manager and Property Managers are responsible for portfolio and property operations of CMT. The Manager and the Property Managers abide by CapitaLand's sustainability framework, policies and guidelines, as well as ethics and code of business conduct. Adhering to CapitaLand's core values, CMT's sustainability objectives and strategies are aligned with CapitaLand's credo, 'Building People, Building Communities.'

CMT upholds this approach and implements it across human capital strategies, asset and portfolio strategies, operations management, stakeholders' engagements and community development. CMT maintains high standards of corporate governance and transparency to safeguard Unitholders' interests. As a testament of our relentless efforts to strengthen environmental, social and governance (ESG) standards, CMT is listed in the FTSE4Good Developed Index, FTSE4Good ASEAN 5 Index, iEdge ESG Leaders Index, iEdge ESG Transparency Index, STOXX® Global ESG Leaders and Global ESG Governance Leaders. CMT was the leader in the Asia 'Retail – Listed' category in the Global Real Estate Sustainability Benchmark (GRESB) 2019. CMT also scored 'A' for public disclosure in the same assessment.

CAPITALAND'S CORE VALUES

WINNING MINDSET	ENTERPRISING	RESPECT	INTEGRITY
Be passionate in pursuing excellence	Be innovative & agile	Be humble & show appreciation to one another	Be ethical & trustworthy
Persevere and overcome difficulties	Dare to be different & challenge the status quo	Be inclusive collaborative & break down silos	Do the right thing for the company
Be bold, courageous & resilient	Continue to learn & grow	Embrace diversity as a global organisation	Care for our communities & environment

BOARD STATEMENT

CMT is committed to sustainability and incorporates the key principles of ESG in setting out business strategies and operations. The Board sets CMT Group's risk appetite, which determines the nature and extent of material risks that CMT is willing to take to achieve its strategic and business objectives. The risk appetite incorporates ESG factors such as fraud, corruption and bribery, environment, health and safety. The Board also approves the executive compensation framework based on the principle of linking pay to performance. CMT's business plans are translated to both quantitative and qualitative performance targets, including sustainable corporate practices, which are cascaded throughout the organisation.

TOP MANAGEMENT SUPPORT AND EMPLOYEE INVOLVEMENT

In 2019, the CapitaLand Sustainability Council was re-constituted to include two independent board members and four CapitaLand Executive Committee (EXCO) members. Chaired by an independent board member, the Council is supported by the Sustainability Department as secretariat and various work teams to ensure continued progress and improvement in the areas of ESG. The work teams comprise representatives from all business units. The CEO of the Manager of CMT (Manager) is the environmental, health and safety (EHS) champion of CMT and is accountable for our EHS performance. CMT's board is updated regularly on sustainability matters.

MATERIALITY

The Manager and Property Managers engage stakeholders through various programmes and channels to identify and assess material ESG issues which significantly impact business operations and stakeholders. The Group-wide Risk and Control Self-Assessment exercise provides the framework for the identification, assessment and documentation of material risks and corresponding internal controls. Engagement channels include member representations

in government agencies, participation at conferences, responding to sustainability surveys and benchmarks as well as CMT's support of the Corporate Governance Conference by Securities Investors Association (Singapore) (SIAS). CMT has developed a list of critical and emerging ESG issues based on the likelihood and potential impact on our business and society. Priority is given to the critical issues while the emerging ones are actively monitored for future focus. The material topics and boundaries are summarised on page 94.

Prioritisation of ESG Material Issues

Environment	Social/Labour Practices	Governance
Critical		
<ul style="list-style-type: none">• Energy efficiency• Climate change and emissions reduction• Water management	<ul style="list-style-type: none">• Occupational health & safety• Employment• Stakeholder engagement• Supply chain management	<ul style="list-style-type: none">• Compliance• Business ethics• Product and services¹
Moderate and emerging		
<ul style="list-style-type: none">• Building materials• Construction and operational waste• Biodiversity	<ul style="list-style-type: none">• Diversity• Human rights	

¹ This includes customer health and safety.

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CREATING VALUE AND ALIGNMENT TO UN SUSTAINABLE DEVELOPMENT GOALS (SDGS)

In alignment with CapitaLand, CMT referenced the Guiding Principles of the International Integrated Reporting Council (IIRC) Framework and group our material ESG issues into six Capitals.

The Capitals are mapped against some of CMT's main efforts and programmes in relation to the key UN SDGs. The UN SDGs call on companies to advance sustainable development through the investments they make, solutions they develop, and business practices they adopt. The goals encourage companies to reduce their negative impacts while enhancing their positive contribution to the sustainable development agenda.

Capitals	Material Issues	What we do	2019 Value Created
Financial <ul style="list-style-type: none"> Earnings Equity Investments Assets 		<ul style="list-style-type: none"> Combination of operating income from investment properties, disciplined approach to investments as well as proactive portfolio and capital management Execute portfolio reconstitution strategy to create value 	<ul style="list-style-type: none"> Refer to Financial Highlights on page 8 to 9
Organisational <ul style="list-style-type: none"> Leadership & culture Corporate governance Risk management 	<ul style="list-style-type: none"> Compliance Business ethics Stakeholder engagement 	<ul style="list-style-type: none"> CapitaLand is a signatory to the UN Global Compact. As part of CapitaLand, CMT has implemented key efforts and programmes in relation to the key UN Sustainable Development Goals CMT is aligned with CapitaLand's Supply Chain Code of Conduct which influences its supply chain to operate responsibly in the areas of anti-corruption, human rights, health and safety, as well as environmental management All employees are required to make an annual declaration to uphold CapitaLand's core values and not to engage in any corrupt or unethical practices Requires certain of its agreements with third-party service providers and vendors to incorporate anti-bribery and anti-corruption provisions Requires main contractors to ensure no child labour and forced labour at project sites 	<ul style="list-style-type: none"> Refer to Corporate Governance on page 32 to 63 No reported incident relating to discrimination, child labour or forced labour in CMT
SDG 16			
Environmental <ul style="list-style-type: none"> Carbon emissions Energy management Water stewardship Waste and resource management 	<ul style="list-style-type: none"> Energy efficiency Climate change and emissions reduction Water management 	CMT is aligned with CapitaLand's commitment to: <ul style="list-style-type: none"> Reduce water consumption, reuse water and prevent water pollution Reduce energy consumption through improved energy efficiency and encourage use of renewable energy. Green its operational portfolio by 2030 Actively embrace innovation to ensure commercial viability without compromising the environment for future generations. Future-proof its developments by addressing the risks of climate change right from the design stage Preserve the biodiversity of its sites and the wider area where possible. Build safe, accessible, vibrant and quality real estate developments to enhance the lives of its shoppers, tenants and members of the community 	<ul style="list-style-type: none"> Reduced energy intensity by 24.5% Reduced carbon emission intensity by 43.1% Reduced water intensity by 20.0% Achieved Green Mark certification for all CMT properties. Out of the 15 properties, 14 are certified Green Mark Gold and above
Manufactured <ul style="list-style-type: none"> Environmentally sustainable, healthy, safe and accessible quality buildings Innovative and sustainable construction methods and technologies 	<ul style="list-style-type: none"> Building materials Construction and operational waste Biodiversity Stakeholder engagement 		
SDG 3, 6, 7, 9, 11, 13, 15			

Capitals	Material Issues	What we do	2019 Value Created
Manufactured <ul style="list-style-type: none"> Environmentally sustainable, healthy, safe and accessible quality buildings Innovative and sustainable construction methods and technologies 	<ul style="list-style-type: none"> Occupational health & safety Supply chain management Employment Diversity Human rights 	<ul style="list-style-type: none"> CMT believes all employees can make a significant contribution based on their talent, expertise and experience, regardless of ethnicity, age or gender. We adopt consistent, equitable, and fair labour policies and practices in rewarding, as well as developing employees CapitaLand is a signatory to the UN Global Compact. As part of CapitaLand, CMT has implemented key efforts and programmes in relation to the key UN Sustainable Development Goals Provide a work environment that is safe and contributes to the general well-being of its employees CMT values the occupational health and safety of our stakeholders who access our properties. The stakeholders include employees, tenants, contractors, suppliers and the communities 	<ul style="list-style-type: none"> An almost equal proportion of males and females, at a ratio of 44:55 64.0% of CMT's workforce was aged between 30 and 50 About 65.3% of employees who are manager and above were women About 59.1% of senior management were women Over 22 training hours per employee. Zero employee fatality or permanent disability 100% of main contractors appointed for new development projects were both ISO 14001 and OHSAS 18001 certified
Human <ul style="list-style-type: none"> Health and safety Job creation and security Learning and development Benefits and remuneration 			
SDG 3, 8, 10			
Social and Relationship <ul style="list-style-type: none"> Stakeholder relations Social licence to operate Community development 	<ul style="list-style-type: none"> Stakeholder engagement Products and services (include customer health and safety) 	<ul style="list-style-type: none"> CMT is committed to activities that are aligned with its focus on community investment. We engage our stakeholders, raising awareness in the areas of philanthropy, environment, health and safety 	<ul style="list-style-type: none"> All CMT's properties participated in the WWF Earth Hour initiative CHF donated S\$300,000 towards six charities under President's Challenge and S\$3,450 towards Community Chest in support of Care Corner Singapore
SDG 1, 2, 4			

SUSTAINABILITY MANAGEMENT

FINANCIAL CAPITAL

Financial Performance

CMT delivered a set of positive results for financial year 2019 despite uncertainties in the global economy and challenges in the retail landscape. Driven by our long-standing growth strategies, the resilient performance validates the attractive location and diverse tenant mix of CMT's portfolio. For detailed financial results and performance, please refer to the following sections of this Annual Report - Financial Highlights (page 8 to 9), 2019 Highlights (page 10), Financial Review (page 116 to 119) and Financial Statements (page 157 to 249).

