

# Sustainability Report

## BOARD STATEMENT

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Dear Stakeholders,

The COVID-19 pandemic profoundly affected almost all sectors of the global economy and society. The economic fallout from the pandemic has been uneven and posed challenges to our operating environment amid unprecedented global travel restrictions and border closures. We believe it is imperative for us to act decisively and support our stakeholders during this challenging period. We gave rental reliefs of about S\$12.7 million to support our tenants in FY20/21, which included MIT's COVID-19 Tenant Assistance and Relief Programme and mandated rental reliefs. We gave priority to SMEs affected by lower business volumes and supply chain disruptions. Additional support measures such as using cash security deposits for rents due and restructuring of leases were also made available to tenants on a case-by-case basis.

We have also stepped up our efforts to support the local communities. Our 'Pack a Bag' CSR initiative raised S\$7,350 from our employees for 71 beneficiaries from Children's Wishing Well and Thye Hua Kwan Family Service @ Tanjong Pagar. The proceeds were used to purchase food bags with daily food necessities for children from Children's Wishing Well and new backpacks with essential school supplies for children from Thye Hua Kwan Family Service @ Tanjong Pagar.

Our Sponsor, Mapletree Investments Pte Ltd (the "Mapletree Group") donated over 2 million disposable medical masks to various frontline agencies, which helped to alleviate the mask shortage situation in countries that it operates in. In addition, employees of the Mapletree Group voluntarily contributed their Solidarity Payment from the Singapore government to the Mapletree Community Sharing Fund. Over S\$85,000 was collected to support

more than 180 employees of tenants and service providers working at the Mapletree Group's retail properties.

Even during this period of uncertainty, our top priority remains supporting the well-being of our stakeholders and managing risks. As Singapore imposes additional restrictions under Phase 2 (Heightened Alert), we have transitioned to work-from-home arrangement as the default. We have provided masks and hand sanitisers to all employees as well as put in place remote working tools to help them stay productive and connected. To protect our employees and tenants, we implemented various precautionary measures, which included temperature screening, safe distancing guidelines and SafeEntry digital check-in system.

Aside from the continued adherence to health and safety measures, we have implemented the Pandemic Preparedness Plan, which covers the response plan prior to and during a pandemic. This will help us to remain prepared and pragmatic as the situation quickly evolves.

Despite the challenges from the pandemic, it has also reinforced the importance of sustainability issues. In FY20/21, we made steady progress in advancing sustainable practices. Some of our key achievements included:

- reduction of average building electricity intensity by 11.5% from FY19/20;
- reduction of average building water intensity by 16.3% from FY19/20;
- re-certification of BCA Green Mark Gold Awards for K&S Corporate Headquarters and 18 Tai Seng;
- first foray into renewable energy with the installation of solar panels at the rooftops of Serangoon North Cluster and K&S Corporate Headquarters;
- inaugural S\$300 million sustainability-linked facility; and
- participation of 76 employees in

MIT's 'Pack a Bag' CSR initiative.

The Board reviews MIT's material sustainability matters against stakeholders' expectations, the changing business landscape and emerging global sustainability trends to ensure their relevance. We consider them in the development of the Manager's sustainability strategy, which includes the management and monitoring of material sustainability matters as well as setting targets for the forthcoming financial year.

Our approach towards sustainability is aligned with our Sponsor. The Board is supported by the Sustainability Steering Committee ("SSC"), which comprises the CEO of the Manager, and representatives from the Sponsor's senior management team.

MIT's fifth sustainability report is prepared in accordance with the Global Reporting Initiative ("GRI") Standards – Core and the SGX-ST Listing Rules (711A and 711B).

We will be making our inaugural submission to GRESB Real Estate Assessment 2021, an ESG benchmark for the real estate sector. As an internationally recognised benchmark used to evaluate sustainability performance against peers, our inaugural submission to GRESB Real Estate Assessment 2021 signifies our commitment to improve ESG disclosure.

Sustainability forms an integral part of our corporate culture and underpins the business strategy and operations of MIT. We remain committed to conducting our business in an environmentally and socially responsible manner while maintaining high corporate governance standards to enhance the resilience of our business.

**Board of Mapletree Industrial Trust Management Ltd.**  
18 May 2021

# Sustainability Report

## ABOUT THE REPORT

### Reporting scope

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This report covers the sustainability performance of MIT and 79 properties in Singapore, which the Manager has operational control for FY20/21 from 1 April 2020 to 31 March 2021, unless otherwise stated. It excludes the 28 data centres in North America as the majority of them are on master leases, which limits the Manager's operational control over their energy and water consumption. This report includes data from prior financial years for comparison where available.

The performance data relating to employment as well as health and safety material sustainability matters pertained only to employees of the Manager and Mapletree Facilities Services Pte. Ltd. (the "Property Manager"). They are dedicated personnel who are responsible for the ongoing management and operation of MIT. The Sponsor continued to support the Manager in functions such as Human Resource, Information Systems & Technology, Internal Audit, Legal and Risk Management as well as the provision of property management services in relation to MIT's data centres in North America.

The Sustainability Report should be read in conjunction with the Annual Report 2020/2021 for a more comprehensive understanding of MIT's business and performance.

### Reporting standards

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This report has been prepared in accordance with GRI Standards: Core

option and has applied additional guidance set forth by the GRI-G4 Construction and Real Estate Sector Disclosures and GRI Reporting Principles for defining report content and quality. The GRI Standards is the most widely adopted global standard for reporting on sustainability matters. The GRI 2018 Standards disclosure references are indicated in the corresponding sections of the report. The supplementary details on the methodology can be found on pages 137 to 139. This report also meets the requirements of the SGX-ST Listing Rules (711A and 711B), as well as the Sustainability Reporting Guide set out in Practice Note 7.6.

### Feedback

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The Manager welcomes feedback on MIT's sustainability report and performance. Please send your comments or questions to Ms Melissa Tan, Director, Investor Relations at [ir\\_industrial@mapletree.com.sg](mailto:ir_industrial@mapletree.com.sg).

## SUSTAINABILITY APPROACH

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MIT's sustainability approach is closely aligned with the Sponsor's and its performance is benchmarked against the Sponsor and industry peers. The Manager is committed to the principle of the triple bottom line, which broadens MIT's business focus beyond financial returns to incorporate social and environmental considerations. It strives to build good relationships with its stakeholders, minimise the environmental footprint of MIT's business, safeguard the health and safety of its employees and tenants as well as empower its employees to create a positive impact on local communities.

It remains steadfast in maintaining high levels of integrity and ethical standards when conducting its business.

### Sustainability governance

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The Mapletree Group's commitment to sustainability begins with the oversight of the Sponsor's Board of Directors and the Boards of the REIT Managers namely Mapletree Logistics Trust, Mapletree Industrial Trust, Mapletree Commercial Trust and Mapletree North Asia Commercial Trust.

The Manager's sustainability management is under the purview of the SSC. The SSC is co-chaired by the Sponsor's Deputy Group CEO and Group Chief Corporate Officer ("CCO"). It comprises the CEOs of the REIT managers and other members of the Sponsor's senior management team. Mr Tham Kuo Wei, the Manager's Executive Director and CEO, represented MIT in the committee for FY20/21. The SSC continually refines the Mapletree Group's sustainability strategy, manages the overall sustainability performance and sets targets as well as reviews management policies and practices. The SSC also regularly reviews its management approach to evaluate if existing policies and measures are adequate and relevant and implements necessary changes to address any gaps and improve future performance.

The SSC is supported by the SWC, which comprises representatives across business units and functions. The SWC is involved in implementing, executing and monitoring sustainability policies and practices within the organisation.

## Sustainability governance at the Mapletree Group

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### The Boards of each entity are involved:

- Mapletree Investments Pte Ltd
- Mapletree Logistics Trust
- Mapletree Industrial Trust
- Mapletree Commercial Trust
- Mapletree North Asia Commercial Trust

### Board

The Board of each entity incorporates sustainability matters as part of its strategic formulation. It approves, manages and monitors each entity's material sustainability matters and its reporting.

### A strong leadership team, comprising representatives from senior management:

- Mr Chua Tiow Chye, Deputy Group CEO (Co-Chairman)
- Mr Wan Kwong Weng, Group Chief Corporate Officer (Co-Chairman)
- CEOs of the four REITs
- Group Chief Development Officer
- Group Financial Controller
- Head, Group Human Resource
- Head, Group Property Management
- Corporate Communications representative (Secretariat)

### Sustainability Steering Committee

The SSC develops the Mapletree Group's sustainability objectives and strategy, manages and monitors the Mapletree Group's overall sustainability performance, and reports to the Board.

### A cross-functional committee, comprising representatives from the following business units and functions:

- Investor Relations (four REITs)
- Group Corporate Communications
- Group Development Management
- Group Human Resource
- Group Legal
- Group Property Management

### Sustainability Working Committee ("SWC")

The SWC is the task force driving sustainability programmes across the organisation.

### All Employees

## Stakeholder materiality and engagement

The Manager recognises that a meaningful sustainability approach involves understanding stakeholders' key concerns as well as identifying and prioritising material sustainability matters that affect MIT's business and stakeholders.

### Materiality

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Material sustainability matters were prioritised based on their impact on MIT's business, stakeholders, the communities in which it operates, and its ability to address them. The Manager assesses the relevance of these material sustainability matters annually by considering emerging

global trends and material sustainability matters relevant to the industry. The material sustainability matters in FY20/21 remain unchanged from FY19/20.

### Stakeholder engagement







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The following table highlights how the Manager engages with the key stakeholder groups, which MIT's business has a considerable impact on, and those with significant influence on MIT's business.




While the frequency and mode of engagement may vary during the COVID-19 pandemic, the Manager makes a conscious effort to engage all stakeholder

groups throughout the year. Given the need for safe distancing measures, most engagements with key stakeholders were conducted on virtual platforms. In addition, the Manager increased the frequency of its engagements to ensure that the needs and concerns of key stakeholders are addressed. For instance, the Manager introduced additional virtual training and development programmes to support continuous learning and upskilling of employees during the pandemic. The Manager has provided the key topics of interest for each stakeholder group in the table and considered them in MIT's responses.

# Sustainability Report

 Throughout the year	 Quarterly	 Bi-annually
 Annually	 Once every two to three years	 Ad-hoc

Key stakeholders	Engagement methods	Frequency	Key topics of interest	MIT's response
<b>Tenants</b> 	<ul style="list-style-type: none"> <li>Marketing and Property Management hotlines</li> <li>Tenant Handbook and circulars</li> <li>On-site property managers for multi-tenanted buildings</li> <li>Meetings with key existing and new tenants</li> <li>Tenant engagement initiatives</li> </ul>	<ul style="list-style-type: none"> <li></li> <li></li> <li></li> <li></li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Well-managed industrial facilities</li> <li>Safe working environment</li> <li>Prompt response to feedback</li> <li>Environmentally sustainable buildings</li> <li>Responsible marketing communications</li> <li>Stronger landlord-tenant relationships</li> </ul>	<ul style="list-style-type: none"> <li>Managing tenant feedback effectively and promptly</li> <li>Maintaining professionalism in the interaction with tenants</li> <li>Providing feedback channels for all tenancy matters and ongoing development projects</li> <li>Organising knowledge sharing events for tenants</li> </ul>
<b>Investors (including analysts and media)</b> 	<ul style="list-style-type: none"> <li>Announcements via SGXNET</li> <li>Email alerts to subscribers on announcements and updates</li> <li>Investor meetings, events and teleconferences</li> <li>Analyst results briefings with "live" audio webcasts</li> <li>Annual general meetings</li> <li>Annual reports</li> <li>Updates on websites</li> <li>Financial reporting</li> </ul>	<ul style="list-style-type: none"> <li></li> <li></li> <li></li> <li></li> <li></li> <li></li> <li></li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Stable and sustainable distributions</li> <li>Viable long-term business strategy and outlook</li> <li>Timely and transparent reporting</li> <li>Good corporate governance</li> </ul>	<ul style="list-style-type: none"> <li>Pursuing a three-pronged strategy of proactive asset management, value-creating investment management and prudent capital management</li> <li>Maintaining proactive and transparent disclosures in a timely manner</li> <li>Ensuring strong Board oversight</li> <li>Implementing sound risk management and internal control practices</li> <li>Securing inaugural S\$300 million sustainability-linked facility</li> </ul>
<b>Employees</b> 	<ul style="list-style-type: none"> <li>Industrial Communications Forum by senior management</li> <li>Mapletree Group Employee Engagement Survey ("EES")</li> <li>Mapletree Annual Staff Communication Session</li> <li>Training programmes and education sponsorships</li> <li>Recreation Club activities and staff volunteering activities</li> <li>Employee Handbook, Company Intranet and email updates</li> <li>Career development and performance appraisals</li> <li>Mapletree Immersion Programme for new employees</li> </ul>	<ul style="list-style-type: none"> <li></li> <li></li> <li></li> <li></li> <li></li> <li></li> <li></li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Equitable reward and recognition</li> <li>Good communication of business strategies and corporate objectives</li> <li>Training and development opportunities</li> <li>Safe and healthy working environment</li> </ul>	<ul style="list-style-type: none"> <li>Ensuring fair and objective criteria (such as skills, experience and qualifications) for recruitment and selection processes</li> <li>Ensuring transparent and objective performance appraisals, and performance-based remuneration system</li> <li>Holding employee town hall meetings annually</li> <li>Providing opportunities for training and development</li> <li>Empowering employees to take responsibility of their career development</li> <li>Offering health and wellness benefits</li> <li>Maintaining workplace health and safety</li> </ul>






