CMT continued to explore new ways to diversify funding sources. On 1 October 2019, CMT secured a S\$200.0 million five-year green loan from OCBC Bank. This marks CMT's first foray into green financing where all proceeds raised will be used exclusively to finance or refinance properties within its portfolio that have achieved BCA Green Mark certification.

ORGANISATIONAL CAPITAL

Corporate Governance Culture

The Manager is committed to the highest level of corporate governance and transparency in our policies and processes. We see governance as essential in delivering sustainable value and success in our business and to ensuring that the interests of Unitholders are safeguarded.

For continuous improvement in corporate governance, we have developed and continually maintain sound and transparent policies and practices to meet the specific business needs of CMT. To provide a firm foundation for a trusted and respected business enterprise, the Manager remains focused on complying with the substance and spirit of the principles of the Code of Corporate Governance 2018 (Code) while achieving operational excellence and delivering CMT's long-term strategic objectives. The Board is responsible for the Manager's corporate governance standards and policies, underscoring their importance to the Manager.

CMT adheres to the policies, guidelines and practices relating to Communicating with Shareholders, Dealing with Interested Persons, Dealing with Conflicts of Interest, Dealings in Securities and Code of Business Conduct, amongst others. For details on CMT's policies, guidelines and practices, please refer to page 56 to 59 of this Annual Report.

Compliance

CMT has been a signatory to the Statement of Support Towards Excellence in Corporate Governance initiated by SIAS. In addition to SIAS membership, CMT is a member of the Financial Industry Disputes Resolution Centre Ltd (FIDReC), Investor Relations Professionals Association (Singapore) (IRPAS) and REIT Association of Singapore (REITAS).

In 2019, there were zero incidents on material non-compliance with laws and regulations relevant to the REIT, the Manager or the Property Managers. This includes regulations and industry codes concerning marketing communications and PDPA. We target zero incident of material non-compliance with laws and regulations in the upcoming year.

CapitaLand's zero tolerance towards bribery and corruption is further reflected through the anti-bribery and anti-corruption provisions incorporated into its business contracts and agreements. In 2019, there were zero incidents with regards to corruption. We target zero incident of confirmed cases of corruption in the forthcoming year.

Recognised for our corporate governance efforts, CMT emerged as the winner for the Singapore Corporate Governance Award, REITs & Business Trusts category at the SIAS 20th Investors' Choice Awards. CMT was ranked second for the Singapore Governance and Transparency Index, REIT and Business Trust category, conducted by the NUS Business School's Centre for Governance, Institutions and Organisations.

Enterprise Risk Management (ERM)

As an integral part of corporate governance, a comprehensive ERM framework enables CMT to proactively identify, assess, manage and communicate risks in an integrated, systematic and consistent manner.

The Board is responsible for the governance of risks across CMT Group, assisted by the Audit Committee which provides oversight of risk management at the Board level. The Board approves CMT Group's risk appetite which determines the nature and extent of material risks that the Manager is willing to take to achieve the group's business objectives and corporate strategy.

Details on ERM can be found on page 64 to 69 of this Annual Report.

ENVIRONMENTAL CAPITAL

CMT is committed to environmental sustainability and value creation as a real estate owner. By leveraging technologies and analytics in optimising the usage of energy, water and waste management across our properties, we believe that we can manage our business more efficiently and create long-term value for all stakeholders.

We continually keep abreast of developments in our industry and engage our stakeholders. We cultivate our stakeholder relationships through regular and systematically planned forms of dialogue such as conferences, workshops, roadshows and surveys.

Managing Our Environmental Footprint

CapitaLand's Environmental Management System (EMS) is a key tool in managing CMT's environmental footprint across its entire portfolio. The EMS, together with CapitaLand's Occupational Health and Safety Management System (OHSMS) are integrated as CapitaLand's Environmental, Health and Safety Management System (EHSMS) that complies with ISO 14001 and OHSAS 18001 standards. ISO 14001 and OHSAS 18001 are internationally recognised standards for environmental management and occupational health and safety management of businesses respectively.

Environmental, Health and Safety Policy

CMT is committed to protecting the environment and upholding the occupational health and safety (OHS) of everyone in the workplace. We dutifully:

- Carry out exemplary EHS practices to minimise pollution as well as health and safety risks
- Seek continual improvement on its EHS performance
- Comply with relevant legislations and other requirements
- Implement CapitaLand's Sustainable Building Guidelines (SBG) and OHS programmes

This policy is readily available to all employees, tenants, suppliers and service providers. Since 2012, all business functions such as property management and property development for CMT's properties are EHS certified.

Risk Management of Environmental Aspects and Impacts

As part of the certified EMS, new or updated legal requirements are reviewed quarterly and compliance is evaluated annually.

CapitaLand's EMS provides a systematic process to manage environmental impact and to continuously improve its environmental performance. A key element is to identify and manage significant environmental aspects of its business operations that can potentially have a negative impact on the environment. The significance level of each environmental aspect and impact is assessed using a risk assessment technique based on factors comprising the likelihood of the occurrence, severity of the impact and control measures implemented.

CMT strives to minimise environmental impact in areas such as resource depletion, carbon emissions and waste generation. This is done by setting environmental targets such as green building rating targets, carbon emissions, energy and water usage reduction targets, participating in stakeholder engagement activities, as well as implementing various measures to achieve them.

Training

To facilitate effective implementation of CapitaLand's EHSMS, training and awareness programmes are planned and conducted for all employees. New employees are introduced to the EHSMS and EHS policies and briefed on their roles. Heads of Departments in administration, operations, and project management including heads of operating properties, design managers and project managers undergo more detailed training.

Internal and External Audits

CapitaLand has in place an internal audit system to ensure the conformance and effective implementation of its EMS to ISO 14001 international standards. External audits are conducted annually by a third-party accredited certification body.

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Sustainable Developments and Assets

BCA Green Mark certifications affirm the quality of CMT's properties. These ratings serve as an external validation that key environmental aspects have been considered in CMT's project design, development and operations.

Green Building Rating

Green building rating targets are set from the early stage of design and development. Green buildings have a lower lifecycle carbon footprint through the adoption of sustainable design and materials and are more resource efficient.

The minimum target certification for our new development is BCA Green Mark Gold^{PLUS}. In support of the Singapore Government's Green Building Master Plan, CMT is committed to achieving BCA Green Mark certification for all properties by 2020. Ahead of our target, all CMT's properties are BCA Green Mark certified as at 31 December 2019.

Property	Award Category
Westgate	Platinum
Bedok Mall	Platinum
Bugis Junction	Platinum
Bugis+	Platinum
Junction 8	Platinum
JCube	Platinum
IMM Building	Gold ^{PLUS}
Funan	Gold ^{PLUS}
Bukit Panjang Plaza	Gold ^{PLUS}
Raffles City Singapore	Gold ^{PLUS}
The Atrium@Orchard	Gold
Tampines Mall	Gold
Lot One Shoppers' Mall	Gold
Plaza Singapura	Gold
Clarke Quay	Certified

Life Cycle Management

CapitaLand's SBG is an in-house guide developed to ensure environmental considerations are factored in at all stages of a project from feasibility study, design, procurement, construction to operations.

Mitigating Climate Change Challenges and Identifying Opportunities through Design

As countries rally for action to mitigate climate change, more stringent regulations may be expected and companies will face increased expectations from stakeholders. By adopting the SBG, CMT aims to future-proof its developments by addressing the risks of climate change right from the design stage.

Every project is studied in detail and appropriate measures are adopted in consideration of climate change. The SBG also sets guidelines for buildings to be less energy reliant, for example, setting green building certification targets above statutory requirements, as well as encouraging the use of renewable energy, whenever possible.