Key stakeholders	Engagement methods	Frequency	Key topics of interest	MIT's response
<b>Regulators and trustee</b> 	<ul style="list-style-type: none"> <li>Meetings, briefings and reporting</li> <li>Responses to public consultations</li> <li>Participation in industry associations</li> </ul>	<ul style="list-style-type: none"> <li>●</li> <li>●</li> <li>●</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with rules and regulations</li> <li>Good corporate governance</li> </ul>	<ul style="list-style-type: none"> <li>Implementing policies and procedures to ensure compliance with relevant laws and regulations</li> <li>Implementing sound risk management and internal control practices</li> </ul>
<b>Third-party service providers</b> 	<ul style="list-style-type: none"> <li>Meetings, inspections and networking events</li> <li>Regular operations meeting with service providers and property managers</li> </ul>	<ul style="list-style-type: none"> <li>●</li> <li>●</li> </ul>	<ul style="list-style-type: none"> <li>Safe working environment</li> <li>Fair and reasonable business practices</li> <li>Stronger relationships</li> </ul>	<ul style="list-style-type: none"> <li>Communicating standard operating procedures (where applicable)</li> <li>Incorporating health and safety requirements within the screening and selection criteria for engagement of third-party service providers and during execution of contracts</li> <li>Ensuring integrity in procurement decision making process</li> <li>Adhering to terms of agreements</li> </ul>
<b>Community</b> 	<ul style="list-style-type: none"> <li>Collaborate with non-profit organisations</li> <li>Support tenants' CSR initiatives</li> <li>Feedback channels for ongoing development projects</li> <li>Knowledge sharing events for tenants</li> </ul>	<ul style="list-style-type: none"> <li>●</li> <li>●</li> <li>●</li> <li>●</li> </ul>	<ul style="list-style-type: none"> <li>Corporate philanthropy and engagement</li> <li>Impact of development projects on surrounding communities</li> </ul>	<ul style="list-style-type: none"> <li>Giving back to society through CSR programmes, which are in line with the framework of Mapletree Group's Shaping &amp; Sharing Programme</li> <li>Encouraging employee volunteerism</li> <li>Providing feedback channels for ongoing development projects</li> <li>Integrating ESG considerations into the risk assessment and investment processes</li> </ul>

# Sustainability Report

## Material sustainability matters, targets and performance

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The following table summarises MIT's material sustainability matters, targets, performance as well as how its goals contribute to the United Nations Sustainable Development Goals ("SDGs").

Material sustainability matters	FY20/21 targets and performance		FY21/22 targets	Contribution to the SDGs
	Targets	Performance ● Met ● Not Met		
 <b>Economic performance</b> Achieve sustainable economic growth to provide returns to our Unitholders.	Deliver sustainable and growing returns to Unitholders in the long term	●	Deliver sustainable and growing returns to Unitholders in the long term	
 <b>Anti-corruption</b> Conduct our business with utmost integrity and accountability.	Maintain zero incidences of non-compliance with anti-corruption laws and regulations	●	Maintain zero incidences of non-compliance with anti-corruption laws and regulations	
 <b>Compliance with laws and regulations</b> Achieve full regulatory compliance in everything we do.	Achieve no material incidences of non-compliance with relevant laws and regulations	●	Achieve no material incidences of non-compliance with relevant laws and regulations	
 <b>Employment and talent retention</b> Provide a positive work environment for our employees through fair employment practices and equal opportunities.	Continue to commit to fair employment practices by adopting best practices in our hiring process and offering equal opportunity to all potential candidates	●	Continue to commit to fair employment practices by ensuring all individuals receive the same opportunities for hiring, advancement and benefits	 
	Maintain a wide range of relevant learning and professional development programmes	●	Maintain a diverse and relevant learning and professional development programme	
	Improve staff communication by implementing at least one employee town hall meeting in a financial year	●	Hold employee town hall meetings at least once in a financial year	
 <b>Health and safety</b> Maintain a safe environment for all stakeholders and care for the well-being of our employees.	Achieve zero incidents resulting in employee <sup>1</sup> permanent disability or fatality	●	Achieve zero incidents resulting in employee <sup>1</sup> permanent disability or fatality	
 <b>Local communities</b> Support initiatives and projects that have a positive impact on communities.	Encourage employee participation in Mapletree CSR events	●	Organise one MIT CSR initiative <sup>New</sup>	 
 <b>Energy</b> Improve our energy performance and efficiency.	Reduce average building electricity intensity by 0.5% for MIT's properties year-on-year, from the base year of FY19/20	●	Reduce FY21/22 average building electricity intensity by 2.5% for MIT's properties from the base year of FY19/20 <sup>2</sup> Revised	  
 <b>Water</b> Manage water resources in a sustainable manner.	Reduce average building water intensity by 0.5% for MIT's properties year-on-year, from the base year of FY19/20	●	Reduce FY21/22 average building water intensity by 2.5% for MIT's properties from the base year of FY19/20 <sup>3</sup> Revised	 

<sup>1</sup> Relates to employees from the Manager and the Property Manager.

<sup>2</sup> FY19/20 is used as the base year as FY19/20 energy performance is more representative of normal operational activities at MIT's assets.

<sup>3</sup> FY19/20 is used as the base year as FY19/20 water performance is more representative of normal operational activities at MIT's assets.



## Response to COVID-19

The COVID-19 pandemic has caused widespread global disruption with various implications on MIT's business, its people and the communities it operates in. The Manager and the Property Manager are constantly monitoring the evolving situation and adjusting their responses to address stakeholders' concerns accordingly.

### Putting health and safety first

#### Precautionary measures taken at MIT's properties and corporate offices to safeguard the well-being of employees and tenants

- Increased frequency of cleaning and disinfection of common areas, lifts and toilets
- Installed additional hand sanitisers
- Applied self-disinfecting coating at high-touch surfaces
- Installed thermal scanning systems at MIT's air-conditioned properties and corporate offices
- Implemented safe distancing measures

#### Maintained close communications with employees and tenants

- Issued regular health advisories, mitigation measures and updates to exercise caution and attention to personal hygiene

#### Addressed the well-being of employees and tenants

- Supplied employees with surgical masks, hand sanitisers and healthy snack packs
- Provided employees the access to virtual exercise events and wellness workshops
- Increased online courses for employees to upskill themselves
- Publicised virtual workout sessions as part of Healthy Workplace Ecosystem for working residents at selected MIT's property clusters
- Conducted Build Mental Resilience Event to ensure the mental well-being of employees
- Supported local vaccination efforts through instituting paid leave arrangements on vaccination days

### Contributing to national efforts and supporting stakeholders

#### Helped with local relief efforts

- Donated over 2 million disposable medical masks to assist various frontline agencies and to alleviate the mask shortage situation in countries that Mapletree Group operates in

#### Supporting tenants and local SMEs

- Extended rental reliefs of about S\$12.7 million to tenants in FY20/21, which comprised MIT's COVID-19 Tenant Assistance and Relief Programme and mandated rental waivers
- Engaged tenants on rental restructuring plans
- Worked closely with tenants who served notices under the COVID-19 (Temporary Measures) Act 2020 and Re-Align Framework
- Employees of the Mapletree Group combined their Solidarity Payment to support employees of tenants and service providers via the Mapletree Community Sharing Fund
- Organised a three-part "FIGHT COVID" webinar series on digitalisation and business management for SMEs

#### Close coordination with the Singapore government to protect jobs

- Implemented Job Support Scheme
- Participated in Mapletree Traineeship Programme by providing traineeship opportunities for graduates

#### 'Pack a Bag' CSR initiative

- Supplied food and school bags with basic necessities and disposable medical masks to children from Children's Wishing Well and Thye Hua Kwan Family Service @ Tanjong Pagar



### Ensuring business continuity

#### Continued provision of services and operations

- All MIT's properties remained open during the circuit breaker period
- Maintained contact with various vendors regarding ability to provide repair works
- Implemented contingencies and sourced for alternative suppliers

#### Implemented Pandemic Preparedness Plan for MIT's property clusters

#### Assessed work arrangements for employees against latest government policies

- Introduced remote working tools for employees to remain connected and productive during full scale remote telecommuting and split-team work arrangements
- Aligned safety management practices in accordance to guidelines issued by the Singapore government

### Engaging stakeholders

#### Employee and tenant communication

- Held regular virtual town halls with employees
- Maintained close communications with employees and tenants via emails and circulars to update employees on health advisories, mitigation measures and updates to exercise caution and attention to personal hygiene

#### Investor communication

- Continued investor and analyst engagement via virtual platforms
- Conducted virtual AGM and EGM
- Timely and transparent engagement and disclosure on MIT's operating performance and outlook to address investors' concerns

# Sustainability Report

## ECONOMIC

### Economic Performance

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The Manager recognises that generation of economic value by the business creates economic growth to its stakeholders and the communities it operates in.

The Manager is committed to deliver sustainable and growing returns to Unitholders through a three-pronged strategy of proactive asset management, value-creating investment management and prudent capital management.



#### Policies

##### Group-wide

- Accounting Policy

#### Targets and Performance

##### Current targets FY20/21

Deliver sustainable and growing returns to unitholders in the long term

##### Performance

- Met
- Not Met



##### Future targets FY21/22

Deliver sustainable and growing returns to unitholders in the long term



### S\$351.0 million

Net Property Income

▲ 10.4% year-on-year



### 12.55 cents

Distribution per Unit

▲ 2.5% year-on-year



### S\$295.3 million

Distributable Income

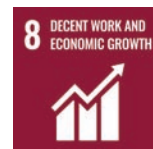
▲ 11.3% year-on-year



### S\$300 million

Raised through inaugural sustainability-linked facility

#### Contribution to SDGs





### Financial and operational performance

The COVID-19 pandemic severely disrupted global economic activity in FY20/21. Stringent safe distancing measures and border closures caused a negative impact on consumer spending, investment and disruptions to international trade and global supply chains. The operating environment is expected to remain challenging in view of the uncertainty over the trajectory of economic recovery globally and in Singapore. In spite of the macroeconomic uncertainty in FY20/21, the Manager delivered a stable set of financial results, which are underpinned by three key aspects.



#### Stable and Resilient Portfolio

- Anchored by large and diversified tenant base with low dependence on any single tenant or trade sector
- Focus on tenant retention to maintain a stable portfolio occupancy



#### Enhanced Financial Flexibility

- Sufficient debt headroom for investment opportunities
- Sufficient committed facilities of over S\$600 million available



#### Growth by Acquisitions and Developments

- Commenced development works of the Kolam Ayer 2 Cluster
- Completed US Portfolio Acquisition
- Completed acquisition of a data centre in Virginia, United States



Please refer to the following sections in the Annual Report for details of MIT's financial and operational performance:

- Key Highlights, pages 8 to 9
- Strategic Direction, pages 12 to 13
- Significant Events, page 18
- Operational Review, pages 32 to 39
- Financial Review, pages 76 to 78
- Financial Statement, pages 145 to 228



#### MIT's inaugural sustainability-linked facility

In December 2020, the Manager made its first step into sustainable financing and secured an inaugural S\$300 million sustainability-linked facility. The facility has a tenor of up to six years. It is linked to selected sustainability performance targets disclosed in MIT's annual sustainability reports. Integrating MIT's sustainability performance with its cost of financing underscores the commitment to responsible growth and is in line with the strategy to diversify sources of funding.

# Sustainability Report

## GOVERNANCE

### Anti-corruption and Compliance with Laws and Regulations

103-1 103-2 103-3

The Manager recognises that upholding strong corporate governance and transparency is crucial to safeguard the interests of its stakeholders and to ensure the long-term sustainability of MIT's business operations.

The Manager is committed to upholding the highest standards of corporate governance and business conduct, underpinned by strong accountability and integrity in its practices. This includes adopting a zero-tolerance stance against bribery and corruption.