The SBG is regularly reviewed to ensure continuous improvement, with a focus on four key objectives of minimising carbon footprint and energy consumption, water management, waste management and promoting biodiversity in the life cycle of its developments.

Enhancements since inception include higher green building certification requirements, use of certified wood and design for accessibility.

Environmental Impact Assessment

A key component of the SBG is the mandatory Environmental Impact Assessment (EIA). An EIA is carried out during the feasibility stage of a development project. Significant findings of the EIA and their cost implications, if any, are incorporated in the investment paper and submitted to the Board of Directors for approval.

The EIA focuses on identifying any environmental threats or opportunities related to the project site and its surroundings, covering areas such as floods, biodiversity, air quality, noise, connectivity, heritage and resources.

Our Environmental Commitments

Leveraging CapitaLand's Environmental Tracking System (ETS), we track energy and water usage, waste collection and disposal, as well as carbon emissions at our operating properties.

The management team of each property submits monthly data and uploads supporting documentation into the ETS. The data is analysed to facilitate a better understanding of consumption patterns and identify areas for eco-efficiency improvements.

CMT continues to implement various energy conservation measures which focuses on innovation to reduce energy consumption. The measures are listed in the table below.

Focus	Measures
Central Air Conditioning System	<ul style="list-style-type: none"> • Installed with Measurement & Verification (M&V) System to monitor system performance daily • Perform preventive and periodic servicing and maintenance • Auto tube-cleaning system • Conduct energy audit periodically
Lighting	<ul style="list-style-type: none"> • Replacing existing non-LED type with LED type • Lighting power budget of not more than 22 Watts per m² for tenanted areas
Control, Metering and Monitoring	<ul style="list-style-type: none"> • Building Management System • Sub-metering
Renewable Energy	<ul style="list-style-type: none"> • Photovoltaic (PV) system
Equipment	<ul style="list-style-type: none"> • Replace equipment with higher efficiencies

Aligned with CapitaLand's long-term targets for the reduction of carbon emission, energy and water, CMT's environmental commitments are as follows:

Long-term targets (using 2008 as base year):

- Reduce energy intensity of 20.0% by 2020, and 25.0% by 2030
- Reduce carbon emissions intensity by 23.0% by 2020, and 30.0% by 2030
- Reduce water intensity of 20.0% by 2020, and 30.0% by 2030

For 2020, CMT aims to maintain or reduce energy intensity, water intensity and carbon emission intensity compared to 2019.

Energy

In 2019, CMT reduced energy intensity measured in kilowatts-hour per square metre (kWh/m²) by 24.5% from base year 2008. Energy usage for operating properties was approximately 133,445 MWh compared to 130,521¹ MWh in 2018. The increase was due to the commencement of operations at Funan from 28 June 2019. CMT is on track to achieving its 2030 energy intensity reduction target.

In support of the annual Earth Hour campaign on 30 March 2019, all non-essential lights were turned off at CMT's properties.

Carbon Emissions

CMT is committed to address climate change risks through the reduction of its energy consumption. Improving energy efficiency represents the largest and most cost-effective way to mitigate those emissions.

In 2019, CMT's carbon emissions was approximately 52,932 tonnes. Emission intensity was 6.16 kgCO₂e/m² in 2019. The improvement represented a 43.1% reduction in carbon emission intensity compared to 2008.

Most of CMT's properties are located close to or integrated with mass rapid transit (MRT) stations and bus interchanges. This allows easy access to the surrounding communities and facilities via walkways which are mostly sheltered. In addition, to reduce carbon emissions, CMT's properties are provided with bicycle lots to encourage shoppers and tenants to use greener modes of transport. There are about 589 bicycle lots across the CMT's properties.

In 2019, we partnered with BlueSg on electric car sharing at five of our malls, namely Plaza Singapura, Lot One Shoppers' Mall (Lot One), Tampines Mall, Funan and Clarke Quay. We plan to roll out to two other malls in 2020. Additionally, CMT has more than 1,400 sq m of solar panels at Bugis Junction, JCube and Bedok Mall. These solar panels have helped our malls to tap 75,790 kWh of renewable energy source.

¹ 2018 data has been restated.

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Water

CMT is committed to reducing water usage and preventing water pollution. Water usage and discharge for each property are monitored and checked regularly. In 2019, CMT's water usage was approximately 1.5 million m³. This included approximately 0.5 million m³ of NEWater. Water intensity was reduced by 20.0% compared to 2008. The decline was attributed to the remote monitoring of water usage across all properties. This allows us to identify and respond promptly to exceptions such as leakages and ad hoc operations in an effective manner.

Waste

Collection and disposal of waste at all CMT's properties are carried out by National Environment Agency licensed contractors. In 2019, we collected 23,760 tonnes of non-renewable waste, a reduction of 3.0% compared to a year ago. More than 93.0% of recycled waste collected comprised paper with the rest made up of metal, plastic, glass and others.

CMT aims to manage waste at its properties responsibly. As waste generated at its properties is mostly from tenants, we engage our stakeholders through various means to minimise and recycle waste. Recycling bins are made available at all CMT's properties.

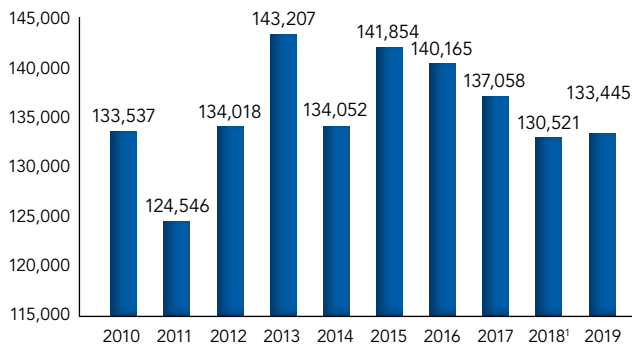
Since embarking on our waste recycling journey in 2008, we have extended our waste recycling efforts

to e-waste. CapitaLand has been partnering StarHub to roll out e-waste recycling bins at CMT's properties to encourage shoppers and tenants to adopt e-waste recycling and address the increasing environmental and health concerns posed by improper handling of e-waste. The participating malls include Bugis+, Bedok Mall, IMM Building (IMM), JCube, Junction 8, Lot One, Plaza Singapura, Raffles City Singapore and Tampines Mall. In 2019, the total e-waste collected was 13.6 tonnes.

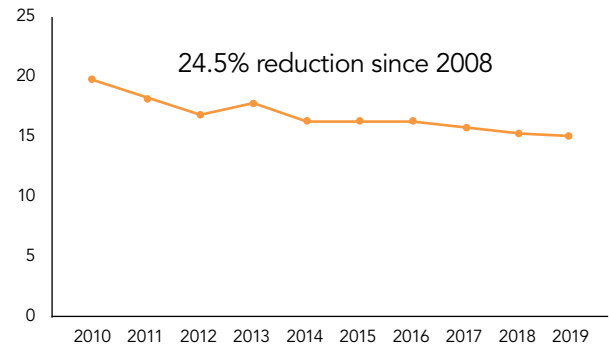
As an ongoing sustainability effort, CMT has been partnering tenants in six of its malls to collect coffee waste for each building's landscape vendor to recycle as a plant fertiliser. The six malls include Bugis+, IMM, Junction 8, Lot One, Tampines Mall and Westgate. A separate bin is provided at each mall for the collection of coffee waste. Depending on the volume, the landscape vendor collects the coffee waste from the recycling bin either weekly or bi-weekly. The total amount of coffee waste collected is up to 180 litres weekly.

CMT requires its main contractors to implement proper waste management procedures on site to minimise, manage and dispose construction waste efficiently. We continue to leverage Building Information Modelling (BIM) technology to improve the design and construction process through more integrated project coordination. BIM performs clash detection before construction commences. It identifies situations where mechanical and electrical services clash with structural members. Early detection saves time and cost of remedial work and minimises material wastage.

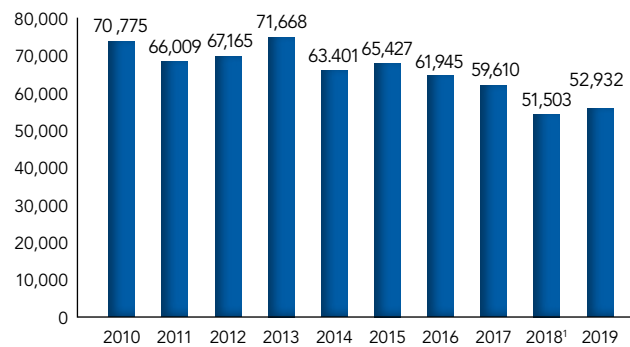
Energy Usage (MWh)



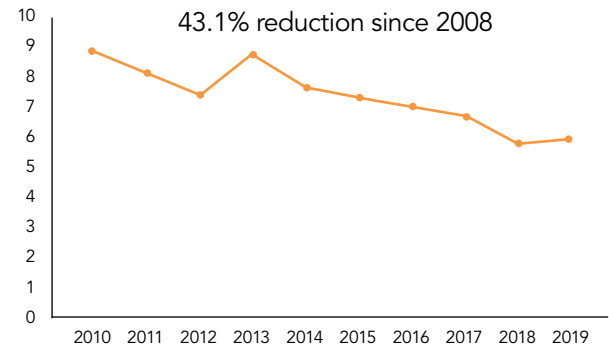
Energy Intensity (kWh/m²/month)



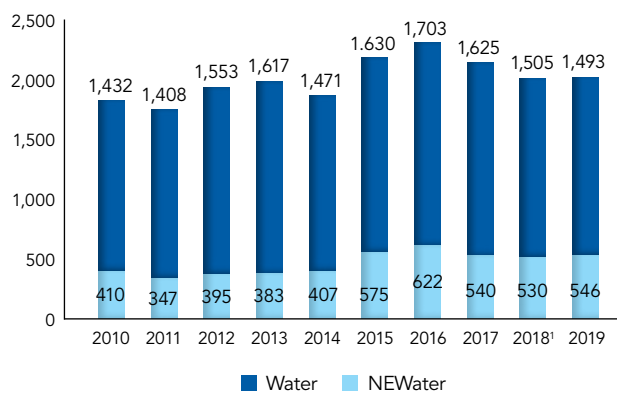
Carbon Emissions (tonnes CO₂e)



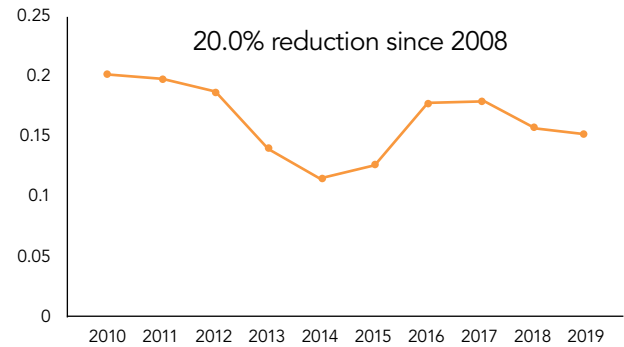
Carbon Intensity (kgCO₂e/m²/month)



Water Usage (thousand m³)



Water Intensity (m³/m²/month)



¹ 2018 data has been restated.

SUSTAINABILITY MANAGEMENT

FUNAN – LEVERAGING TECHNOLOGY. DRIVING SUSTAINABILITY

Mr Tony Tan, CEO of CapitaLand Mall Trust Management Limited, said: "Conscious of the evolution of retail, we embarked on the redevelopment of Funan in 2016 even though the mall was still delivering healthy returns at that time. We are heartened that the reimagined Funan has been well-received by our retailers, office tenants and shoppers. A well-located asset with strong brand recognition, we are committed in ensuring that Funan remains an attractive shopping and lifestyle destination that continues to win customers with differentiated experiences not replicable online. As Singapore's largest retail real estate investment trust, CapitaLand Mall Trust will continue to identify areas for reinvention that will serve the needs of present and future generations of shoppers."

Funan was uniquely conceptualised as an integrated development comprising retail, office and coliving spaces in a creative and sustainable environment. Underpinned by a digital layer of customer experience as well as green building and universal design principals, the reimagined Funan reopened on 28 June 2019 as a social retail space for discovering, learning and shopping.

Design and Construction

From design to construction, the redevelopment process was centred on the Virtual Design and Construction approach to achieve enhanced productivity. Using a top-down construction method, Funan's basement and superstructure were built concurrently. Pre-cast concrete was used for structural components to improve construction efficiency. From groundbreaking to completion, the rapid redevelopment took 27 months despite its scale. Recognised for its sustainable design features and friendly built environments, Funan was conferred the BCA Green Mark Gold^{PLUS} award and the BCA Universal Design Mark Gold^{PLUS} (Design). In addition, Funan was recognised for its architectural and design excellence with the Interior Design Awards 2019 at the BCI Asia Awards 2019. It was also conferred the Mixed-use Architecture (Singapore) award at the Asia Pacific Property Award 2018-2019, and the Best Mixed-use Development Bronze award at the MIPIM Asia Awards 2019.

Energy and Water Efficiencies

Funan integrates technology and new innovations to minimise energy and water consumption. Design features include an energy efficient facade that minimises solar heat transmission, as well as a seven-storey green wall irrigated by harvested rainwater. With its innovative water fittings and indigenous plants,

Funan is expected to be able to save approximately 12.8 million litres of water per year.

Within the development, the retail common areas and office lobbies as well as the coliving front of house are fully fitted with energy efficient LED lights. These lights are controlled by an intelligent scene control system, which adjusts the luminosity of the LEDs according to the brightness of the environment. Funan also uses regenerative lifts, which can deliver up to 18% of energy savings compared to non-regenerative lifts.

Funan's energy efficient water-cooled chilled water plant system is able to achieve 0.557 kW/rton weighted plant efficiency in one day. It is the first retail mall in Singapore to use a next-gen refrigerant (R1233zd) to minimise energy consumption and reduce greenhouse gas emission. Energy can be conserved by varying the variable speed drives of Funan's chilled water distribution pumps, condenser water pumps and cooling towers. An auto-cleaning feature for the condenser tube ensures that the chiller plant delivers optimal performance.

Funan estimates energy savings of approximately 6,447,787 kWh per year, equivalent to approximately 3,224 tonnes of carbon emissions reduced per year.



Urban Farm on Level 7

Social Integration and Community Engagement

As an open and inviting space for visitors to shop and engage in lifestyle activities, Funan offers plenty of green spaces, rest areas and interactive corners that encourage discovery and novel community experiences. To promote community health and well-being, Funan's 18,000 sq ft food garden and 5,000 sq ft urban farm are the largest roof-top garden and urban farm in the city. These spaces allow visitors to learn how vegetables are produced and harvested, while the organic produce is served up at Noka, Spa Esprit's first Japanese restaurant, which is next to the urban farm. Funan also features a prominent sports cluster, with a premium fitness club equipped with a 25-metre swimming pool, the largest indoor rock-climbing facility in the CBD and a futsal court.



The ARK Futsal on Level 7

In a nod to the nation's car-lite movement and to serve the office community in and around Funan who cycles to work, Funan has a dedicated Bicycle Hub of over 170 bicycle bays with end-of-trip amenities. Fast-charge stations for electric vehicles and electric bicycles are also available at the mall. To further enhance accessibility to the mall, an underground linkway will be ready by 2021 to connect visitors from City Hall MRT station.

Anchored by its six passion themes – Tech, Craft, Play, Fit, Chic and Taste – Funan has brought together like-minded communities. From climbers, cyclists and yogis to gardeners, bakers and techies, Funan has become a stomping ground for numerous interest groups. Bike enthusiasts regularly flag off community rides from the Brompton Junction flagship store in Funan. The Green Collective's plant swap has seen lively engagement among gardeners who traded herbs, flowers and tips on home gardening. Hobbyists and fitness enthusiasts such as the "Superhero Runners", a group of around 60

runners, have chosen Funan to meet and kickstart their weekly jogs around the city.

With a dedicated Community Manager, Funan will be able to continue curating community experiences, as well as building social connections and networks beyond the transactional.

Stakeholder Engagement and Retail Experience

Embedded with an eco-system of sensors and analytical tools, Funan is able to create a digital layer of customer experience through deeper consumer insights. Tenants are also empowered to incorporate digital innovations to enrich the in-store experience. The majestic design centrepiece of Funan, the Tree of Life, houses 20 retail pods that can host creative retailing formats and experiential offerings. The Tree of Life offers flexible leases to new and/or online retailers to testbed their products and services.

Providing added convenience for shoppers, Funan's 40 smart directories can map the shortest route to their desired store and make recommendations based on their demographic profiles. Leveraging technology to unlock even more convenience for shoppers, the trials for an innovative robot-enabled hands-free shopping service commenced in 1Q 2020. Retailers can leave packages for customers at the collection point at Basement 2, where a robotic arm is stationed to place the packages into their respective boxes and retrieve them when activated. Shoppers who drive can pick up their packages 24/7 via a drive-through collection point.



Robotic arm to assist shoppers for a hands-free experience at Basement 2

SUSTAINABILITY MANAGEMENT

MANUFACTURED CAPITAL

Social Integration

As satellite hubs, CMT's properties are strategic channels for community engagement. We are committed to building safe, accessible, vibrant and quality developments to enhance the lives of communities around our operations.