#### Policies

##### Group-wide

- Acceptable Use Policy
- Annual Employee Declaration
- Anti-corruption Policy
- Anti-money Laundering Policy
- Code of Conduct
- Confidentiality of Information
- Contract Review
- Corporate Governance Framework
- Dealing in the Units of the Sponsor's REITs
- Enterprise Risk Management Framework
- Gifts Policy
- Personal Data Policy
- Securities Trading
- Whistle-blowing Policy

#### Targets and Performance

Current targets FY20/21	Performance ● Met ● Not Met	Future targets FY21/22
Maintain zero incidences of non-compliance with anti-corruption laws and regulations	●	Maintain zero incidences of non-compliance with anti-corruption laws and regulations
Achieve no material incidences of non-compliance with relevant laws and regulations	●	Achieve no material incidences of non-compliance with relevant laws and regulations



0

Incidences of non-compliance with anti-corruption laws and regulations



0

Material incidences of non-compliance with relevant laws and regulations

#### Contribution to SDGs



## Corporate governance

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The Manager is committed to conducting its business in an ethical manner and in compliance with applicable laws and regulations. It ensures compliance with applicable laws and regulations, including the rules under the Securities and Futures Act, the Listing Manual of SGX-ST, the CIS Code, the Singapore Code on Takeovers and Mergers and the Trust Deed.

The Manager has a comprehensive set of policies and procedures that are made accessible to all employees via the Sponsor's intranet. Such policies and procedures include anti-money laundering checks on tenants, securities trading, code of conduct, whistle-blowing, contract review as well as anti-corruption. To reinforce a culture of good business ethics and governance, the Sponsor implements training courses to educate employees on the risks and implications of non-compliance and anti-corruption.

## Anti-corruption

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The Manager recognises that any bribery or corruption risks could potentially lead to significant financial and reputational implications to the company. The Mapletree Group adopts a zero-tolerance stance against bribery and corruption.

Employees are required to comply with the Sponsor's policies and procedures, which cover issues such as ethics and code of conduct, attendance, safe work practices and professional conduct. The detailed guidelines also include specific guidance on anti-corruption practices such as the prohibition of bribery, acceptance or offer of lavish gifts and entertainment. These are emphasised under the Code of Conduct, which is made accessible to all employees via the Sponsor's intranet.

In FY20/21, there were no incidences of non-compliance with anti-corruption laws and regulations.

## Whistle-blowing

The Manager has a whistle-blowing policy that allows internal and external stakeholders to raise serious concerns

about illegal, unethical or otherwise inappropriate behaviour observed in the workplace, while protecting whistle-blowers from reprisals and victimisation. Reports can be made via a dedicated email address (reporting@mapletree.com.sg). All reported cases are notified to the AC Chairman of the Sponsor as well as the AC Chairman of the Manager for investigation and to the AC of the Manager on the findings. Appropriate disciplinary action will be taken against any employee who is found guilty of fraud, dishonesty or criminal conduct in relation to his/her employment.

## Compliance with laws and regulations

307-1 416-2 417-2  
417-3 419-1

The Mapletree Group is committed to complying with the applicable laws and regulations of the jurisdictions in which it operates in. It recognises that the risks of non-compliance to any legislation may include disruptions on operations, litigation, revocation of license to operate, financial fines and reputational losses.

The Manager's commitment to upholding high standards of corporate governance is supported by a group-wide Corporate Governance Framework. The Corporate Governance Framework provides specific guidance on compliance with laws and regulations, anti-corruption practices and risk management for all employees.

In addition, the Manager adopts an Enterprise Risk Management Framework to proactively manage risks and embeds risk management as part of the planning and decision-making process. The Sponsor's Risk Management Department works closely with the Manager to review and enhance the framework under the guidance and direction of the AC and the Board. This involves identifying applicable laws and regulatory obligations, key compliance risks and introducing risk assurance processes in the day-to-day business processes. In line with the latest Monetary Authority of Singapore's guidelines on environmental risk management, the Manager will progressively integrate environmental risk considerations into its risk management framework.

Directors and employees are kept updated on developments or changes to the applicable laws and regulations through regular trainings and communication. In the event of any threatened or pending litigation, the CEO of the relevant business units, as well as the Group CCO are notified immediately for timely resolution.



For more information on MIT's Corporate Governance Framework and Enterprise Risk Management Framework, please refer to the following sections in the Annual Report:

- Corporate Governance, pages 81 to 100
- Risk Management, pages 101 to 103

In FY20/21, there were no material breaches of applicable local laws and regulations, including anti-corruption, health and safety impact of products and services, products and service information and labelling, marketing communications, socio-economic and environmental laws and regulations.




## Business continuity

To minimise the impact of unforeseen circumstances on MIT's business and operations, the Manager has in place business continuity plans and a crisis communication plan. Detailed response plans have been developed for various scenarios and covered areas such as emergency response, property damage and information technology ("IT") disaster recovery. With cybersecurity threats on the rise, the Manager ensures that its IT disaster recovery plans are tested annually and all employees undergo mandatory online IT security training.

As a result of the COVID-19 pandemic, the Mapletree Pandemic Flu Business Continuity Plan was introduced to minimise operational disruptions. Flexible work arrangements such as telecommuting with access to secured IT platforms were implemented so that employees can continue their work outside of the workplace. Safe management measures such as the provision of masks and hand sanitisers, temperature screening and safety distancing guidelines were also adopted to ensure the safety of employees.

# Sustainability Report

## Group-wide governance policies and management systems at Mapletree Group

Key compliance topics	Why is it important	Policies and management systems	Description
<b>Anti-corruption</b> 	<ul style="list-style-type: none"> <li>To uphold high standard of corporate governance and safeguard the interests of stakeholders</li> <li>To guard against fraud and misconduct, which prevents unnecessary loss of capital</li> </ul>	<ul style="list-style-type: none"> <li>Anti-money Laundering Policy</li> <li>Code of Conduct</li> <li>Corporate Governance Framework</li> <li>Enterprise Risk Management Framework and system adapted from ISO 31000 Risk Management</li> <li>Gifts Policy</li> <li>Securities Trading</li> <li>Whistle-blowing Policy</li> </ul>	<ul style="list-style-type: none"> <li>Establish procedures for prevention, detection and mitigation of bribery, corruption and money laundering</li> <li>Publicly available channels for employees and external parties to raise concerns about illegal, unethical or inappropriate behaviour observed in the workplace</li> <li>Uphold strict confidentiality standards to protect whistle-blowers from reprisals or victimisation</li> <li>Report cases pending litigation to the CEO of the REIT and Group CCO for timely resolution</li> </ul>
<b>Responsible marketing and communication</b> 	<ul style="list-style-type: none"> <li>To uphold ethical marketing practices and to ensure the Manager's marketing collaterals are legal, decent and honest</li> </ul>	<ul style="list-style-type: none"> <li>Guided by Singapore Code of Advertising Practice</li> <li>Complies with Personal Data Protection Act</li> </ul>	<ul style="list-style-type: none"> <li>Review marketing and investor relations materials to ensure accuracy, consistency and compliance with relevant laws and regulations</li> <li>Provide timely and transparent communication to Unitholders through multiple channels (e.g. SGXNET, corporate website, AGM, bi-annual results webcast)</li> <li>Require tenants to abide by the relevant regulations governing marketing communications and advertisement placements within the properties</li> </ul>
<b>IT controls (data protection and cybersecurity)</b> 	<ul style="list-style-type: none"> <li>To safeguard data and critical information in order to preserve trust in the company</li> </ul>	<ul style="list-style-type: none"> <li>Acceptable Use Policy</li> <li>Complies with Personal Data Protection Act</li> <li>IT risk is covered under Enterprise Risk Management Framework</li> </ul>	<ul style="list-style-type: none"> <li>MIT's privacy statement is publicly available on its website</li> <li>Contact details are available for all stakeholders to raise any privacy-related concern with a dedicated Data Protection Officer</li> <li>Conduct vulnerability and penetration test by external specialists</li> <li>Conduct internal audits on IT controls as part of annual Control Self-Assessment programme</li> </ul>

## SOCIAL

## Employment and Talent Retention

103-1 103-2 103-3 102-7 102-8

The Manager and the Property Manager recognise human capital as their most valuable resource to drive the long-term sustainability of MIT. They strongly believe in building an inclusive workplace that values diversity, offers equal opportunities, talent development and competitive compensation as well as prioritises employee wellness.

The Manager and the Property Manager are committed to ensure that the right policies and initiatives are in place to attract, develop and retain employees.



### Policies

#### Group-wide

- Compensation, Benefits and Leave Policy
- Learning and Development Policy
- Performance Management Policy
- Resourcing and Employment Policy
- Safety and Health Policy
- Talent Management Policy
- Overseas Business Travel and International Assignment Policy

### Targets and Performance

Current targets FY20/21	Performance ● Met ● Not Met	Future targets FY21/22
Continue to commit to fair employment practices by adopting best practices in our hiring process and offering equal opportunity to all potential candidates	●	Continue to commit to fair employment practices by ensuring that all individuals receive the same opportunities for hiring, advancement and benefits
Maintain a wide range of relevant learning and professional development programmes	●	Maintain a diverse and relevant learning and professional development programme
Improve staff communication through at least one employee town hall meeting in a financial year	●	Hold employee town hall meetings at least once in a financial year



193

Full-time, permanent employees  
as at 31 March 2021



100%

Employees have received at least one performance review during the financial year



3

Virtual townhall sessions conducted



52%

Female employees  
as at 31 March 2021



0.70%

Average monthly new hire rate



0.74%

Average monthly turnover rate

### Contribution to SDGs



# Sustainability Report

## Profile of the workforce

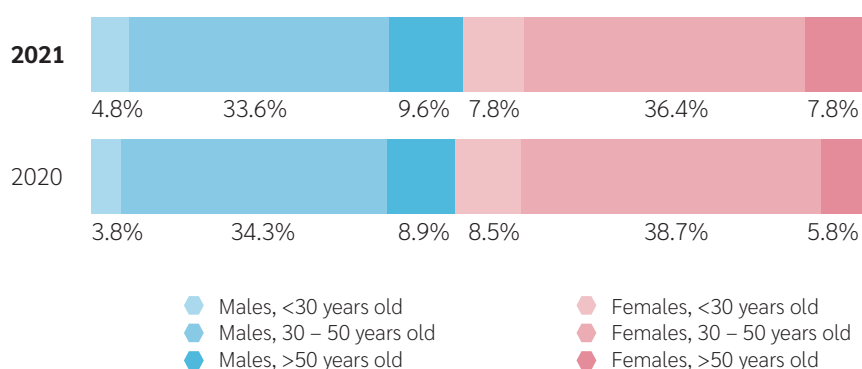
102-7 102-8 401-1

As wholly-owned subsidiaries of the Sponsor, the Manager and the Property Manager are guided by the Sponsor's strategies and policies on employment and talent retention. The Sponsor has in place an integrated human capital strategy, which is premised on the principles of fair employment and equal opportunities with adherence to local labour laws.

A majority of the existing activities within MIT are performed by employees of the Manager and the Property Manager. As at 31 March 2021, the Manager and the Property Manager had a total headcount of 193 (permanent and full-time employees) based in Singapore. The total headcount remained the same as the preceding financial year. In FY20/21, the average monthly turnover rate was 0.74% while average monthly new hire rate was 0.70%.

The Manager and the Property Manager continue to attract and maintain a diverse workforce, as shown by the fair representation across the gender and age groups in the following charts. They are guided by the Sponsor's policies on Resourcing and Employment as well as Compensation, Benefits and Leave to ensure hiring practices remain fair, merit-based and non-discriminatory. As at 31 March 2021, 52% of the employees are females and 48% are males.

Total Employees by Gender and Age Group as at 31 March



Males	Females	Total
92 (48%)	101 (52%)	193 (100%)
91 (47%)	102 (53%)	193 (100%)

## Fair employment practices

As part of the Manager and the Property Manager's commitment to offer fair employment and equal opportunities, recruitment and selection processes are based on fair and objective criteria such as skills, experience and qualifications. The Sponsor also endeavours to attract potential talents through various platforms such as the Mapletree Associate Programme, Mapletree Executive Programme and Mapletree Internship Programme. These platforms serve to recruit motivated individuals at different points in their careers, which range from polytechnic students, undergraduates, graduates and mid-career professionals, who are keen to enter the real estate industry.

## Competitive and fair remuneration system

404-3

The Manager and the Property Manager recognise that a competitive and fair remuneration system is key to motivate employees. In alignment with the Sponsor, MIT offers equal opportunities

for all employees to grow and develop within the organisation and adopts a pay-for-performance remuneration system that rewards performance. MIT uses the group-wide e-Performance Appraisal system that tracks key performance indicators. This also enables all employees to receive regular and timely feedback about their performance as well as to communicate their development and career goals. All employees are assessed against a Competency Framework and are given feedback on their performance, which are based on four key areas – domain knowledge, business networks and innovation, collaboration and communications, and operational excellence. In FY20/21, 100% of employees of the Manager and the Property Manager had at least one performance review.