Our social integration criteria, which factor universal design considerations include:

- Ensuring accessibility in the built environment to people of different age groups and varying mobility
- Enhancing connectivity to public transport, roads, amenities and between buildings
- Providing community spaces as public gathering points

These design considerations are integrated into CapitaLand's SBG to ensure that they are considered from the start of the project development process. Universal design considerations ensure that public spaces in our properties are accessible to users of different age groups and varying abilities. These include:

- Seamless connectivity to the external surroundings, such as bus-stops, adjacent buildings, streets and sidewalks
- Barrier-free access from accessible (handicapped) and family parking lots to lift lobbies
- Sheltered and barrier-free drop-off areas
- Accessible (handicapped) and family lots
- Designated pedestrian lanes in car parks
- Amenities such as accessible toilets, lifts and nursing rooms
- Atrium spaces, libraries and play areas for children

All our properties have at least one facility for disability access. These include accessible alighting and boarding bays, lifts, parking lots and public toilets. Our properties are also guide-dog friendly.

Supply Chain Management

We work closely with our contractors and suppliers who are committed to high quality, environmental, health and safety standards.

Contractors are only appointed upon meeting the group's stringent selection criteria, including environment, health and safety. All main contractors appointed have to be ISO 14001 and OHSAS 18001 certified. Majority of our contractors and service providers are minimum bizSAFE Level 3 certified.

In 2019, main contractors appointed for projects with gross floor area of more than 2,000 sq m were ISO 14001 and OHSAS 18001 certified.

We ensure our suppliers and service providers are in compliance with local regulations. We share CapitaLand's EHS policy with our suppliers and service providers to ensure that they are sufficiently trained or briefed in EHS measures. We also share with them CapitaLand's Supply Chain Code of Conduct to encourage our supply chain to operate responsibly in the areas of anti-corruption, human rights, health and safety, and environmental management.

HUMAN CAPITAL

Our People

As an externally managed REIT, CMT has no employee and is managed by the Manager and Property Managers, which are wholly owned subsidiaries of CapitaLand.

The teams behind the Manager and Property Managers, of more than 500 employees, are responsible for CMT's property and portfolio operations in Singapore. We recognise that people are our greatest asset contributing to the success of the business. Our workforce comprises mainly full-time and permanent employees who are based in Singapore.

Employment Fairness and Diversity

CapitaLand has in place an integrated human capital strategy designed to recruit, develop and motivate employees. As wholly owned subsidiaries of CapitaLand, the Manager and Property Managers are committed to developing a high-performance work culture that embraces diversity and collaboration.

CMT upholds CapitaLand's commitment to be a workplace of choice for employees and adheres to its policies on non-discriminatory employment practices and equal remuneration. We have adopted the five key principles of fair employment advocated by the Tripartite Alliance for Fair and Progressive Employment Practices. This is reflected in the Employers' Pledge for Fair Employment Practices signed by CapitaLand.

The five key principles of fair employment we adhere to include:

- Recruit and select employees on the basis of merit (such as skills, experience or ability to perform the job), regardless of age, race, gender, religion, marital status and family responsibilities, or disability
- Treat employees fairly and with respect and implement progressive human resource management systems
- Provide employees with equal opportunity to be considered for training and development based on their strengths and needs to help them achieve their full potential
- Reward employees fairly based on their ability, performance, contribution and experience
- Comply with the labour laws and abide by the Tripartite Guidelines on Fair Employment Practices

We have a vibrant and competent team of employees in our workforce. New hires represented 10.5% of the total headcount in 2019. The workforce also comprises an almost equal ratio of male and female employees. Female employees are well represented in the middle and senior management levels. In 2019, close to 65.3% of the employees who are managers and above were female. Approximately 59.1% of the senior management, comprising those at Vice President level and above, were female.

To attract top talent, all job opportunities are advertised publicly via online job portals, with selections based wholly on individual merit. This is consistent with CapitaLand's non-discriminatory employment practices.

Human Rights

We support international human rights conventions, such as the Universal Declaration of Human Rights and the International Labour Organisation (ILO) Conventions, against coerced labour and discrimination in any form. Singapore has ratified 28 ILO Conventions covering four key areas of employment standards: child labour, forced labour, collective bargaining and equal remuneration.

We have no acts of discrimination or human rights violation reported in 2019.

Positive Work Environment

We are committed to providing a positive and vibrant workplace that promotes personal development, good health and wellbeing, as well as a fulfilling career. We continue to have initiatives such as flexible hours and work arrangements, comprehensive medical benefits, and employee engagement programmes were implemented to foster a culture of high performance and work-life harmony. Part-time employees were entitled to the same benefits as their full-time colleagues, on a pro-rated basis.

We advocate a pay-for-performance philosophy to drive ownership of collective goals. This encourages a high-performance work culture, which supports the creation of long-term Unitholder value. We also adopt CapitaLand's robust performance management system to ensure that all employees receive regular performance and career development reviews.

In 2019, CapitaLand conducted its Employee Engagement Survey and achieved a participation rate of more than 90%. The Group received feedback on areas of strength which have been impactful in its efforts to build a highly engaged workforce. It has also identified areas for enhancements to further build on from its employee engagement levels moving forward.

Talent Management

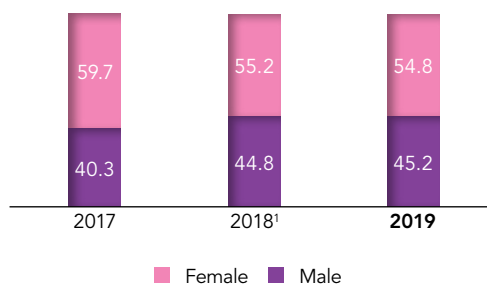
We actively seek innovative, dynamic and talented individuals, both internally and externally, with the right experience level to support our growth. This is managed through the recruitment of talent across different career stages, from entry-level graduates to mid-career professionals and industry veterans. All new hires are required to undergo an orientation programme that helps them assimilate to CapitaLand's business operations, strategy, core values and management philosophy. We constantly build our management bench strength by identifying and developing high-potential talent as part of the regular succession planning process.

Our talent management programme addresses the development of organisational core competencies as well as position-specific competencies. During the annual performance and career development review, all employees are highly encouraged to openly discuss their performance and aspirations with their supervisors, as well as to identify any training needs.

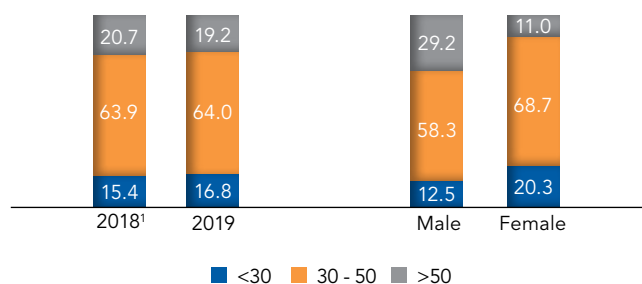
SUSTAINABILITY MANAGEMENT

HUMAN CAPITAL – EMPLOYEE PROFILE

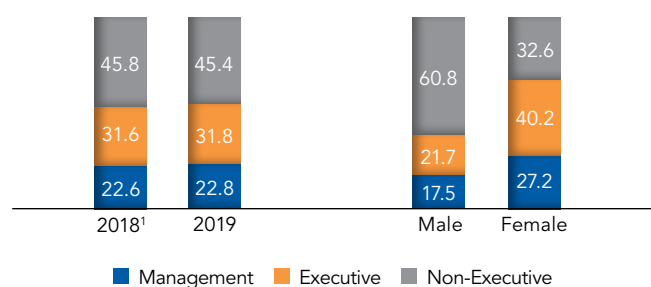
Employee Diversity by Gender (%)



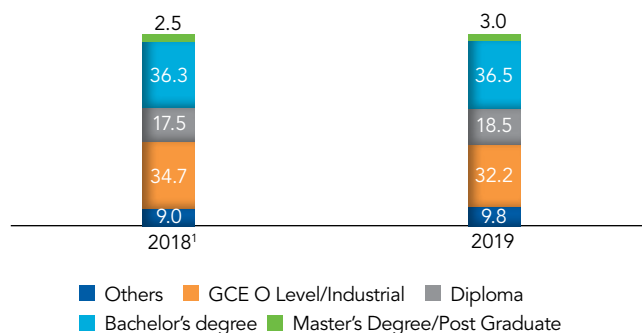
Employee Profile by Age and Gender (%)



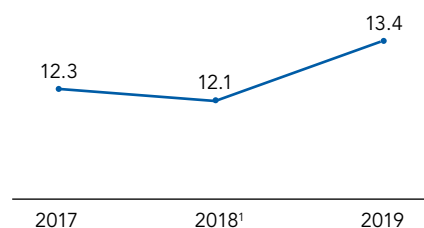
Employee Profile by Seniority and Gender (%)



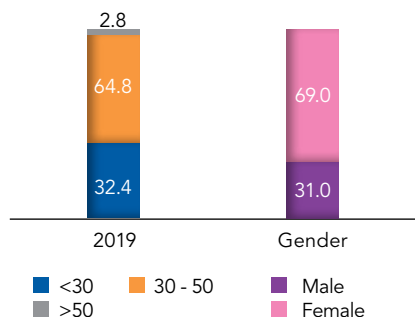
Employee Profile by Educational Qualifications (%)



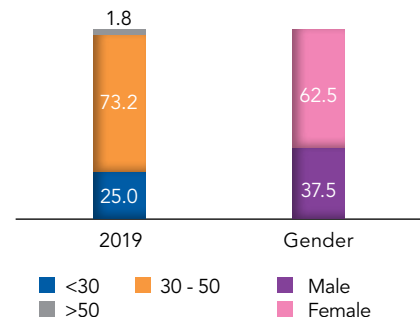
Employee Turnover Rate (%)



Voluntary Turnover by Gender and Age (%)



New Hire by Gender / Age (%)



1 2018 data has been restated.

Fair Remuneration

Our people are offered comprehensive and competitive remuneration packages. These include short-term cash bonus and long-term equity-based reward plans such as restricted share and performance share programmes. Such equity-based reward plans help to strengthen the link between reward and performance, as well as to retain talent.

All CapitaLand employees enjoy a flexible benefits plan, paid maternity/paternity leave, and time off for volunteer work. A flexible benefits plan enables the employees to complement their personal medical and insurance needs with those provided by the company. Employees can also customise their benefits for themselves and their families. To ensure that our remuneration packages are competitive, external human resource consultants are regularly engaged to benchmark our compensation and benefits packages against local industry peers. We also actively review our employee compensation strategies to ensure that they commensurate with market practice.

More than 58.0% of our employees have been with us for five years or longer. We conduct exit interviews with employees who have tendered their resignations as part of continuing efforts to improve retention policies and initiatives.

Learning and Development

CapitaLand encourages the cross fertilisation of talent and ideas and leverages on CapitaLand's Human Resource functions to develop our people. We are committed to talent development programmes that enable people to acquire the relevant knowledge and skills for business excellence and to reach their full potential.

CapitaLand allocates up to 3.0% of its annual wage bill towards learning and development programmes for employees. In line with its drive to upskill employees, CapitaLand conducts formal classroom training, and provides on-the-job exposure, mentoring and coaching, and opportunities for job rotation and overseas postings. Our employees have direct access to a year-long training calendar comprising a series of pre-evaluated training courses. CapitaLand has an in-house training hub, CapitaLand Institute of Management and Business (CLIMB), which supports the training and development needs of employees.

CapitaLand also has in place training roadmaps and a wide variety of courses to equip our teams with the skills and confidence to carry out their duties. In 2019,

approximately 97.2% of employees attended at least one training event, and the average number of training hours completed by each employee exceeded 22 hours. Employees pursuing relevant courses are eligible for paid examination leave of up to 10 days per calendar year.

Job Security

CapitaLand is committed to providing meaningful jobs for its employees. The efforts and initiatives are in line with the Tripartite Guidelines on Managing Excess Manpower, which covers the retraining and redeployment of workers, the implementation of flexible work arrangements and a flexible wage system to manage wage costs. The guideline was jointly established by the Singapore Ministry of Manpower together with its tripartite partners, Singapore National Employers Federation and the National Trades Union Congress.

In the event of termination or employee resignation, there is a minimum notice period of one month that needs to be fulfilled, depending on the employee's job grade.

Freedom of Association

CapitaLand maintains a harmonious relationship with the Singapore Industrial & Services Employees' Union. CapitaLand abides by the Industrial Relations Act that allows representation of employee by trade unions for collective bargaining, thus providing them with an avenue to seek redress for any industrial disputes. CapitaLand works closely with the trade unions to create a conducive and productive work environment for the mutual benefit of employees and the company.

Re-employment Opportunities

CapitaLand has a re-employment policy in place for employees who have reached the current statutory retirement age of 62, to enable them to continue to work up to 67 years old if they are still able and willing to continue contributing to CMT. In 2019, eight employees were above the age of 62.

Ethics and Integrity

CapitaLand adopts a strong stance against bribery and corruption. In addition to complying with clear guidelines and procedures regarding the giving and receipt of corporate gifts, all employees are required to pledge their commitment to CapitaLand's core values, which includes upholding the highest standards of integrity.

CapitaLand has established a whistle-blowing policy and other procedures to provide employees and business partners with well-defined, accessible and trusted channels for reporting suspected fraud, corruption

SUSTAINABILITY MANAGEMENT

dishonest practices or other workplace improprieties. The whistle-blowing policy and procedures also allow for the independent investigation of any reported incidents and appropriate follow-up action, while assuring whistle blowers of protection from reprisals.

CapitaLand upholds a strict policy on ethical business conduct, which deals with issues such as confidentiality, conduct and work discipline, corporate gifts and concessionary offers. Clear policies and guidelines on how to handle workplace harassment and grievances are also in place. CapitaLand's policies have helped to detect and prevent occupational fraud primarily in three ways:

First, we offer fair compensation packages, based on practices of pay-for-performance and promotion based on merit to our employees. We also provide various healthcare subsidies and financial assistance schemes to alleviate the common financial pressures our employees face.

Secondly, clearly documented policies and work procedures incorporate internal controls which ensure that adequate checks and balances are in place. Periodic audits are also conducted to evaluate the efficacy of these internal controls.

Finally, we seek to build and maintain the right organisational culture through CapitaLand's core values, educating our employees on good business conduct and ethical values.

To instill CapitaLand's core values and principles, new hires are encouraged to undergo the CapitaLand Immersion Programme which includes a mandatory module on anti-corruption policies and procedures. Employees are retrained on how the core values and principles can apply to their daily work.

Occupational Health and Safety (OHS)

CMT strives to achieve zero work-related injuries resulting in employee permanent disability or fatality by adopting stringent OHS practices. Employees are expected to take ownership of OHS issues, and proactively report all

OHS-related incidents alongside non-compliance and non-conformities. CMT regularly monitors the operations to control workplace safety risks and strives to eliminate or minimise them through various measures. Hazards Identification and Risk Assessments are reviewed annually or when appropriate. OHS hazards are identified for the administration, development and operational functions of the business and risks are assessed. Standard operating procedures are in place to minimise the occurrence of such hazards.

In 2019, we reported a staff absentee rate of 7.8 days and zero work-related fatality or permanent disability. There were three work-related injuries recorded during the year. The injured employees have since returned to work and safety measures and standard operating procedures have been reviewed and tightened.

Employee Well-Being

CapitaLand aims to provide a safe work environment that contributes to the general well-being of its employees.

In Singapore, this is carried out through a Total Well-Being Programme to promote health and well-being of all employee. CMT supports the programme by engaging its workforce through regular health and recreational activities, as well as brainstorming workshops. We also have a flexible work arrangement policy that permits flexible work hours, working from home or part-time work arrangements for our workforce.

In 2019, activities such as complimentary health screenings, free flu vaccinations and health-related activities were organised to encourage a well-balanced and healthy lifestyle among employees. Recreational activities included the CapitaLand Family Day, a durian feast and an annual dinner party. Yoga and Zumba classes were also organised to promote an active lifestyle. Tips on healthy living and effective exercise were published through CapitaLand's intranet. In May, CMT supported the annual national campaign, 'Eat with Your Family Day', by encouraging employees to leave their offices earlier to dine with their families.

	2017	2018	2019
Number of work-related injuries	2	3	3
Work-related fatalities/permanent disabilities	0	0	0
Absentee rate (Days per employee per year)	6.8	7.5	7.8
Severity rate	5.0	56.3	5.3
Lost day rate	10	169	16

SOCIAL AND RELATIONSHIP CAPITAL

Stakeholder Engagement

Our stakeholders are key to CMT's long-term success. The Manager and Property Managers engage stakeholders regularly to identify and review material issues which could have significant impact to CMT's business and operations. The interactions yield valuable information that facilitate our ongoing efforts to improve the portfolio performance.

Stakeholders are those who are most directly impacted by, or most directly impact our operations. Our stakeholders comprise shoppers, tenants, investors, employees, suppliers and communities.

We seek to maintain effective communications with our stakeholders and build lasting partnerships through multiple engagement channels outlined in the tables on page 91 and 92.