## Talent development opportunities

404-2

The Sponsor promotes a culture of continuous learning by offering a wide range of training programmes, which will ensure all employees have the knowledge,

skills and ability to excel in their roles. In addition, the Manager and the Property Manager also continually identify and groom talents internally within the organisation, who will be provided with further training to enhance their career progression. Employees are encouraged to participate in various functional and technical training programmes, which are held throughout the year. The programmes cover nine broad areas such as building and safety, communication, finance, leadership, information and technology, personal effectiveness, real estate, leasing and marketing as well as orientation. In FY20/21, 100% of employees of the Manager and the Property Manager received professional training across 883 training and development programme while 65% of them received trainings relating to ESG topics. The high participation in professional training was attributed to the access and availability of online learning platforms and webinars, which were introduced to support continuous learning during the COVID-19 pandemic.



Training programmes categories	Number of programmes	Total number of participants	Illustrative training programmes
<b>Building and safety</b>	35	190	<ul style="list-style-type: none"> <li>• Water Efficiency Manager Course</li> <li>• WSQ Implement Incident Management Processes</li> <li>• WSQ Respond to Fire Emergency in Buildings</li> </ul>
<b>Information and technology</b>	23	776	<ul style="list-style-type: none"> <li>• Circuit Breaker E-Learning Series: Complete Introduction to Business Data Analysis</li> <li>• Mapletree IT Security Awareness - Phishing</li> <li>• Mapletree IT Security Awareness - WIFI Security</li> </ul>
<b>Finance</b>	37	157	<ul style="list-style-type: none"> <li>• Financial Modelling Training</li> <li>• IBF ESG Connect: Responsible Banking – Can we afford to ignore it?</li> <li>• Business Economic Outlook 2021 - SMU-UOB AEI &amp; SME Challenge Webinar</li> </ul>
<b>Personal effectiveness</b>	29	111	<ul style="list-style-type: none"> <li>• Circuit Breaker E-Learning Series: Emotional Intelligence</li> <li>• GlobeSmart E-Learning: Giving Feedback Across Cultures</li> <li>• Effective Time Management</li> </ul>
<b>Real estate</b>	28	192	<ul style="list-style-type: none"> <li>• CBRE Singapore Market Outlook 2021: Capitalising on Bifurcated Real Estate</li> <li>• Impact of COVID-19 on Real Estate: Re-examination and Recommendations for the Future</li> <li>• GRESB Workshop</li> </ul>
<b>Communication</b>	8	14	<ul style="list-style-type: none"> <li>• Business Communication</li> <li>• IBF Futureskills Connect: Storytelling in Effective Business Communications</li> <li>• Successful Negotiation: Essential Strategies and Skills</li> </ul>
<b>Leadership</b>	3	3	<ul style="list-style-type: none"> <li>• Circuit Breaker E-Learning Series: Introduction to Leadership</li> <li>• Circuit Breaker E-Learning Series: Self Leadership: Developing Yourself</li> <li>• Strategic Conflict Management (Module 1)</li> </ul>
<b>Leasing and marketing</b>	10	60	<ul style="list-style-type: none"> <li>• 3 Keys to Power Up your Digital Marketing</li> <li>• Art of Effective Negotiation and Closing</li> <li>• Digital Marketing Strategy</li> </ul>
<b>Orientation</b>	2	32	<ul style="list-style-type: none"> <li>• Mapletree Immersion Programme (Webex) - Part 1 to 4</li> <li>• Mapletree Orientation Programme</li> </ul>
<b>Others</b>	708	1,694	<ul style="list-style-type: none"> <li>• Circuit Breaker E-Learning Series: Project Management Module</li> <li>• Navigating Environmental Sustainability: A Guide for Leaders</li> <li>• Supporting Your Mental Health While Working from Home</li> </ul>

# Sustainability Report

## Employee engagement

The Manager and the Property Manager strive to ensure all employees have the opportunity to share their valuable feedback through multiple engagement channels. The target of conducting employee town hall meetings at least once in a financial year was introduced in FY19/20, which underscored the commitment of improving employee engagement. This enabled employees to share their ideas and feedback with direct

access to senior management team. The Manager and the Property Manager exceeded the target with three virtual town hall meetings being held for all employees in FY20/21.

An internal group-wide EES was conducted in FY20/21, which garnered a response rate of 98% from the employees of the Manager and the Property Manager. Improvements were observed in most categories as compared to the

EES conducted in FY17/18. Notably, the focus area of “Operating Efficiency” scored the largest improvement followed by “Collaboration”, which were areas identified for improvement in the last EES. Based on the results from the EES conducted in FY20/21, the Manager and the Property Manager will strengthen efforts in helping employees to achieve their career goals as well as continuing the efforts in employee engagement and streamlining of processes.

Engagement channels	Objectives	Progress
<b>Mapletree Group EES</b>	To enable employees to provide feedback on areas of improvement within the organisation	The Mapletree Group EES was conducted in FY20/21. The results of the EES were shared and the heads of departments were encouraged to hold team sessions to review the results, discuss areas of success and improvements and build an action plan together.
<b>Industrial Communications Forum</b>	To inform and engage employees of the Manager and Property Manager about MIT's developments and business goals	The Industrial Communications Forum was held virtually in December 2020.
<b>Mapletree Staff Communication Sessions</b>	To inform and engage all employees on Mapletree Group's developments and organisational goals	Two virtual Mapletree Staff Communication Sessions were held in June 2020 and November 2020.



## COVID-19: Engaging and supporting employees

The Mapletree Group implemented various ways of employee engagement so that employees can remain productive while working from home and stay motivated during the COVID-19 pandemic.

To ensure that employees are kept up to date on latest developments, regular virtual town halls were held throughout the financial year. The Mapletree Group increased the frequency of its Staff Communication sessions. Such engagement channel enabled senior management to share the latest news across the organisation, provide updates on its responses and impacts relating to the COVID-19 pandemic and to address feedback and concerns from employees.

The Mapletree Group introduced additional e-learning resources such as GlobeSmart Cultural Learning and LinkedIn Learning to support the continuity of learning and development. GlobeSmart Cultural Learning is an online learning platform where one can access information and obtain guidance on working effectively across diverse cultures. LinkedIn Learning allows employees to learn at their own pace and offers a digital library of over 16,000 courses covering a wide range of technical, business, software and creative topics with new courses being added weekly.

The Mapletree Group also stepped up the digitalisation of operational processes

and made remote working tools accessible for all employees. These included the integration of DocuSign into existing systems, the adoption of Microsoft 365 and the collection of rental deposits via electronic platforms.

In November 2020, the Mapletree Group offered a COVID-19 subsidy of \$500 to all employees worldwide. This subsidy was intended to defray additional expenses incurred when working remotely and to recognise the efforts of the frontline employees.

## Health and Safety

103-1 103-2 103-3

Safeguarding the health and safety of all employees, tenants, third-party service providers and visitors at MIT's properties remain the highest priority for the Manager and the Property Manager. Maintaining a healthy and safe working environment leads to improved morale and productivity as well as increases stakeholder confidence in MIT.



### Policies

#### Group-wide

- Safety and Health Policy

### Targets and Performance

#### Current targets FY20/21

Achieve zero incidents resulting in employee<sup>1</sup> permanent disability or workplace fatality

Performance  
● Met  
● Not Met



#### Future targets FY21/22

Achieve zero incidents resulting in employee<sup>1</sup> permanent disability or workplace fatality



0

Fatalities as a result of work-related injury



0

Recordable high-consequence work-related injuries



0

High-consequence work-related injuries

### Contribution to SDGs



### A strong safety culture

403-7

The Manager and the Property Manager are committed to providing a safe and healthy environment for all stakeholders through implementation of processes and guidelines to identify, address and mitigate health and safety risks.

Every employee of the Manager and the Property Manager has a personal responsibility to follow all healthy and safety work practices and procedures. Third-party service providers are also required to comply with these policies.

To address health and safety risks, the Manager and the Property Manager will ensure that necessary mitigating measures are implemented for works carried out in all of MIT's properties in Singapore.

### Hazard identification, risk assessment, and incident investigation

403-2 403-3

The Manager and Property Manager adopt a risk-based approach to identify and manage potential health and safety impacts to the tenants, employees and the public. In this regard, the Manager and the Property Manager are the main functions that contribute to the

identification and elimination of hazards and minimisation of risks. Various processes have been introduced to identify potential work-related hazards and assess their risks.

- Annual risk assessments and regular inspections and maintenance of safety equipment and tools, lifts, escalators and stairwells at all MIT's properties
- Annual tenant engagement survey for selected tenants to raise any feedback relating to health and safety issues
- Requirements for third-party service providers or contractors to submit risk assessments before commencement of works at MIT's properties

# Sustainability Report

- Site walkabouts by employees of the Property Manager every working day to ensure there are no potential safety and health hazards that may impact tenants and visitors
- Annual checks of lifts and fire alarm systems are conducted to ensure compliance with building regulations
- Spot checks to monitor the health and safety performance of third-party service providers





Standard operating procedures on incident escalation and reporting are provided to employees and tenants, which are applicable to all properties

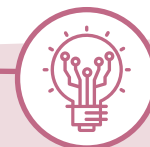
managed by the Mapletree Group. They provide guidelines on the levels of escalation and reporting based on the nature on incidents as well as the processes on responding to emergency situations, including processes for workers to remove themselves from the work situations, monitoring and investigation of incidents and implementation of necessary corrective actions. Such standard operating procedures are in compliance with the Ministry of Manpower's ("MOM") reporting requirements on workplace incidents.

## Prevention and mitigation of occupational health and safety impacts

403-7 403-4

To effectively prevent and mitigate significant negative occupational health and safety impacts linked to MIT's operations, the Manager and the Property Manager introduced various guidelines and processes to manage such risks and communicate health and safety requirements and guidelines to key stakeholders. Examples of hazards, in line with MOM's definition of Dangerous Occurrences, include poor ergonomics, slip, fall and fire hazards and falling objects.

Stakeholders	Processes to prevent and mitigate occupational health and safety impacts
<b>Employees</b> 	<ul style="list-style-type: none"> <li>• Healthy and safety policies for employees are outlined in the Employee Handbook, which is accessible to all employees via the Sponsor's intranet.</li> </ul>
<b>Tenants</b> 	<ul style="list-style-type: none"> <li>• All tenants are required to adhere to health and safety standards by familiarising themselves with the relevant tenant instruction manuals. These include a Fit-out Manual that details minimum fit-out standards such as safety rules for additions and alterations works, a Fire Safety Manual and Evacuation Plan as well as a Tenant Handbook, which contains clauses on safety rules. In addition, standard operating procedures for hot works are in place to manage cutting and welding operations.</li> <li>• Regular communications in the form of circulars are issued to tenants as and when heightened security and health risks arise. Fire safety advisories are sent to tenants to minimise potential hazards during the period of the Hungry Ghost Festival.</li> </ul>
<b>Third-party service providers</b> 	<ul style="list-style-type: none"> <li>• Requirements on health and safety standards are incorporated as part of the screening and selection criteria for the appointment of third-party service providers. The screening and selection criteria include, but are not limited to, safety tracking records, achievement of National Environment Agency's ("NEA") Enhanced Clean Mark Accreditation Scheme as well as relevant International Organisation for Standardisation and Occupational Safety and Health Administration certifications.</li> <li>• Appointed third-party service providers are required to meet health and safety policies that have been included in the terms and conditions of their service contracts. This includes compliance with national regulations relating to mosquito/pest breeding, water stagnation, littering and pollution and waste management issued by the Ministry of Sustainability and the Environment.</li> <li>• The Property Manager carries out regular spot checks to monitor health and safety performance of third-party service providers and ensures their adherence to occupational health and safety laws and regulations.</li> </ul>
<b>Visitors</b> 	<ul style="list-style-type: none"> <li>• Properties are installed with directional signages, emergency exits and emergency lightings for the safety of visitors.</li> <li>• Annual checks of lifts and fire alarm systems are conducted to ensure compliance with building regulations.</li> <li>• Site walkabouts are conducted by employees of the Property Manager every working day to ensure there are no potential safety and health hazards that may affect tenants and visitors.</li> </ul>



### Adoption of technologies to enhance security at MIT's properties

In FY20/21, the Manager and the Property Manager embarked on various technological improvements to enhance security operations and reduce manual recording of visitor records at selected MIT's property clusters. These efforts aimed to ensure the continuity of operations while maintaining a safe environment for stakeholders during the pandemic and improving visitor experience.

Some of these technological improvements include:



**Remote monitoring of building critical systems** such as fire alarms, lift systems and closed-circuit televisions of properties within the same zone



Deployment of systems such as **Visitor Management System** and **Self Registration Kiosk** for greater reliability and effectiveness of identifying and keeping track of visitors



**Installation of surveillance cameras** with visual analytics at selected MIT property clusters



**Thermal scanning systems** at MIT's three Business Park Buildings and multi-tenanted Hi-Tech Buildings in Singapore

### Training on health and safety

403-5

Courses on occupational first aid, fire safety management and height safety are offered to employees of the Property Manager to update them on safety measures and best practices. This is to ensure employees are trained to perform risk assessments and safety measures are in place before commencement of work activities by third-party service providers. 88 employees of the Property Manager attended health and safety courses in FY20/21.