Stakeholder Engagement



SHOPPERS

Description

To understand our shoppers' needs and improve the appeal of our malls

Engagement methods

- Marketing and promotional events
- Loyalty programmes
- Online and mobile platforms
- Social media
- Shopper survey
- Focus group study

Key topics

- Omni-channel shopping
- Experiential shopping
- New retail concepts
- Family-friendly facilities
- Easy access to public transport



TENANTS

Description

To understand our tenants' needs and concerns as well as help drive shopper traffic to our malls

Engagement methods

- Informal tenant gatherings
- Tenant shop openings
- Biz+ Series events
- Joint promotions and strategic partnerships
- Green leases
- Value added initiatives by centralisation and leveraging technology
- Tenant satisfaction survey

Key topics

- Open new shops or malls
- Learn from successful companies
- Share knowledge and keep abreast of market trends
- Enhance operational efficiency



INVESTORS

Description

To create an informed perception of CMT, manage investors' expectations and promote a positive investment environment

Engagement methods

- Annual general meetings
- SGXNet announcements
- Annual reports, webcasts, results briefings to analysts and media
- Website updates
- Roadshows, conferences and meetings
- Tours of CMT's properties

Key topics

- Business performance
- Business expectations and strategies
- Economic, social and environmental concerns

SUSTAINABILITY MANAGEMENT

Products and Services - Customer Health and Safety

Customer health and safety is prioritised at our properties to ensure pleasant shopping experiences for our customers. We constantly innovate and improve our operations by leveraging technology and collaborating with strategic partners.

In 2019, we implemented a robotic cleaning solution in four of our malls. Robotic cleaners are deployed after mall operating hours with pre-mapped routes to perform general floor cleaning. There is no disruption to shoppers and tenants and productivity improved with reduced reliance on manpower. We also embarked on Adroit, a 24/7 web based operations portal which

provides enhanced coordination and communication across our malls. The portal can be accessed by multiple mall users for various operations-related modules such as Vendor Assessment, Case Log, Tenant Survey, Operation Checklist, Vendor Work Management, Incident Reporting and Pandemic Flu Checklist. The integrated online platform ensures that summary reports and various standard operating procedures and checklists can be streamlined, referenced and extracted with ease. The annual Tenant Survey, for instance, tracks the satisfaction levels of tenants operating within the portfolio. It provides Property Managers valuable insights into areas where improvements can be introduced.



EMPLOYEES

Description

To develop a high performance work culture that embraces diversity and teamwork

Engagement methods

- Informal and formal staff communications
- Recreational and team building activities
- Employee engagement surveys
- Performance appraisals
- Training courses

Key topics

- Communicate business strategies and developments
- Reward and recognition
- Training and development
- Employee wellness



SUPPLIERS

Description

To be a fair and reasonable buyer of goods and services and share industry best practices

Engagement methods

- Term contractor / vendor evaluation system
- Standard operating procedures, guidelines and house rules for compliance
- Share CapitaLand's EHS policy with suppliers
- Share CapitaLand Supply Chain Code of Conduct with suppliers
- Collaborate with suppliers to manage EHS challenges

Key topics

- Fair and reasonable treatment
- Ensure alignment with EHS objectives



COMMUNITIES

Description

To contribute to the communities in which we operate

Engagement methods

- Employee volunteerism
- Collaboration with CapitaLand Hope (CHF) Foundation to donate to non-profit organisations
- Management of ESG issues
- Corporate social responsibility programmes

Key topics

- Philanthropy
- Environment

Our Community

During the year, we collaborated with non-profit and government organisations to promote healthy living, environmental sustainability and community causes through activities at our malls.

CapitaLand is a strong advocate of volunteerism and was one of the first companies to formalise three days of Volunteer Service Leave (VSL) for its employees. In recognition of our employee's social contribution, CapitaLand Hope Foundation (CHF), the philanthropic arm of CapitaLand, donates S\$500 to an approved Institution of a Public Character in Singapore or international non-profit organisation when the three days of VSL are utilised within the year.

Community Involvement

JWalkers

To promote healthy lifestyle through mall-walking to residents and patients living in the west, J-Walkers, the first mall-walking activity in Singapore was launched in partnership with Ng Teng Fong General Hospital. Over 300 participants brisk walked along a 2 km route via the J-Walk elevated pedestrian network along Westgate and IMM Building.

National Heritage Board Founders' Memorial Showcase

IMM Building hosted the launch of the Founder's Memorial Exhibition by National Heritage Board in November, before it travelled to various locations across Singapore. The Founders' Memorial, which honours Singapore's pioneer leaders, is slated to open in 2027 in the Marina Bay area. The exhibition showcased 3D models of the proposed designs, and invited Singaporeans to vote for their favourite design through an online portal.



Snow Fun House at Plaza Singapura

Snow Fun House

To celebrate the year-end holidays, Plaza Singapura presented PS Snow Fun House, a two-storey snow

chamber with sub-zero temperatures. Visitors were encouraged to snap photos and post them on Instagram with the hashtags #PSSnowHouse and #CapitaLandHopeFoundation, where S\$5 will be donated for every hashtag used. CapitaLand Hope Foundation, the philanthropic arm of CapitaLand, raised S\$3,450 in support of Care Corner Singapore.

SG Cares

'Celebrating Our Culture of Care' by MediaCorp SG Cares was officially launched at JCube. The event served to build a stronger community while encouraging all who live in Singapore to extend a helping hand to those in need. Shoppers engaged in fun craft activities, a special augmented reality experience and pledged their support towards building a more caring community through a mural made out of over 400 hand-painted sail boats.



Arts in the City: We Love Singapore in Raffles City Singapore

Arts in the City: We Love SINGAPORE

Raffles City Singapore, in collaboration with Singapore Kindness Movement, celebrated Singapore's 54th Birthday and commemorated the Singapore Bicentennial with 'Arts in the City: We Love SINGAPORE'. Fronted by the iconic Singa the Lion, the campaign featured a host of activities, including a public exhibition of 200 individually-decorated Singa the Lion figurines. President Halimah Yacob, Mr Lee Chee Koon, President & Group CEO of CapitaLand Group and Director for CHF, and Dr William Wan, General Secretary of the Singapore Kindness Movement, were present to launch the campaign. CHF donated S\$300,000 to benefit six charities under President's Challenge 2019 through this exhibition.

Clean & Green Singapore

Co-organised by the National Environment Agency and South West Community Development Council, Westgate hosted segments of the Clean & Green Singapore carnival including workshops and exhibits to inspire shoppers to care for the environment by incorporating clean, green and sustainable habits into their lifestyle to fight climate change.

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MATERIAL TOPICS AND BOUNDARIES

Material topics (GRI 102-47)	Topics Boundary: Internal and External	Management Approach References (GRI 103)
Economic		
Economic Performance	CMT	Financial Capital, page 78
Indirect Economic Impacts	CMT, Communities	Manufactured Capital, page 84 - 86 Social and Relationship Capital, page 93
Anti-corruption	CMT, Investors, Tenants, Shoppers, Communities	Organisational Capital, page 76, 78, Human Capital, page 89 - 90
Environmental		
Energy	CMT, Suppliers	Environmental Capital, page 76, 80 - 86
Water	CMT, Suppliers	
Emissions	CMT, Suppliers	
Effluents and Waste	CMT, Suppliers	
Environmental Compliance	CMT, Suppliers	
Supplier Environmental Assessment	CMT, Suppliers	
Social		
Employment	CMT	Human Capital, page 86 - 90
Labour/Management Relations	CMT	Human Capital, page 89
Occupational/Health and Safety	CMT	Human Capital, page 90
Training and Education	CMT	Human Capital, page 89
Diversity and Equal Opportunity	CMT	Human Capital, page 86 - 87
Non-discrimination	CMT	Human Capital, page 86 - 87
Child Labour	CMT	Human Capital, page 86 - 87
Forced or Compulsory Labour	CMT	Human Capital, page 86 - 87
Human Rights Assessment	CMT, Suppliers	Human Capital, page 86 - 87, 90
Local Communities	CMT, Communities	Environmental Capital, page 79 Human Capital, page 90 Social and Relationship, page 91 - 93
Supplier Social Assessment	CMT, Suppliers	Manufactured Capital, page 86 Human Capital, page 90
Customer Health and Safety	CMT, Tenants, Suppliers and Communities	Manufactured Capital, page 86 Human Capital, page 90 Social and Relationship Capital, page 92
Marketing and Labelling	CMT, Tenants	Organisational Capital, page 78
Customer Privacy	CMT, Tenants, Shoppers, Investors	Organisational Capital, page 78
Socioeconomic Compliance	CMT, Investors	Organisational Capital, page 76, 78 Human Capital, page 89 - 90