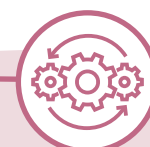
Bi-annual fire and evacuation drills are also held at all MIT's properties to ensure employees and tenants are familiar with the properties' evacuation procedures.

### Safety performance

403-9

Work-related Injuries* for Employees	FY19/20	FY20/21
Number (and rate*) of fatalities as a result of work-related injuries	0	0
Number (and rate*) of high-consequence work-related injuries (excluding fatalities)	0	0
Number (and rate*) of recordable work-related injuries	0	0

\* Rates expressed per million man-hours worked. Refer to pages 137 to 139 for methodology and definitions.



### Business continuity at MIT's data centres in North America

The Manager is committed to safeguarding the safety of its employees, clients and visitors at MIT's data centres in North America, while providing reliable services and minimising disruptions during the COVID-19 pandemic. All MIT's data centres remained fully operational during the lockdown period. The business continuity plan was activated across

various sites and safety protocols were adopted, which were in line with the recommendations of global and local public health authorities. Some examples of these safety protocols included:

- increasing disinfection protocols for higher traffic and high touch areas;
- conducting temperature screening and

collecting information on travel and exposure history of all persons before they are allowed to enter the premises; and

- implementing alternative staffing scheduling to reduce staff interaction and infection risk across engineering, remote hands and security personnel.

# Sustainability Report

## Ensuring the health and well-being of employees

403-6

The Manager and the Property Manager recognise that employee wellness is key to improved motivation, productivity and job satisfaction among employees. Since the Mapletree Group EES in FY17/18, which identified employee well-being as a key focus area, more programmes have been implemented to facilitate employees' access to non-occupational healthcare services and to encourage participation in health promotion initiatives. To ensure the well-being of their employees during the pandemic, the Manager and the Property Manager have also increased the emphasis on the physical and mental well-being employees by adapting their activities.

Health and Wellness Programmes Implemented in FY20/21	Description
<b>Recreation Club</b>  <i>To promote a positive and engaging work environment for employees</i>	<p>The Recreation Club regularly organises activities that promote staff interaction and family cohesiveness.</p> <p>These included weekly sports and games that were reintroduced during Phase 3 of Singapore's re-opening as well as distribution of healthy snack and welfare packs to employees.</p>
<b>Wellness@Mapletree</b>  <i>To improve the physical and emotional well-being of employees</i>	<p>Activities under Wellness@Mapletree include mass circuit trainings, mass walks and health workshops.</p> <p>Virtual exercise events and wellness workshops were made accessible to employees due to restrictions put in place as a result of the COVID-19 pandemic.</p>
<b>Build Mental Resilience Event</b>  <i>To improve employee mental well-being in view of the pandemic</i>	<p>Build Mental Resilience Event was held virtually in October 2020 to help employees build mental and emotional resilience during this period of uncertainty. The webinar included tips on managing stress and seeking support to adapt to the new environment. It was also conducted as a closed-door event to allow participants to raise questions in a safe environment.</p>



### COVID-19: Managing risks and ensuring business continuity

The Manager and the Property Manager took precautionary measures at MIT's properties in Singapore to safeguard the well-being of tenants and employees during the COVID-19 pandemic.

Measures implemented by the Manager and the Property Manager in FY19/20 focused on enhancing health and safety measures, implementing split-team and work-from-home arrangements and ensuring continued operations as an essential service provider during the circuit breaker period. For more information on the measures implemented, please refer to the Sustainability Report 2019/2020.

Going forward, the Manager and the Property Manager's priority was to ensure resilience against future pandemics and continued adherence to health and safety measures. Accordingly, the Manager and the Property Manager implemented the Pandemic Preparedness Plan for MIT's property clusters, which covers the response plan prior to and during a pandemic. Some of the measures within the Pandemic Preparedness Plan include:

- identifying areas within MIT's property clusters which would be used for isolation areas and access points for temperature screening;
- estimating the medical supplies required

for all staff in each property cluster under various scenarios;

- preparing a temperature recording slip for tenants and visitors to the property clusters; and
- preparing tenant circulars as well as medical and travel advisories to be disseminated to all employees and tenants.

The Pandemic Preparedness Plan also allows for flexibility to adjust measures to be implemented according to advice given by the Ministry of Health under its 'Disease Outbreak Response System Condition' framework or any other relevant authorities.



## Local Communities

103-1 103-2 103-3

The Manager recognises the importance of local community development in building strong social capital and sustainable relationships with the local communities MIT operates in. The Manager is committed to maximising the creation of shared value as well as achieving more inclusive, responsible and sustainable growth.



### Policies

#### Group-wide

- Mapletree Group's Shaping & Sharing Programme

### Targets and Performance

Current targets FY20/21	Performance ● Met ● Not Met	Future targets FY21/22
Encourage employee participation in Mapletree CSR events	●	Organise one MIT CSR initiative <sup>New</sup>



76

Employee volunteers for MIT's 'Pack a Bag' CSR initiative



2 million

Disposable medical masks donated to over 30 beneficiaries



S\$85,000

Collected via the Mapletree Community Sharing Fund

### Contribution to SDGs



## Corporate social responsibility

413-1

The Manager is committed to contributing to local communities where it operates by supporting and participating in local community development programs that generate positive socioeconomic benefits. Its CSR approach is in line with the Sponsor's CSR objectives and is guided by the Mapletree Group's Shaping & Sharing Programme. The group-wide Mapletree CSR framework aims to achieve greater impact in four key areas – education, the arts, healthcare and the environment.

The objectives of the Mapletree CSR framework are as follow:

- empowering individuals through various educational and healthcare initiatives;
- enriching communities with the arts and functional design; and
- building environmentally sustainable real estate developments.

The CSR Board committee, which consists of the Sponsor's chairman and senior management as well as two Board representatives from Mapletree REITs or private platform / private funds (rotated on a three-year basis), provides strategic oversight of the framework.

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

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

# Sustainability Report



## 'Pack a Bag'

The Manager and the Property Manager jointly organised MIT's 'Pack a Bag' CSR initiative in FY20/21. They donated S\$7,350 to 71 beneficiaries from Children's Wishing Well and Thye Hua Kwan Family Service @ Tanjong Pagar. The proceeds were used to purchase food bags with daily food necessities for children from Children's Wishing Well and new backpacks with essential school supplies for children from Thye Hua Kwan Family Service @ Tanjong Pagar. Employees of the Manager and the Property Manager also volunteered in the packing and distribution of food and school bags.



## Memberships

102-13

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

As a member of REIT Association of Singapore ("REITAS"), the Manager strives to promote the growth of the Singapore REIT industry through investor outreach events and conferences. Employees of the Manager and the Property Manager also attended courses and webinars organised by REITAS. In addition, the Manager actively participated in consultations organised by key government agencies to offer constructive feedback on proposed

regulatory measures that affect MIT's business.

## Serving the wider community and managing business impact on stakeholders

413-1

The Manager strives to serve the wider community by proactively seeking feedback to understand the local communities' expectations, identify areas of improvements and introduce relevant initiatives to support their needs. This includes avoiding and minimising negative impacts that may potentially arise from MIT's business activities.

To better understand the stakeholders' expectations and identify areas of improvements, the Manager offers avenues to solicit feedback from the local communities. Tenants can contact on-site representatives of the Property Manager

and members of the public can send their feedback and enquiries to the corporate email found on MIT's website.

For property clusters undergoing development or building improvement works, tenants are informed about the progress through the display of circulars on project details and construction schedules at the common areas. Prior to approval of any fit-out works, the Property Manager will remind contractors to exercise a higher degree of sensitivity towards the well-being of the community. Where applicable, contractors would be notified to plan their work schedules to start or end earlier so as to minimise disturbance to the residents. To ensure compliance to NEA's boundary noise limits for industrial activities, the Manager installed noise meters at selected properties and properties that are undergoing developments.



The following case studies highlighted the key local community development projects.

#### Healthy Workplace Ecosystem

As a member of the Tripartite Oversight Committee on Workplace Health, the Manager aims to promote holistic health and safety ecosystems within business clusters. Although the annual Healthy Workplace Ecosystem was suspended in February 2020 due to the COVID-19 pandemic, MIT supported the resumption of health activities in October 2020 by publicising virtual workout sessions organised by the Health Promotion Board among its working residents at selected MIT's property clusters.

#### "FIGHT COVID" Webinar Series

In collaboration with SME Challenge and UOB-SMU Asian Enterprise Institute, the Manager and the Property Manager organised a three-part "FIGHT COVID" webinar series for SMEs.

These virtual knowledge-sharing events allowed distinguished speakers to share insights on how to manage new business challenges and expectations during a pandemic. Participants were also able to learn more about the challenges and solutions to digitalisation, as well as business management and optimisation techniques to increase revenue.

#### COVID-19: Supporting the community

Supporting national efforts to fight COVID-19 through contributions to local communities is an imperative for the Manager and the Property Manager.

In FY20/21, the Mapletree Group donated over 2 million disposable medical masks to assist various frontline agencies and to help alleviate the mask shortage situation in countries that it operates in. The Group distributed masks to more than 30 beneficiaries nominated by the Mapletree offices globally, ranging from medical workers including those in healthcare, nursing homes, and law enforcement, as well as community caregivers for vulnerable groups such as the elderly, children and underprivileged. The Mapletree Group's distribution covered Singapore;

Kuala Lumpur, Malaysia; Sydney, Australia; Hong Kong SAR; Bengaluru and Chennai, India; Reading, Cambridge and Kent, the United Kingdom and New York and Los Angeles, the United States.

Additionally, employees of the Mapletree Group combined their Solidarity Payment to support employees of tenants and service providers via the Mapletree Community Sharing Fund. The fund collected over S\$85,000, which provided cash grants to more than 180 employees of tenants and service providers working at Mapletree retail properties, including MIT's 18 Tai Seng, Singapore. These helped to cushion the financial impact of the COVID-19 pandemic on tenants and service providers.

The Mapletree Group also supported local vaccination efforts through instituting paid leave arrangements on vaccination days.

The Manager remains committed to support MIT's tenants to navigate through this challenging period, with priority given to SMEs who were affected by lower business volumes and supply chain disruptions. Rental reliefs of approximately S\$12.7 million were extended to MIT's tenants in FY20/21, which comprised MIT's COVID-19 Assistance Relief and Programme and mandated rental waivers. This was in addition to the property tax rebates, which had been fully passed on to all tenants in MIT's properties in Singapore.



# Sustainability Report

## ENVIRONMENT

### Energy

103-1 103-2 103-3

The building and construction sector is a major driver of global energy demand and carbon dioxide (CO<sub>2</sub>) emissions, which accounted for 36% of the world's final energy use and 39% of energy and process-related CO<sub>2</sub> emissions<sup>4</sup> in 2018. In February 2021, Singapore unveiled the Green Plan 2030, a whole-of-nation movement to advance Singapore's national agenda on sustainable development. The Green Plan 2030 seeks to strengthen Singapore's commitments under the United Nation's 2030 Sustainable Development Agenda and Paris Agreement, and positions Singapore to achieve its long-term net zero emissions aspiration. The Manager and the Property Manager are supportive of Singapore's ambition and will proactively work with stakeholders to reduce the greenhouse gas ("GHG") emissions from MIT's properties by monitoring and improving their energy performance and efficiency.



#### Targets and Performance

##### Current targets FY20/21

Reduce average building electricity intensity by 0.5% for MIT's properties year-on-year, from the base year of FY19/20

Performance  
● Met  
● Not Met



##### Future targets FY21/22

Reduce FY21/22 average building electricity intensity by 2.5% for MIT's properties from the base year of FY19/20<sup>Revised</sup>



### BCA Green Mark Gold Awards

for K&S Corporate Headquarters  
and 18 Tai Seng (re-certification)



## 11.5%

reduction in average  
building electricity  
intensity from FY19/20



## 13.8%

reduction in GHG  
intensity from FY19/20



## 7

property clusters with BCA Green  
Mark Gold Certifications and higher

#### Contribution to SDGs



<sup>4</sup> Latest estimates from the International Energy Agency, "2019 Global Status Report for Buildings and Construction".



## Green buildings

### CRE8

The Manager and the Property Manager recognise that green building credentials underscore their commitment towards more environmentally friendly buildings. In Singapore, the Manager and the Property Manager strive to integrate sustainability into the development, design and operations of MIT's properties, which is aligned with the Singapore Green Plan 2030 for greener infrastructure and buildings. As at FY20/21, seven property clusters have attained BCA Green Mark Gold certifications and higher.