GRI CONTENT INDEX

GRI Standards Content Index for 'In accordance' - Core

GRI Standards	Disclosure Title	Page Reference and Remarks
General Disclosures		
102-1	Organisation's name	CapitaLand Mall Trust
102-2	Primary brands, products, and services	Corporate Profile, Inside Front Cover
102-3	Location of headquarters	Corporate Information, Inside Back Cover
102-4	Location of operations	Corporate Profile, Inside Front Cover Property Portfolio, page 22 - 23
102-5	Ownership and legal form	Trust Structure/Organisation Structure, page 30
102-6	Markets served	Corporate Profile, Inside Front Cover
102-7	Scale of the organisation	Corporate Profile, Inside Front Cover
102-8	Workforce figures	Human Capital, page 86, 88
102-9	Organisation's supply chain	Manufactured Capital, page 76 - 77, 86 Social and Relationship Capital, page 92
102-10	Significant changes during the reporting period	No significant changes
102-11	Report whether and how the precautionary approach or principle is addressed by the organisation	Environmental Capital, page 75 - 76, 79 - 80
102-12	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes	Introduction, page 74, 76 Organisational Capital, page 78 Manufactured Capital, page 86 Human Capital, page 86 - 87, 89
102-13	Memberships of associations and national or international advocacy organisations	Introduction, page 74, 76 Organisational Capital, page 78 Manufactured Capital, page 86 Human Capital, page 86 - 87, 89
102-14	Statement from senior decision-maker	Message to Unitholders, page 12 - 19
102-15	Description of key impacts, risks, and opportunities	Organisational Capital, page 78 Environmental Capital, page 79 - 80 Human Capital, page 90 Social and Relationship Capital, page 91 - 93
102-16	Organisation's values, principles, standards and norms of behaviour	Corporate Profile, Inside Front Cover Corporate Governance, page 32 - 63 Enterprise Risk Management, page 64 - 67 Introduction, page 74 Organisational Capital, page 78
102-18	Governance structure	Corporate Governance, page 32 - 63 Sustainability Commitment, page 74
102-40	List of stakeholder groups	Social and Relationship Capital, page 91 - 92
102-41	Collective bargaining agreements	Human Capital, page 89
102-42	Identifying and selecting stakeholders	Environmental Capital, page 79 Human Capital, page 86 Social and Relationship Capital, page 91 - 92

SUSTAINABILITY MANAGEMENT

GRI Standards	Disclosure Title	Page Reference and Remarks
General Disclosures		
102-43	Approach to stakeholder engagement	Environmental Capital, page 76, 79 Human Capital, page 77, 90 Social and Relationship Capital, page 91 - 92
102-44	Key topics and concerns raised through stakeholder engagement	Materiality, page 75, 94 Human Capital, page 90 Social and Relationship Capital, page 91 - 92
102-45	Entities included in the organisation's consolidated financial statements	Introduction, page 724
102-46	Defining report content and topic Boundaries	Introduction, page 74
102-47	List of material topics	Materiality, page 75, 94
102-48	Effect of any restatements of information provided in previous reports	Restated 2018 data for Energy Usage, Carbon Emissions and Water Usage
102-49	Significant changes from previous reports in the material topics and boundaries	No significant changes in reporting
102-50	Reporting period	Introduction, page 74
102-51	Date of previous report	FY 1 January to 31 December 2018
102-52	Reporting cycle	Annual
102-53	Contact point	ask-us@cmt.com.sg
102-54	Claims of reporting in accordance with GRI Standards	In accordance with Core
102-55	GRI Content Index	GRI Content Index, page 95 - 98
102-56	Assurance	We have not sought external assurance on this report specifically. Our Sponsor seeks assurance and data is shared between the two entities
Topic-Specific Standards		
Management Approach		
103-1	Explanation of the material topic and its boundary	Materiality, page 75 - 77, 92
103-2	The management approach and its components	Page 74 - 80, 86 - 87, 89, 91 - 92
103-3	Evaluation of the management approach	Page 74 - 80, 86 - 87, 89, 91 - 92
Economic Performance		
201-1	Direct economic value generated and distributed	Message to Unitholders, page 12 - 19 Financial Review, page 116 - 119 Financial Statements, page 157 - 249
Indirect Economic Impacts		
203-1	Infrastructure investments and services supported	Environmental Capital, page 80 - 82, 84 - 85 Social and Relationship Capital, page 91 - 93

GRI Standards	Disclosure Title	Page Reference and Remarks
Topic-Specific Standards		
Anti-corruption		
205-1	Risk assessment for corruption	Corporate Governance, page 58 - 59 Enterprise Risk Management, page 65 Organisational Capital, page 78
205-2	Communication and training on anti-corruption policies and procedures	Organisational Capital, page 78 Human Capital, page 87
205-3	Incidents and action taken	Organisational Capital, page 76
Energy		
302-1	Energy consumption within the organisation	Environmental Capital, page 76, 81
302-3	Energy intensity	Environmental Capital, page 76, 81
302-4	Reduction of energy consumption	Environmental Capital, page 76, 81
Water		
303-5	Water consumption	Environmental Capital, page 82
Emissions		
305-2	Energy indirect (Scope 2) GHG emissions	Environmental Capital, page 80 - 81
305-4	GHG emissions intensity	Environmental Capital, page 80 - 81
305-5	Reduction of GHG emissions	Environmental Capital, page 80 - 81
Effluents and Waste		
306-1	Total water discharge by quality and destination	Environmental Capital, page 82
306-2	Waste management	Environmental Capital, page 82
Environmental Compliance		
307-1	Non-compliance with environmental laws and regulations	None reported during the reporting period
Supplier Environmental Assessment		
308-1	New suppliers screened using environmental criteria	Manufactured Capital, page 86
Employment		
401-1	New hires and employee turnover	Human Capital, page 87 - 88
401-3	Parental Leave	Human Capital, page 89
402-1	Notice period regarding operational changes	Human Capital, page 89
404-1	Average hours of training	Human Capital, page 89
404-2	Employee skills upgrade and transition assistance programmes	Human Capital, page 89
404-3	Performance and career development reviews	Human Capital, page 89
Occupational Health & Safety		
403-1	Occupational health and safety management system	Human Capital, page 90
403-2	Hazard identification, risk, assessment, and incident investigation	Environmental Capital, page 79

SUSTAINABILITY MANAGEMENT

GRI Standards	Disclosure Title	Page Reference and Remarks
Topic-Specific Standards		
Occupational Health & Safety		
403-3	Occupational health services	Human Capital, page 90
403-4	Worker participations, consultation, and communication on occupational health and safety	Human Capital, page 90 During the year, the unions did not express any concerns on staff health and safety issues as the CapitaLand OHS management system is externally audited
403-5	Worker training on occupational health and safety	Environmental Capital, page 79
403-6	Promotion of worker health	Human Capital, page 90
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Environmental Capital, page 79 Human Capital, page 90
403-8	Workers covered by an occupational health and safety management system	Environmental Capital, page 79 Human Capital, page 90
403-9	Work-related injuries	Human Capital, page 90 Zero workplace fatality and high consequences incident (permanent disability) for 2019
Diversity and Human Rights		
405-1	Diversity of governance bodies and employees	Human Capital, page 86 - 87, 89
406-1	Incidents of discrimination and corrective action taken	Human Capital, page 87
408-1	Operations and suppliers at significant risk for incidents of child labour and measures taken to the effective abolition of child labour	Manufactured Capital, page 86 Human Capital, page 87
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour, and measures taken to eliminate it	Human Capital, page 86
412-1	Operations subjected to human rights reviews	Environmental Capital, page 79 Manufactured Capital, page 86 Human Capital, page 90
413-1	Operations with local community engagement, impact assessments, and development programmes	Environmental Capital, page 79 Human Capital, page 90 Social and Relationship Capital, page 93
414-1	Suppliers screened using social criteria	Manufactured Capital, page 86
Products and Services		
416-1	Health and safety impacts assessment of products and services	Environmental Capital, page 79 Human Capital, page 90 Social and Relationship Capital, page 92
416-2	Incidents of non-compliance	Human Capital, page 90
413-1	Operations with local community engagement, impact assessments, and development programmes	Environmental Capital, page 76, 79 - 82 Social and Relationship Capital, page 91 - 93

UNITED NATIONS GLOBAL COMPACT

10 Principles of the UN Global Compact

Principles		Page Reference
Human Rights		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights	77, 86 - 87
Principle 2	Make sure that they are not complicit in human rights abuses	
Labour		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	77, 86 - 87, 89
Principle 4	Elimination of all forms of forced and compulsory labour	
Principle 5	Effective abolition of child labour	
Principle 6	Elimination of discrimination in respect of employment and occupation	
Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges	76, 77, 79 - 85, 92
Principle 8	Undertake initiatives to promote greater environmental responsibility	
Principle 9	Encourage the development and diffusion of environmentally friendly technologies	
Anti-Corruption		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery	76, 78, 89 - 90