### List of MIT's properties with BCA Green Mark Gold certifications and higher

Property Cluster	Property Segment	Award
1 & 1A Depot Close	Hi-Tech Building	BCA Green Mark Platinum
18 Tai Seng	Hi-Tech Building	BCA Green Mark Gold
30A Kallang Place	Hi-Tech Building	BCA Green Mark Gold
978 & 988 Toa Payoh North	Hi-Tech Building	BCA Green Mark Gold
K&S Corporate Headquarters	Hi-Tech Building	BCA Green Mark Gold
The Signature	Business Park Building	BCA Green Mark Gold
The Strategy	Business Park Building	BCA Green Mark Gold <sup>Plus</sup>

Monthly Group Property Management engineering forums are organised to discuss ongoing applications or renewals of green building certifications for MIT's properties. Properties with centralised air-conditioning systems are prioritised to achieve BCA Green Mark certifications as air-conditioning accounts for a high proportion of total energy consumption in buildings.

All tenants of Green Mark buildings are given Green Building Guides, which includes action plans for waste recycling, energy and water conservation. In line with BCA's target for 80% of buildings in Singapore to achieve the standards of Green Mark by 2030, the Manager and Property Manager aim to attain BCA Green Mark ratings and higher for MIT's new developments.



### BCA Green Mark Gold Awards for K&S Corporate Headquarters and 18 Tai Seng in FY20/21

In FY20/21, K&S Corporate Headquarters and 18 Tai Seng were re-certified with the BCA Green Mark Gold Awards for Existing Non-Residential Buildings in recognition of their environmentally friendly features. Both properties were also certified as Water Efficient Buildings.

#### K&S Corporate Headquarters

- Completed the installation of solar panels on the rooftop in April 2020;
- Installed carbon dioxide (CO<sub>2</sub>) sensors at tenants' premises to maintain air quality as well as regulate and control fresh air intake;
- Installed T5/LED lightings and motion sensors at common areas;
- Used NEWater for cooling tower and toilet flushing system; and
- Equipped lifts with Variable Voltage Variable Frequency (VVVF) controllers



K&S Corporate Headquarters



18 Tai Seng

#### 18 Tai Seng

- Retrofitted existing light fittings to energy efficient LED lightings at common areas;
- Encouraged tenants to use environmentally friendly products in their fit-outs, which are certified by approved local certification bodies such as the Singapore Green Building Council and the Singapore Environment Council; and
- Promoted the use of energy efficient labelled equipment in building operations (such as Energy Star, Singapore Energy Labelling Scheme or equivalent)

## Sustainability Report

### Three-pronged approach to energy management

The Manager and the Property Manager adopt a three-pronged approach to energy management, which includes reducing energy consumption, improving energy efficiencies and increasing the adoption of renewable energy.

Reducing energy consumption and improving energy efficiencies are the most cost-effective and impactful ways to manage the energy profiles of MIT's properties. On a monthly basis, the Property Manager monitors and assesses utility consumption patterns as well as identifies energy-saving opportunities. Part of the process also includes incorporating

environmentally sustainable practices into property management operations through the deployment of energy efficient equipment and usage of energy efficient technologies such as:

- installation of energy efficient lighting;
- installation of motion sensors;
- installation of alternate light circuits and timers for lighting control;
- upgrading of lifts; and
- review of tenants' fit-out designs to ensure that they adhere to the properties' power density limit.

To raise awareness on environmental issues and drive positive action for the planet, the Manager and the Property Manager

participated in global movements such as Earth Hour (28 March 2020) and Earth Day (22 April 2020). All lightings at MIT's selected properties and corporate offices were switched off for one hour on 28 March 2020 to demonstrate the support for environmentally sustainable action. During the annual Earth Day, all facade and non-essential lightings as well as water features at MIT's selected properties and corporate offices in Singapore were switched off and air-conditioning temperature for common areas was increased by one degree Celsius. Tenants at these properties were also encouraged to participate in these movements.

### MIT's first foray into renewable energy



In FY20/21, the Manager and the Property Manager completed the installation of solar panels at the rooftops of Serangoon North Cluster and K&S Corporate Headquarters, marking MIT's first step into solar deployment. Both projects have a generating capacity of 848.8 kilowatts peak ("kWp") and produce approximately 995.8 of megawatt hour ("mWh") of renewable energy annually for the building. Going forward, the Manager and the Property manager plan to expand the adoption of rooftop solar systems across MIT's properties in Singapore, increasing MIT's contribution to climate mitigation efforts.



Generating capacity of  
**848.8 kWp**



Generates up to  
**995.8 mWh**  
of renewable energy annually



Equivalent to  
**406.78 tonnes**  
of CO<sub>2</sub> emissions avoided  
annually



Equivalent to  
**6,779**  
of trees being planted





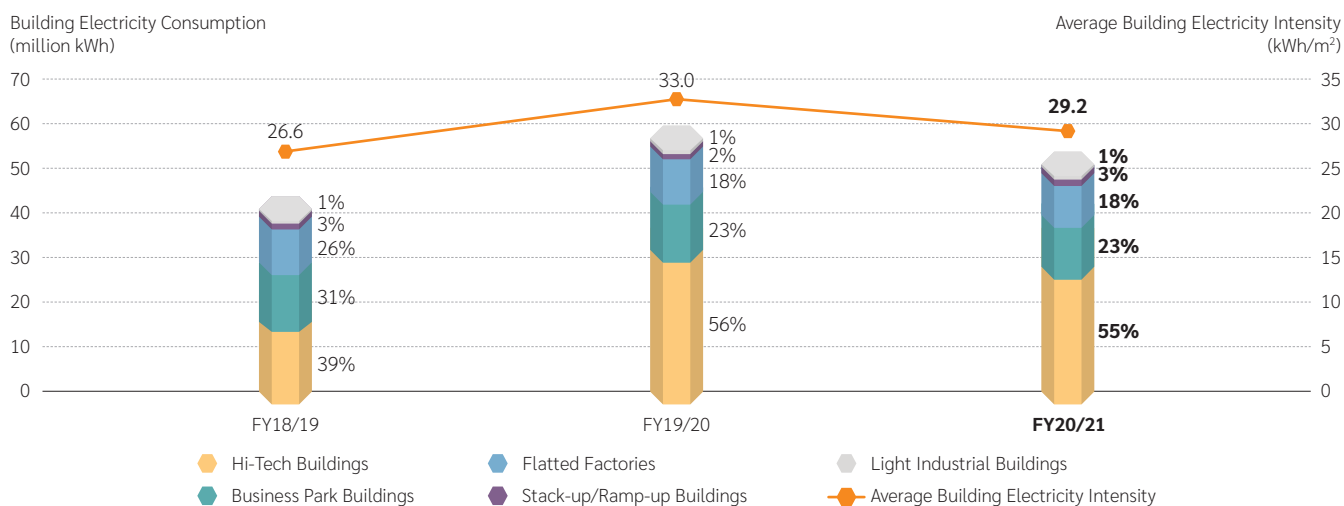
### Translating efforts into reductions in emission and energy reductions

102-48 302-1 302-3 305-2 305-4 CRE1 CRE3

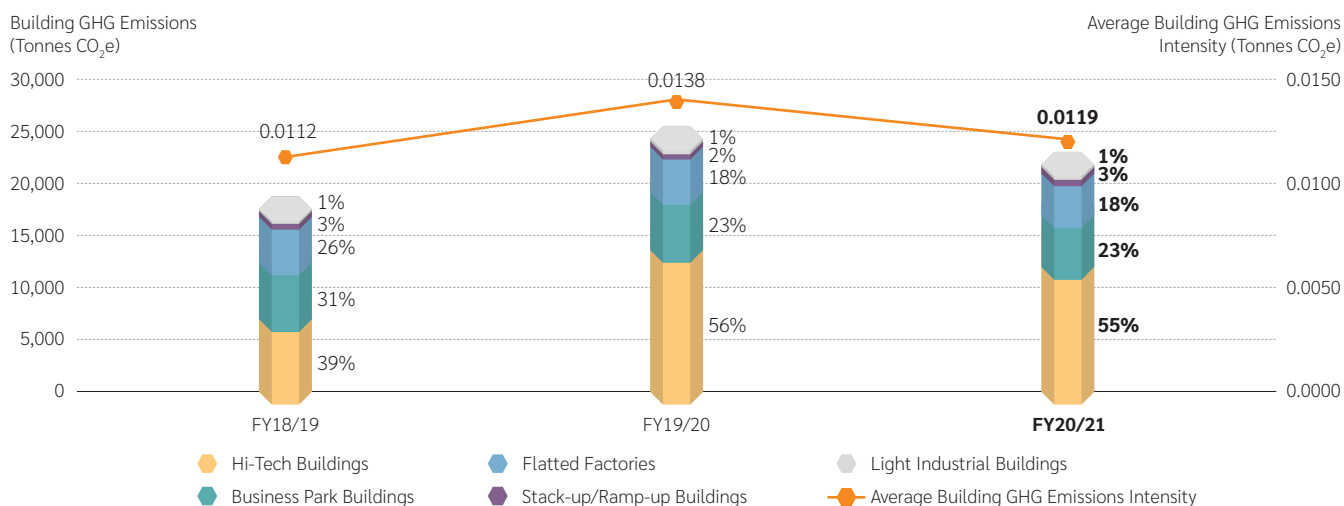
A significant amount of energy consumption of industrial properties comes from the use of electricity for lightings, air-conditioning systems and lifts. As such, a majority of MIT's emissions are Scope 2 (indirect) GHG emissions. The electricity at MIT's properties is supplied by Tuas Power Supply Pte. Ltd and SP Group.

	Unit of measure	FY18/19	FY19/20	FY20/21
<b>Reported MIT properties</b>	Number of clusters	33	36	<b>36</b>
	Number of properties	75	79	<b>79</b>
<b>GFA</b>	Square metre (m <sup>2</sup> )	1,733,885	1,882,978	<b>1,882,978</b>
<b>Total building electricity consumption (kWh)</b>	Million kilowatt hours (kWh)	40.5	57.0	<b>50.9</b>
<b>Average building electricity intensity</b>	kWh/m <sup>2</sup>	26.6 <sup>5</sup>	33.0	<b>29.2</b>
<b>Total building GHG emissions</b>	Tonnes of carbon dioxide equivalent (CO <sub>2</sub> e)	16,960	23,883	<b>20,776</b>
<b>Average building GHG emission intensity</b>	Tonnes CO <sub>2</sub> e/m <sup>2</sup>	0.0112	0.0138	<b>0.0119</b>

### Total Building Electricity Consumption and Average Building Electricity Intensity



### Total Building GHG Emissions and Average Building GHG Intensity



<sup>5</sup> Average building electricity intensity for FY18/19 was restated based on revised calculation.

## Sustainability Report

In FY20/21, the total building electricity consumption of MIT's properties was 50.9 million kWh, a 10.7% decrease from 57.0 million kWh in FY19/20. Correspondingly, average building electricity intensity reduced by 11.5% from 33.0 kWh/m<sup>2</sup> in FY19/20 to 29.2 kWh/m<sup>2</sup> in FY20/21, reflecting MIT's efforts in reducing energy consumption and improving energy efficiency.

As a majority of the total building electricity consumption of MIT's properties is from electricity use, the Manager reports only on Scope 2<sup>6</sup> GHG emissions. In FY20/21, the total building GHG emissions of MIT's

properties were 20,776 tonnes CO<sub>2</sub>e, a 13.0% decrease from 23,883 tonnes CO<sub>2</sub>e in FY19/20. Similarly, average building GHG emission intensity reduced by 13.8% from 0.0138 tonnes CO<sub>2</sub>e/m<sup>2</sup> in FY19/20 to 0.0119 tonnes CO<sub>2</sub>e/m<sup>2</sup> in FY20/21.

The overall improvement in building energy performance in FY20/21 was attributed to the following reasons:

- ongoing efforts to reduce energy consumption and improve energy efficiency. Some of these initiatives included the use of more energy efficient lightings and motion sensors,

as well as the adjustment of timer controls at common areas in response to tenants' activities;

- lower activity during the two-month circuit breaker period whereby non-essential businesses were not allowed to operate on-site;
- lower activity in Phase 2 and early stage in Phase 3 of Singapore's re-opening as not all tenants had resumed full operations since work from home remained as the default arrangement; and
- removal of Kolam Ayer 2 Cluster from the portfolio in July 2020 due to the redevelopment of the cluster.

The Manager and The Property Manager remain committed to improving the energy and emissions performance of MIT's properties. The following initiatives are planned for the upcoming financial year:



**Complete the re-certification of the BCA Green Mark accreditations** for The Strategy and 30A Kallang Place



**Obtain the BCA Green Mark certification** for The Synergy



**Complete the upgrading of chiller plant system** for the Serangoon North Cluster

<sup>6</sup> Energy indirect (Scope 2) GHG emissions.

## Water

103-1 103-2 103-3

Water scarcity is an issue for Singapore because of the increasing demand for water and limited water resources. The Manager and the Property Manager are committed to tracking water withdrawal to enable continued improvement, reducing water usage and improving overall water management across MIT's properties. This is in line with the Ministry of the Environment and Water Resources' Clean Water Policy of conserving water resources and encouraging the use of water wisely to ensure sustainability.



### Targets and Performance

Current targets FY20/21	Performance ● Met ● Not Met	Future targets FY21/22
Reduce average building water intensity by 0.5% for MIT's properties year-on-year, from the base year of FY19/20	●	Reduce FY21/22 average building water intensity by 2.5% for MIT's properties from the base year of FY19/20 <sup>Revised</sup>



**16.3%**  
reduction in average  
building water intensity  
from FY19/20



**86,242 m<sup>3</sup>**  
of NEWater consumed

### Contribution to SDGs



### Three-pronged approach to water management

303-1 CRE-8

The majority of the water withdrawal in MIT's properties relates to the use of water in common areas (e.g. toilets and pantries) and chiller plant systems. Due to the nature of MIT's business in leasing and managing of industrial properties, water consumption from its business activities is negligible.

The Manager and the Property Manager align their water goals with Singapore's water conservation efforts. Most of the water conservation initiatives have been focused on improvement in chiller

performance and upgrading of toilets. Other water-saving initiatives to reduce water withdrawal and improve water efficiency include installing low flush water systems, water efficient taps and motion sensor water faucets as well as adopting recommended water flow rates across MIT's properties. The Property Manager conducts periodic checks on water supply facilities as well as executes timely repairs and regular maintenance to resolve water leakage issues. The Property Manager also engages the tenants to advocate the importance of water as a shared resource through posters placed in toilets and pantries on water conservation.

Over the years, MIT has completed the progressive upgrading of toilets for 14 property clusters. During the financial year, only the upgrading of toilets at The Synergy and The Strategy (Phase 1), Business Park Buildings were completed due to the suspension of upgrading works as a result of the COVID-19 pandemic. The upgrading of toilets at The Strategy (Phase 2) and The Signature, Business Park Buildings will be completed in FY21/22. Such upgrading efforts aim to reduce water and energy consumption in common areas through various environmentally friendly features:

- use of water fittings with at least a three-tick water efficiency ratings under

# Sustainability Report

the Public Utilities Board (“PUB”)’s Mandatory Water Efficiency Labelling Scheme and Voluntary Water Efficiency Labelling Scheme;

- replacement of existing water supply pipes with polypropylene pipes for greater water flow efficiency;
- reduction in the number of sanitary wares and shower cubicles; and
- installation of energy efficient lighting and motion sensors.

In FY20/21, the Manager and the Property Manager also completed the replacement of the chiller system and the building monitoring system at The Synergy,

Business Park Building. The improved chiller system efficiency and monitoring system are expected to lead to further savings in energy and water consumption.

## Management of water discharge-related impacts

303-2

The management of discharge of trade effluent into watercourse is regulated under the Environmental Protection and Management (Trade Effluent) Regulations by NEA and Sewerage and Drainage (Trade Effluent) Regulations by PUB. The Manager and the Property Manager seek to comply with these regulations by ensuring that

the discharged water meets the allowable limits for trade effluent discharge to watercourse or controlled watercourse.

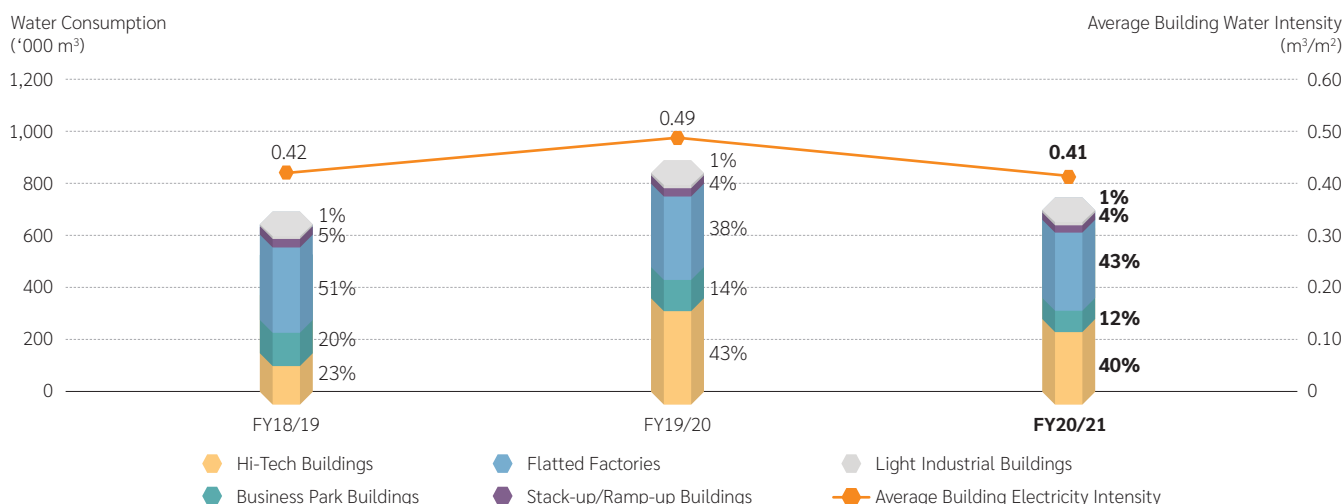
## Translating efforts into reduction in water withdrawal and intensities

102-48 303-3 CRE2

Water withdrawn in MIT’s properties is provided by PUB. High-grade reclaimed water, also known as NEWater was used for the cooling towers at Hi-Tech Buildings, K&S Corporate Headquarters and 1 & 1A Depot Close. NEWater represented about 32% of the water used for the Hi-Tech Buildings in FY20/21.

	Unit of measure	FY18/19	FY19/20	FY20/21
<b>Reported MIT properties</b>	Number of clusters	33	36	<b>36</b>
	Number of properties	75	79	<b>79</b>
<b>GFA</b>	Square metre (m <sup>2</sup> )	1,733,885	1,882,978	<b>1,882,978</b>
<b>Total volume of water withdrawal<sup>7</sup></b>	m <sup>3</sup>	638,149	834,339	<b>686,273</b>
Water	m <sup>3</sup>	610,763	709,522	<b>600,031</b>
NEWater	m <sup>3</sup>	27,386	124,817	<b>86,242</b>
<b>Average building water intensity</b>	m <sup>3</sup> /m <sup>2</sup>	0.42	0.49	<b>0.41</b>

## Total Building Water Consumption and Average Building Water Intensity



In FY20/21, the total water withdrawn from MIT’s properties was 686,273 m<sup>3</sup>, a 17.7% decrease from 834,339 m<sup>3</sup> in FY19/20. Correspondingly, average building water intensity reduced by 16.3% from 0.49 m<sup>3</sup>/m<sup>2</sup> in FY19/20 to 0.41 m<sup>3</sup>/m<sup>2</sup> in FY20/21, reflecting MIT’s water conservation initiatives and efforts to improve water efficiency.

The overall improvement in building water performance in FY20/21 was attributed to the following reasons:

- ongoing efforts to conserve water and improve water efficiency.
- lower activity during the two-month circuit breaker period whereby non-essential businesses were not allowed to operate on-site;

- lower activity in Phase 2 and early stage in Phase 3 of Singapore’s re-opening as not all tenants had resumed full operations since work from home remained as the default arrangement; and
- removal of Kolam Ayer 2 Cluster from the portfolio in July 2020 due to the redevelopment of the cluster.

<sup>7</sup> 100% of water withdrawn are from freshwater (≤1,000 mg/L Total Dissolved Solids).

## Supplementary information

102-48

### Methodology

This section explains the boundaries, methodologies and assumptions used in the computation of MIT's sustainability data and information.



#### Employees

**Employees definition:** Employees are defined as individuals who are in an employment relationship with the Mapletree Group, according to national law.

**Employee data boundary:** The Manager and the Property Manager are wholly-owned subsidiaries of the Mapletree Group. Employees include the management teams and employees of the Manager and the Property Manager who are based in Singapore and do not include workers who are non-employees (e.g. third-party service providers).

**New hires definition:** New hires are defined as employees who joined the organisation during the financial year.

**Average new hire rate methodology:** Average new hire rate is represented as number of new hires over number of employees, expressed as a percentage.

**Turnovers definition:** Turnovers are defined as employees who left the organisation during the financial year.

**Average turnover rate methodology:** Average turnover rate is represented as the number of turnovers over number of employees, expressed as a percentage.



#### Occupational health and safety

**Work-related injuries definition:** Work-related injuries are defined as a negative impact on an employee's health arising from exposure to hazards at work. They include minor, major and fatal injuries as defined by MOM.

- Minor: Non-severe injuries which result in more than three days of medical leave, or at least 24 hours of hospitalisation.
- Major: Non-fatal, but severe injuries defined by nature of injury, part of body injured, incident type and duration of medical leave. These include amputation, blindness, deafness, paralysis, crushing, fractures and dislocations to head, back, chest and abdomen, neck, hip and pelvis, exposure to electric current, asphyxia or drowning as well as burns, concussions, mosquito borne diseases and virus outbreak with more than 20 days of medical leave.
- Fatal: Results in death.

**High-consequence work-related injuries definition:** High-consequence work-related injuries are defined as major and fatal work-related injuries that results in a fatality or in an injury from which the worker cannot, does not, or is not expected to recover fully to pre-injury health status within six months.

**Recordable work-related injury definition:** Recordable work-related injury follows MOM's Workplace Safety and Health (Incident Reporting) Regulations, which details the reporting requirements for different types of accidents.

**Hazards definition:** Hazards are defined as per the guidelines on MOM on types of Dangerous Occurrences.

**Health and safety data boundary:** Health and safety data reported include employees of the Manager and the Property Manager who are based in Singapore and do not include workers who are non-employees (e.g. third-party service providers).

**Health and safety rates methodology:** Rate of fatalities as a result of work-related injury, rate of high-consequence work-related injuries and rate of recordable work-related injuries are computed based on 1,000,000 man-hours worked.

# Sustainability Report



## Energy

**Energy consumption:** The most significant form of energy consumed relates to purchased electricity from the grid and includes the electricity consumption (the numerator) in common areas and shared services.

**Electricity consumption definition:** Total electricity consumed within MIT's properties, expressed in watt-hours, joules or multiples.

**Electricity consumption boundary:** Unless otherwise stated, this relates to the purchased electricity consumption from operations over which MIT or its subsidiaries has operational control.

**Building electricity intensity methodology:** Electricity intensity is expressed in kilowatt-hours per square metre ("kWh/m<sup>2</sup>") or multiples. The organisation-specific metric (the denominator) used considers GFA and occupancy rates. The methodology for energy intensity was revised in FY19/20 to better reflect the operational characteristics of MIT's properties.



## GHG Emissions

**GHG definition:** GHG emissions refer to gas that contributes to the greenhouse effect by absorbing infrared radiation.

GHG emissions are reported in line with the guidance from the GHG Protocol Corporate Accounting and Reporting Standard. The operational control approach is applied, and MIT accounts for GHG emissions from operations over which it or its subsidiaries has operational control.

**GHG emissions boundary:** Unless otherwise stated, this relates to the purchased electricity consumption from operations over which it or its subsidiaries has operational control.

- **Direct (Scope 1) GHG emissions:** Direct GHG emissions occur from sources that are owned or controlled by MIT. Disclosure relating to Direct (Scope 1) GHG emissions is excluded as properties' source of Scope 1 emissions comes from diesel generation. Diesel is only topped up for back-up purposes and emission from this activity is insignificant.
- **Electricity indirect (Scope 2) GHG emissions:** Indirect GHG emissions from the generation of purchased electricity consumed by MIT's properties, expressed in tonnes of carbon dioxide ("tonnes CO<sub>2</sub>") or multiples. These emissions physically occur at the facilities where electricity is generated. Most of the properties' emissions come from the use of electricity for lightings, air-conditioning systems and lifts which is classified as Scope 2 (indirect) GHG emissions.
- **Other indirect (Scope 3) GHG emissions:** Other indirect GHG emissions that are a consequence of MIT's activities, but occur from sources that are not owned or controlled by MIT. This is presently not reported – MIT may report on its indirect (Scope 3) GHG emissions in future reporting periods.

**GHG emissions methodology:** A location-based method is adopted to reflect the average emissions intensity of Singapore's grid. The emission factors used are obtained from the Singapore Energy Statistics published by the Energy Market Authority. MIT adopted grid emission factor calculated using the Average Operating Margin method.

Year	Average Operating Margin (kg CO <sub>2</sub> / kWh)	Source
FY18/19	0.4192	Electricity Grid Emission Factor and Upstream Fugitive Methane Emission Factor, Energy Market Authority (EMA), 2005 – 2018, Oct 2019
FY19/20	0.4188	Electricity Grid Emission Factor and Upstream Fugitive Methane Emission Factor, Energy Market Authority (EMA), 2005 – 2018, Oct 2019
FY20/21	0.4085	Electricity Grid Emission Factor and Upstream Fugitive Methane Emission Factor, Energy Market Authority (EMA), 2005 – 2019, Oct 2020

**GHG emissions intensity methodology:** Electricity indirect (Scope 2) GHG emissions intensity is expressed in tonnes of carbon dioxide per square metre ("tonnes CO<sub>2</sub>/m<sup>2</sup>") or multiples. The organisation-specific metric (the denominator) used considers GFA and occupancy rates.





## Water

**Water withdrawal definition:** Water withdrawal (the numerator) is defined as the total sum of water drawn for use. At MIT, this includes third-party water (municipal water sourced from Singapore's PUB), which comprises tap water and NEWater.

Source of water	Description	Boundary
Tap Water	Singapore's tap water supply comprises a mix of four sources – (i) water from local catchment; (ii) imported water; (iii) Desalinated Water; and (iv) NEWater.	All of MIT's properties
NEWater	NEWater is high-grade reclaimed water produced from treated used water that is further purified using advanced membrane technologies and ultra-violet disinfection.	K&S Corporate Headquarters and 1 & 1A Depot Close

Singapore's quality of drinking water is regulated by the Environmental Public Health ("EPH") (Water Suitable for Drinking) (No.2) Regulations 2019. The drinking water standards set out under the EPH Regulations and GRI's definition of freshwater were based on the World Health Organisation Guidelines for Drinking-water Quality ( $\leq 1,000$  mg/L Total Dissolved Solids).

**Water withdrawal boundary:** Unless otherwise stated, this relates to the water withdrawn from operations over which MIT or its subsidiaries has operational control.

**Water intensity methodology:** Water intensity is expressed in cubic metres per square metre (" $\text{m}^3/\text{m}^2$ ") or multiples. The organisation-specific metric (the denominator) used considers GFA and occupancy rates. The methodology for energy intensity was revised in FY19/20 to better reflect the operational characteristics of MIT's properties.

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102-3	Location of headquarters	Corporate Directory	IBC
102-4	Location of operations	Corporate Profile	IFC
		Strategic Locations across Singapore and North America	30-31
102-5	Ownership and legal form	Corporate Profile	IFC
		Organisation and Trust Structures	20
102-6	Markets served	Corporate Profile	IFC
102-7	Scale of the organisation	Corporate Profile	IFC
		Employment and Talent Retention, Profile of the Workforce	119-120
		Financial Statements	145-228
102-8	Information on employees and other workers	Employment and Talent Retention, Profile of the Workforce	119-120
102-9	Supply chain	Supply chain activities are minimal and not significant to MIT's operations.	
102-10	Significant changes to the organisation and its supply chain	There were no significant changes in MIT's supply chain during the year that had an impact on the reporting scope of MIT's Sustainability Report.	
102-11	Precautionary Principle or Approach	MIT's approach towards risk management is embedded in its ERM framework.	
102-12	External Initiatives	Voluntary initiatives subscribed by MIT include the United Nations SDGs, GRI standards and BCA Green Mark Scheme.	
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102-33	Communicating critical concerns	Whistle-blowing Policy	94
102-36	Process for determining remuneration	Corporate Governance	81-100
102-37	Stakeholders' involvement in remuneration	Corporate Governance	81-100
<b>Stakeholder Engagement</b>			
102-40	List of stakeholder groups	Stakeholder Engagement	109-111
102-41	Collective bargaining agreements	No collective bargaining agreements are in place.	
102-42	Identifying and selecting stakeholders	Stakeholder Engagement	109-111
102-43	Approach to stakeholder engagement	Stakeholder Engagement	109-111
102-44	Key topics and concerns raised	Stakeholder Engagement	109-111
<b>Reporting Practice</b>			
102-45	Entities included in the consolidated financial statements	Significant Accounting Policies	172-186
102-46	Defining report content and topic Boundaries	Reporting Scope	108
		Materiality	109
102-47	List of material topics	Material Sustainability Matters, Targets and Performance	112
102-48	Restatements of information	There were no restatements in FY20/21.	
102-49	Changes in reporting	There were no significant changes from previous reporting periods.	
102-50	Reporting period	1 April 2020 – 31 March 2021	108
102-51	Date of most recent report	22 June 2020	
102-52	Reporting cycle	Reporting Scope	108
102-53	Contact point for questions regarding the report	Feedback	108
102-54	Claims of reporting in accordance with the GRI Standards	Reporting Standards	108
102-55	GRI content index	GRI Content Index	140-144
102-56	External assurance	MIT has not sought external assurance on this report but may do so in the future.	
<b>Material Topic: Economic Performance</b>			
<b>GRI 103 (2016): Management approach</b>			
103-1	Explanation of the material topic and its Boundary	Material Sustainability Matters, Targets and Performance	112
103-2	The management approach and its components	Economic Performance	114
103-3	Evaluation of the management approach		
<b>GRI 201 (2016): Economic performance</b>			
201-1	Direct economic value generated and distributed	Economic Performance	114
		Financial Statements	145-228
		Disclosure on breakdown of economic value distributed was not included as information was unavailable.	

# Sustainability Report

GRI 2016 Standards Disclosure Reference	Description	Section of Report / Reasons for Omission	Page Reference
<b>General Disclosures</b>			
<b>Material Topic: Anti-corruption</b>			
<b>GRI 103 (2016): Management approach</b>			
<b>103-1</b>	Explanation of the material topic and its Boundary	Material Sustainability Matters, Targets and Performance	112
<b>103-2</b>	The management approach and its components	Anti-corruption and Compliance with Laws and Regulations	116
<b>103-3</b>	Evaluation of the management approach		
<b>GRI 205 (2016): Anti-corruption</b>			
<b>205-3</b>	Confirmed incidents of corruption and actions taken	Anti-corruption	117
<b>Material Topic: Compliance with laws and regulations</b>			
<b>GRI 103 (2016): Management approach</b>			
<b>103-1</b>	Explanation of the material topic and its Boundary	Material Sustainability Matters, Targets and Performance	112
<b>103-2</b>	The management approach and its components	Anti-corruption and Compliance with Laws and Regulations	116
<b>103-3</b>	Evaluation of the management approach		
<b>GRI 307 (2016): Environmental compliance</b>			
<b>307-1</b>	Non-compliance with environmental laws and regulations	Compliance with Laws and Regulations	117
<b>GRI 416 (2016): Customer health and safety</b>			
<b>416-2</b>	Incidents of non-compliance concerning the health and safety impacts of products and services	Compliance with Laws and Regulations	117
<b>GRI 416 (2016): Marketing and labelling</b>			
<b>417-2</b>	Incidents of non-compliance concerning product and service information and labelling	Compliance with Laws and Regulations	117
<b>417-3</b>	Incidents of non-compliance concerning marketing communications	Compliance with Laws and Regulations	117
<b>GRI 419 (2016): Socioeconomic compliance</b>			
<b>419-1</b>	Non-compliance with laws and regulations in the social and economic area	Compliance with Laws and Regulations	117
<b>Material Topic: Employment and talent retention</b>			
<b>GRI 103 (2016): Management approach</b>			
<b>103-1</b>	Explanation of the material topic and its Boundary	Material Sustainability Matters, Targets and Performance	112
<b>103-2</b>	The management approach and its components	Employment and Talent Retention	119
<b>103-3</b>	Evaluation of the management approach		
<b>GRI 401 (2016): Employment</b>			
<b>401-1</b>	New employee hires and employee turnover	Profile of the Workforce  Information on the total number of new hires and employee turnover by age group, gender and region was deemed insignificant to report on.	120
<b>GRI 404 (2016): Training and education</b>			
<b>404-2</b>	Programmes for upgrading employee skills and transition assistance programmes	Talent Development Opportunities	120 -121
<b>404-3</b>	Percentage of employees receiving regular performance and career development reviews	Competitive and Fair Remuneration System	120

GRI 2016 Standards Disclosure Reference	Description	Section of Report / Reasons for Omission	Page Reference
<b>General Disclosures</b>			
<b>Material Topic: Health &amp; safety</b>			
<b>GRI 103 (2016): Management approach</b>			
103-1	Explanation of the material topic and its Boundary	Material Sustainability Matters, Targets and Performance	112
103-2	The management approach and its components	Health and Safety	123
103-3	Evaluation of the management approach		
<b>GRI 403 (2018): Occupational health and safety</b>			
403-1	Occupational health and safety management system	MIT currently does not have a occupational health and safety management system in place but has a comprehensive set of policies and procedures to safeguard the health and safety of its stakeholders.	
403-2	Hazard identification, risk assessment, and incident investigation	Hazard Identification, Risk Assessment, and Incident Investigation	123-124
403-3	Occupational health services	Hazard Identification, Risk Assessment, and Incident Investigation	123-124
403-4	Worker participation, consultation, and communication on occupational health and safety	A Strong Safety Culture	123
403-5	Worker training on occupational health and safety	Training on Health and Safety	125
403-6	Promotion of worker health	Ensuring the Health and Well-being of Employees	126
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Prevention and Mitigation of Occupational Health and Safety Impacts	124
403-9	Work-related injuries	Safety Performance	125
		Disclosure relating to workers who are not employees was not included as information was unavailable.	
<b>GRI 416 (2016): Customer health and safety</b>			
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Compliance with Laws and Regulations	117
<b>Material Topic: Local communities</b>			
<b>GRI 103 (2016): Management approach</b>			
103-1	Explanation of the material topic and its Boundary	Material Sustainability Matters, Targets and Performance	112
103-2	The management approach and its components	Local Communities	127
103-3	Evaluation of the management approach		
<b>GRI 413 (2016): Local communities</b>			
413-1	Operations with local community engagement, impact assessments, and development programmes	Corporate Social Responsibility	127
		Serving the Wider Community and Managing Business Impact on Stakeholders	128-129
		Disclosure relating to percentage of operations with implemented local community engagement, impact assessments, and/or development programs is not included as information is unavailable.	

# Sustainability Report

GRI 2016 Standards Disclosure Reference	Description	Section of Report / Reasons for Omission	Page Reference
<b>General Disclosures</b>			
<b>Material Topic: Energy</b>			
<b>GRI 103 (2016): Management approach</b>			
<b>103-1</b>	Explanation of the material topic and its Boundary	Material Sustainability Matters, Targets and Performance	112
<b>103-2</b>	The management approach and its components	Energy	130
<b>103-3</b>	Evaluation of the management approach		
<b>GRI 302 (2016): Energy</b>			
<b>302-1</b>	Energy consumption within the organisation	Translating Efforts into Reduction in Emission and Energy Reductions	133-134
<b>302-3</b>	Energy intensity		
<b>GRI 305 (2016): Emissions</b>			
<b>305-1</b>	Direct (Scope 1) GHG emissions	Disclosure relating to Direct (Scope 1) GHG emissions was excluded as properties' source of Scope 1 emissions comes from diesel generation. Diesel was only topped up for back-up purposes and emission from this activity was insignificant.	
<b>305-2</b>	Energy indirect (Scope 2) GHG emissions	Translating Efforts into Reduction in Emission and Energy Reductions	133-134
<b>305-4</b>	GHG emissions intensity		
<b>GRI-G4 Sector Disclosures: Construction and real estate</b>			
<b>CRE1</b>	Building energy intensity	Translating Efforts into Reduction in Emission and Energy Reductions	133-134
<b>CRE3</b>	GHG emissions intensity from buildings		
<b>CRE8</b>	Type and number of sustainability certification, rating and labelling schemes	Green Buildings	131
<b>Material Topic: Water</b>			
<b>GRI 103 (2016): Management approach</b>			
<b>103-1</b>	Explanation of the material topic and its Boundary	Material Sustainability Matters, Targets and Performance	112
<b>103-2</b>	The management approach and its components	Water	135
<b>103-3</b>	Evaluation of the management approach		
<b>GRI 303 (2018): Water and effluents</b>			
<b>303-1</b>	Interactions with water as a shared resource	Three-pronged Approach to Water Management	135-136
<b>303-2</b>	Management of water discharge-related impacts	Disclosure relating to management of water discharge-related impacts was excluded as management of trade effluents is not managed by the Manager or the Property Manager.	136
<b>303-3</b>	Water withdrawal	Translating Efforts into Reduction in Water Withdrawal and Intensities	136
<b>GRI-G4 Sector Disclosures: Construction and real estate</b>			
<b>CRE2</b>	Building water intensity	Translating Efforts into Reduction in Water Withdrawal and Intensities	136
<b>CRE8</b>	Type and number of sustainability certification, rating and labelling schemes	Three-pronged Approach to Water Management	135